



# Warranty Claim Form

Date: 8/7/2025

1127 Greeneway RV Sales & Service

8220 State Hwy 13 South  
Wisconsin Rapids, WI 54494  
United States

Ph. 715-325-5170

mail@greenewayrv.com

## General Information

573TE2822R3435719

Imagine 23LDE

Retail Purchase Date: 4/20/2024

Work Started: 6/12/2025

Work Completed: 6/12/2025

Claim Status: Paid

Dealer Work Order #: 11944B

Unit Offline Date: 7/17/2023

Claim #: 905122

Labor: \$714.00

Parts: \$959.23

Shipping: \$132.42

Total: \$1805.65

Notes: 7/23 line 3 still open 7/23Part returned from supplier shower head is not a Grand Design Product . The part, has been denied, labor will be paid. If you would like the part returned please supply a return label to vcb@granddesignrv.com. \*\*\*\*\*We hold parts for 10 days\*\*\*\*\* 6/30 Shower head only recd and sending to vendor for testing. TB \*LINE 1 "is Pending part return and testing . When Returning parts, please include a copy of the CLAIM in the box with the part. Once the part has shipped, please provide the tracking number in the dealer notes section of your claim, add any return freight charges you may have incurred to your Requested Shipping Total box, and then put the claim back into submitted status to be processed. Return to the VCB address: Grand Design RV 5200 Hoffman St Elkhart, IN 46516 LINE 3 vendor requires clear pic of the front and back of the defective parts removed from the unit mls 6/17 TG 5-23-25 170027 sent to lci

## Dealer Information

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United States

715-325-5170

mail@greenewayrv.com

Approved Labor Rate: \$140.00

## Customer Information

Timothy Bayuk  
w8396 Royal Oaks DR  
Wautoma, Wisconsin 54982  
United States  
920-379-4296

## Operation Line # 1

Flat Rate Code: 350044 Showers - R&R Shower Head

Fault Code: Component Failure

**Problem:** Customer states that the shower head button on the side does not let the button actually flip between one to the other. Has been getting worse, has silicone sprayed to try to loosen and hadn't helped.

Hours: .2

**Cause:** Shower head defective. Button is very difficult to press.

Amount: 28.00

**Remedy:** R&R shower head.

Sublet Repairs:  
\$0.00

Manufacturer #:

Model #:

Serial #:

| <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          |
| 350502 SHOWER HEAD AND HOSE KIT MATTE BLACK  | SHOWER HEAD AND HOSE KIT MATTE BLACK  |                     | 1          | 1            | 0.00          |

**Operation Line # 2**

*Flat Rate Code:* 590061 Decals - (Front & Rear Wall/Cap) - R&R Rear *Fault Code:* Improper Installation/Build  
Decal/Logo/Die Cut

*Problem:* Front white decal is beginning to peel.

*Hours:* .5

*Cause:* Decal is beginning to peel.

*Amount:* 70.00

*Remedy:* Replace decal

*Sublet Repairs:* \$0.00

*Manufacturer #:*

*Model #:*

*Serial #:*

| <u>Part</u>                            | <u>Description</u>              | <u>Return Tag #</u> | <u>Qty</u> | <u>Units</u> | <u>Amount</u> |
|----------------------------------------|---------------------------------|---------------------|------------|--------------|---------------|
| 530176 DIE CUT FRONT # 6 RH<br>IMAGINE | DIE CUT FRONT # 6 RH<br>IMAGINE |                     | 1          | 1            | 8.25          |
| 530175 DIE CUT FRONT # 6 LH<br>IMAGINE | DIE CUT FRONT # 6 LH<br>IMAGINE |                     | 1          | 1            | 8.25          |

**Operation Line # 3**

*Flat Rate Code:* 420042 Outlets/Recepts - R&R 12V Recept *Fault Code:* Improper Installation/Build

*Problem:* Love seat is not staying plugged in, no matter how hard they have tried to push in the plug it comes undone and stops working.

*Hours:* 1

*Cause:* Outlet failed.

*Amount:* 140.00

*Remedy:* Replace outlet. Have to remove the recliners to access and put back properly, which is why the extended time request.

*Sublet Repairs:* \$0.00

*Manufacturer #:*

*Model #:*

*Serial #:*

| <u>Part</u>                                         | <u>Description</u>                           | <u>Return Tag #</u> | <u>Qty</u> | <u>Units</u> | <u>Amount</u> |
|-----------------------------------------------------|----------------------------------------------|---------------------|------------|--------------|---------------|
| 960204 Miscellaneous Part for claim<br>use only     | Miscellaneous Part for claim use<br>only     |                     | 1          | 1            | 0.00          |
| 420408 RECEPT BLACK STANDARD<br>15A 15A SC085S6 P&S | RECEPT BLACK STANDARD 15A<br>15A SC085S6 P&S |                     | 1          | 1            | 4.65          |

**Operation Line # 4**

*Flat Rate Code:* 820015 Detectors - R&R Smoke Detector *Fault Code:* Improper Installation/Build

*Problem:* Fire alarm is not staying in the unit. Keeps falling down out of the spot.

*Hours:* .2

*Cause:* Mounting screws for fire alarm were loose and angled.

*Amount:* 28.00

*Remedy:* Moved mounting screws and added some rubber to keep everything tight. \*No repair code\*

*Sublet Repairs:* \$0.00

*Manufacturer #:*

*Model #:*

*Serial #:*

## Operation Line # 5

*Flat Rate Code:* 170027 Lippert Schwintek - Adjust Column - per *Fault Code:* Improper Installation/Build side

*Problem:* Slide out is struggling to go in and out. Did reset on the slide and did not help. Tested with new battery as well and still was struggling. *Hours:* 3.2

*Cause:* Schwintek slide mechanism is in early states of failure. At first glance the rails and hardware *A m o u n t :* assemblies look fine and undamaged, the problem is that in the last 12"-14" of the slide going out to the 448.00 final position, this is where the mechanism slows down tremendously, almost to the point of stopping and limps the remainder of the way out.

*Remedy:* Discovered that the top gear rack on both sides is getting chewed up pretty bad. This slide would *S u b l e t* benefit greatly from an updated replacement schwintek mechanism. \*Unsure on which labor code this *Repairs:* \$0.00 would be.

*Manufacturer #:*

*Model #:*

*Serial #:*

| <u>Part</u>                                                                                          | <u>Description</u>                                                                    | <u>R e t u r n</u><br><u>Tag #</u> | <u>Qty</u> | <u>Units</u> | <u>Amount</u> |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|------------------------------------|------------|--------------|---------------|
| 640819 MECHANISM SLIDEOUT IN WALL 26<br>WALL 26 X 73 1/8 W/FLIP-N-SEAL SIDE<br>SEAL (STD GEAR TRACK) | MECHANISM SLIDEOUT IN WALL 26<br>X 73 1/8 W/FLIP-N-SEAL SIDE SEAL<br>(STD GEAR TRACK) |                                    | 1          | 1            | 938.08        |