



Warranty Claim Form

Date: 8/7/2025

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

573FS3823RAA17955
Solitude 3503GK
Retail Purchase Date: 9/6/2024
Work Started: 6/19/2025
Work Completed: 6/19/2025

Claim Status: Paid
Dealer Work Order #: 11966
Unit Offline Date: 1/30/2024

Claim #: 914297
Labor: \$140.00
Parts: \$292.96
Shipping: \$37.32
Total: \$504.08

Notes: Are you not claiming any parts on 720110? **if you need to claim the handling fee, I have attached a pdf file with instructions on how to claim them since they do not get added to the shipping request. NN 7.28 AB 5/15 *Please hold all parts for a minimum of 30 days after the claim is paid* 720110 - Case 5863346 We will approve up to .50 for labor. This is pre-auth for the R&R of the Oven control valve 2022120252 Pre-authorization is information only and will not result in Lippert issuing the replacement. Lippert will defer to the RV Manufacturer for your next steps regarding replacement. . Mobile fees are not covered under the Lippert warranty for this product. 730001 - Vendor: Case 5858803 We will approve up to .50 for labor. This is pre-auth for the R&R of the fireplace Mobile fees are not covered under the Lippert warranty for this product. Please provide pictures of the complete serial number tag with your claim submission as this product is not required to be returned for testing. Note: Your coach information will need to satisfy the conditions for Warranty credit.

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

ROSE BALSIGER
W5743 S PARTRIDGE DR
NEW LISBON, Wisconsin 53950
United States
608-547-9512

Operation Line # 1

Flat Rate Code: 720110 Range/Oven - R&R Oven Control (T- *Fault Code:* Component Failure Stat)

Problem: Customer states that the oven is not working properly. When you start the oven, it heats up normally but then does not cycle to keep over up to temp. *Hours:* .5

Cause: States oven is not working correctly, testing oven for functionality. Placed thermometer in oven, light oven. Observing temperature rise and run. Ran the oven for an hour set the knob at 425, thermometer is reading 400. It maintained that temp the entire time. Looks like the oven runs about 25 degrees low from when the knob says. *Amount:* 70.00

Remedy: Did not see temp drop until shut burner off. Oven withing paramaters. Asking for diagnosis time per state of WI law. *S u b l e t 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>
961751 LIPPERT LABOR ONLY	LIPPERT LABOR ONLY		1	1	0.00

Operation Line # 2

Flat Rate Code: 730001 Fireplace - R&R Fireplace Assembly *Fault Code:* Component Failure

Problem: First time you plug in the fireplace it works normal when it first cycles, then when gets to heat it does not cycle normally. Doesn't seem to put out any further heat. *Hours:* .5

Cause: Tech has been researching but because unit is unbranded, we do not know how to proceed with a repair or what to request for labor. We do not have any reference to troubleshoot fault codes on the unit. *Amount:* 70.00

Remedy: Ran fireplace for two hours, got coach to temp 68 degrees the wall thermostat verified. Fireplace did kick out, heat won't come back on. When I power cycle the fireplace, throws an F1 error code. *Sublet Repairs:* \$0.00
Unbranded appliance, Need guidance from Grand Design.

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>
730078 FIREPLACE 26" GREYSTONE CURVED (WF2613L)	FIREPLACE 26" GREYSTONE CURVED (WF2613L)		1	1	292.96

Operation Line # 3

Flat Rate Code: 950003 Misc. Charges - Handling Fee

Fault Code: No Problem Identified

Problem: handling on invoice 1421697

Hours: 0

Cause: handling on invoice 1421697

Amount: 0.00

Remedy: handling on invoice 1421697

Sublet Repairs: \$33.80

Manufacturer #:

Model #:

Serial #: