



Warranty Claim Form

Date: 9/19/2025

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

573FM4123SBB02997

Momentum 351MS

Retail Purchase Date: 7/26/2024

Work Started: 8/15/2025

Work Completed: 8/15/2025

Claim Status: Paid

Dealer Work Order #: 12255

Unit Offline Date: 7/15/2024

Claim #: 924523

Labor: \$28.00

Parts: \$0.00

Shipping: \$0.00

Total: \$28.00

Notes: **Line 2 - without the part return, GDRV will have to deny this job. RY 9/3/25 *Line 2- 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 CW 8/26/25 cc-7/8/25 will give approval to pull front cap will need to see what is causing the protrusion prior to any additional repairs cc-7/8/25 vendor approval For case number 6015274 with VIN ending in SBB02997, Lippert will authorize the replacement of the Titan Leveling Touchpad. The approval will come with 0.3 hour labor and be pending part return and testing. Please hold parts for 30 days after claim is filed This unit has open recalls and must be repaired according to Federal Law before customer takes delivery. 910050 - MorRyde Steps 25v-281/2025-232 530002 we will need to know what is causing this to protrude as there is nothing there that should be hitting that to create the issue 160019 sent to vendor for approval

Dealer Information

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Approved Labor Rate: \$140.00

Customer Information

Gary Flahive

661 Jackpine Arbor
Nekoosa, Wisconsin 54457
United States

715-325-2655

Operation Line # 1

Flat Rate Code: 680063 Chairs - Recliner/Rocker PoweredCup *Fault Code:* Improper Installation/Build Holder

Problem: Customer states that the cup holder on the rear most theater seating does no operate at all- needs to be diagnosed.

Hours: .2

Cause: One of the plugs underneath the sofa was disconnected.

Amount: 28.00

Remedy: Plugged it back in.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2 (Denied)

Flat Rate Code: 160019 Electric Leveling - R&R Control *Fault Code:* Component Failure Module

Problem: Customer states that when they tried to drop the unit, they pushed the button to drop the unit, and it switched to auto level on its own. Needs diagnosed. *Hours:* 0

Cause: Bad leveling controller.

A m o u n t :
0.00

Remedy: Ran the jacks up and down several times and everything is operating correctly. When we were bringing the floor jack over to check the brakes, the front end of the unit was raising on its own. I went to the outside controller and it was off. I turned it on and hit cancel and the unit stopped rising. I duplicated everything that I did the first time and operated the system and let it sit and the issue did not happen again. Matt called Grand Design and they told him to check the controller and when he walked up to it, the controller was doing random things. If its on it will start operating the jacks by itself. If its on the lock screen it will enter numbers by itself. We will need a new controller. *S u b l e t R e p a i r s :* \$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
160358 GOAT LEVELING EXTERNAL INTERFACE	GOAT LEVELING EXTERNAL INTERFACE		1	1	0.00