



Warranty Claim Form

Date: 6/19/2025

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 #: 905126
Labor: \$490.00
Parts: \$0.00
Shipping: \$0.00
Total: \$490.00

Notes: Sg 6/2/25 Warranty expired 4/20/25 GD will cover as a one time courtesy to assist the customer. Adjusted FRC to reflect wiring repair

Dealer Information

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715-325-5170
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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: 410002 Wiring Short/Ground - Rewire/Repair *Fault Code:* Improper Installation/Build

Problem: Batteries will not hold a charge. When plugged in works fine but during drives not charging and holding. Would like parasitic draw test. *Hours:* 3.5

Cause: States batteries are draining, check for parasitic load. Tested batteries, showing 11.32vDC. Definitely drained. When battery disconnect is in the off position still showing there is a 0.3amp load drawing from the battery. Going to need further diagnostic time in order to hunt down the electric culprit.

Remedy: Already took 0.6 hours, requesting additional 2.5 hours to figure out the issue. (3.1 total hour for diagnostics). started the diagnosis process. Batteries were drained down to 6.2v with disconnect off. Letting converter charge up batteries sufficiently. Noticed there is a red light on the furrion solar charge controller. \$0.00 Polarity reversed from controller to battery see pictures. Corrected polarity issue on charge controller, now correct orange light is illuminated with option "sealed" selected. Batteries left on charge over weekend and are now holding a significant charge, doing further testing to make sure they are undamaged. 5/27/25 - Batteries are now floating at 12.9v after being charged for 48hrs. Think the parasitic load draining the batteries was that incorrect polarity from the solar charge controller. No longer draining the batteries when disconnect is off.

Manufacturer #:

Model #:

Serial #: