



Warranty Claim Form

Date: 6/19/2025

1127 Greenway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids, WI 54494
United States
Ph. 715-325-5170
mail@greenwayrv.com

General Information

573FS372XSAA20617

Solitude 3203GK

Retail Purchase Date: 2/5/2025

Work Started: 5/1/2025

Work Completed: 5/1/2025

Claim Status: Paid

Dealer Work Order #: 11929

Unit Offline Date: 12/18/2024

Claim #: 903414

Labor: \$280.00

Parts: \$0.00

Shipping: \$0.00

Total: \$280.00

Notes: 720078 5/14 Vendor Approval Attached. Thank you for contacting Thetford and Norcold, The order for the approved door adjustment on the N15DC has been processed. The Warranty Claim Form will be sent to your inbox shortly (will be coming from IFS Applications). Please note that this adjustment includes 0.7 hours of labor. The dealer must submit the completed claim form to Warranty@thetford.com within 30 days of service completion for payment processing. 640004 JH 5/13 Denied per dealer request. JH 5/9 720078 Pending Vendor Review. 620004 Please contact a repair company for an estimate. Below are two companies that we would recommend if there is not a local company to contact. 1. Creative Colors International PH: 1-800-933-2656 www.creativecolorsintl.com 2. Fibrenew PH: 1-800-345-2951

Dealer Information

1127 Greenway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids, WI 54494
United States

715-325-5170

mail@greenwayrv.com

Approved Labor Rate: \$140.00

Customer Information

LINDA LINDGREN

1362 DUCK CREEK CT

FRIENDSHIP, Wisconsin 53934

United States

7153230338

Operation Line # 1

Flat Rate Code: 720078 Refrigerator - Door Adjustment (per *Fault Code:* Component Failure door)

Problem: Customer states that when there is any weight on the refrigerator door at all it squeaks when opening. Right side door when closing.

Hours: .7

Cause: Plastic on plastic with minimal clearance- refrigerator door is rubbing and very loud.

Amount: 98.00

Remedy: Greased hinge points on door and shaved a small amount of plastic off of the plastic trim face and that stopped the screeching noise.

Sublet Repairs: \$0.00

Manufacturer #: 1

Model #: 1

Serial #: 1

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	0.00

Operation Line # 2

Flat Rate Code: 560050 Lg. Comp./Pass Thru/Kitch./Ent. Ctr. - Adjust - *Fault Code:* Damaged/Maintenance Slam Latch Door

Problem: Compartment doors on the front (the pass-through compartment) the doors have to be slammed in order to shut properly and latch. *Hours:* .3

Cause: Top latch wouldn't engage very easily. *Amount:* 42.00

Remedy: Adjusted latch on ODS passthrough storage door. Lubricated latch and catch with penetrator oil. The latches are slam latches, they are meant to be slammed to close. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 650002 Base Cabinets - Repair Base *Fault Code:* Improper Installation/Build Cabinet

Problem: Bedroom side of the bathroom has seam tape coming down that needs to be put back on properly, on the vanity, not seam tape. *Hours:* .3

Cause: Wallpaper on the vanity corner is peeled. *Amount:* 42.00

Remedy: Used spray adhesive, painted it on with a brush and laid it back down. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 4

Flat Rate Code: 410002 Wiring Short/Ground - Rewire/Repair *Fault Code:* Damaged/Maintenance

Problem: Solar panel screen stating not connecting needs to know what that means. *Hours:* .2

Cause: Screen above control panel is for the inverter. It says "Communication Fail" *Amount:* 28.00

Remedy: Had to download the manual for the inverter wfco.com and study the system. Unsure what caused the communication failure fault, but it cleared when we cycled the power to the coach. Turned off all the disconnects and unplugged shore power, waited a minutes and turned back on. No more fault. *Sublet Repairs:* \$0.00

Manufacturer #: 1

Model #: 1

Serial #: 1

Operation Line # 5

Flat Rate Code: 690016 Shelves - Repair Sliding Shelves *Fault Code:* Improper Installation/Build

Problem: Shelves in the pantry came down. Grand design sent customer the tape needed to repair. Customer siliconed some of the sides to prevent further damages. *Hours:* .3

Cause: Floating shelves in the pantry, customer used clear silicone to hold in place. *Amount:* 42.00

Remedy: The loose shelves I used clear nova-flex which is similar to clear silicone, slightly more adhesive. Shelves should stay put now. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 6

Flat Rate Code: 420016 Light Strip (Interior) - Repair Interior *Fault Code:* Damaged/Maintenance Light

Problem: The light sensor in the corner is damaged and Grand Design sent new sensor to the customer. *Hours:* .2

Cause: Motion sensor damaged - customer provided part but could not replace themselves. *Amount:* 28.00

Remedy: Remove broken sensor, bundle of wires were zip tie fastened with a screw about 10 inches *Sublet Repairs:* down in inaccessible area. Used 90 degree and extension to take apart. Replaced sensor and reinstalled \$0.00 in original area.

Manufacturer #:

Model #:

Serial #: