



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

573TR3422R3349424
Reflection 297RSTS
Retail Purchase Date: 7/15/2024
Work Started: 6/5/2025
Work Completed: 6/5/2025

Claim Status: Paid
Dealer Work Order #: 12131
Unit Offline Date: 2/22/2024

Claim #: 903841
Labor: \$98.00
Parts: \$12.02
Shipping: \$0.00
Total: \$110.02

Notes: JPH 6-9-25 recall only pays .7 hours. Directions are clearly noted on the recall

Dealer Information

Customer 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

jonathan tylock
1889 stately conifer rdg
green bay, Wisconsin 54473
United States
262-939-2571

Operation Line # 1

Flat Rate Code: 910044 Recalls/Field Campaign - Overcurrent Protection *Fault Code:* Recall
24v-522/2024-399 910044

Problem: Customer states that their unit is affected by 24v-522- needs to be inspected and replaced. *Hours:* .7

Cause: Affected by recall 24v-522. Inspected and worked through the recall guide. Had to get it reprinted in *A m o u n t :* color as the wording is very misleading and not making sense. Took extra time to try and distinguish what the 98.00 recall was explaining past step 9. Unclear instructions. I reached out to GD at 9:15am to clarify instructions and they did not know. I was transferred twice and received a voicemail to which I did not receive a call back in a reasonable bout of time.

Remedy: By step 9 in the recall, I became lost and had to research the component affected. Understanding *S u b l e t* the electronic system involved in the emergency braking made more sense what we were doing with the *R e p a i r s :* recall. After seeing color pictures of the guide, I then realized how the wiring needed to be routed. Tested the \$0.00 e-brake system by jacking up one wheel and pulling the e-brake switch and waiting for 10 second for the audible beep and checking wheel if brake engages. Tested good. Recall complete.

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		2	1	12.02