



Warranty Claim Form

Date: 7/14/2025

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

573FR3420P9923512
Reflection 303RLS
Retail Purchase Date: 6/13/2024
Work Started: 6/26/2025
Work Completed: 6/27/2025

Claim Status: Paid
Dealer Work Order #: 12050
Unit Offline Date: 1/16/2023
Shipping: \$118.31
Total: \$2465.56

Notes: MS approval attached at preauth stage. RY 7/2/25 TG 5-27-25 sent for review(MS) TG 5-22-25 video will not open , can you send to tgary@grenddesignrv.com. TG 5-20-25 620005 please supply video of issue

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

KRISTIN GRAVEL
126 S EAST ST
PLAINFIELD, Wisconsin 54966
United States
715-213-3333

Operation Line # 1

Flat Rate Code: 620005 Floor Structure - R&R Decking

Fault Code: Damaged/Maintenance

Problem: Water leak in the bathroom, seems to be a small leak but floor seems soft in front of the shower now. Check for diag and estimate. Hours: 15

Cause: A soft spot in front of the toilet. I air-tested the unit for leaks and there aren't any. We ran the water through the toiler to check the flange seal, and we don't see any water. Removed the wall in the front storage and felt the bottom of the floor and it's not soft but it doesn't feel right either. Had Matt walk around on the soft spot as I watched from inside the storage compartment and we can see that section of floor flexing a lot. Cut the sub-floor material and the underside of the floor is covered in white mold. Cut a few more sections and the mold is in different areas.

Remedy: Need advisement from Grand Design on what they want done. Replace floorboard. R&R toilet and rebuild toilet drain upon reinstalling, R&I bathroom cabinetry, R&I vinyl flooring, R&I Door jam, R&R flooring wood, reseal around shower upon completion, install misc batten trim to hide seams.

Amount: 2100.00
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	16.91
652313 TRIM JAMB 1.177 X 3 7/16 X 8 FT CHAMPAGNE PEWTER FW1234 MDF	TRIM JAMB 1.177 X 3 7/16 X 8 FT CHAMPAGNE PEWTER FW1234 MDF		6	1	143.91
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		24	1	8.64
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	7.79

Operation Line # 2

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Damaged/Maintenance

Problem: There is molding in several places coming off. Molding on DS slide coming apart, molding behind the refrigerator and the molding in the bedroom. *Hours:* .5

Cause: Loose. DS fascia board is coming off, ods baton strip to the right of the fridge, and the floor trim behind the bedroom door is coming off. *A m o u n t :* 70.00

Remedy: Removed fascia board completely and removed all the nails, added a bead of silicone to the whole length of the fascia header and nailed the fascia board back on. Puttied the nail holes when we were done. *S u b l e t* *R e p a i r s :* There is no room for a nailed so after I removed the 1 piece of 3m tape to the baton and ran a bead of super glue down the baton and held in place until the glue set. The manufacturer used one small screw to hold the floor trim on so added more and longer screws to hold it in place. *\$0.00*

Manufacturer #:

Model #:

Serial #: