



Warranty Claim Form

Date: 1/15/2026

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

573FS3627SAA20575

Solitude 310GK

Retail Purchase Date: 6/7/2025

Work Started: 11/15/2025

Work Completed: 11/15/2025

Claim Status: Paid

Dealer Work Order #: 12273

Unit Offline Date: 12/11/2024

Claim #: 952600

Labor: \$490.00

Parts: \$221.53

Shipping: \$18.34

Total: \$754.62

Notes: Sg 8/15/25 720076 - Vendor is authorizing Grand Design to replace part number 640988 Door Sensor Freezer. Original Serial Number: E244ABDW00860056 Case Number: FD 650304 Labor Time: 1.0 hours 720125 - No repair made. Please hold all parts for a minimum of 30 days after the claim is paid

Dealer Information

1127 Greeneway RV Sales & Service
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715-325-5170

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Approved Labor Rate: \$140.00

Customer Information

PAUL SHIVELER

300 FOREST ST

FOX LAKE, Wisconsin 53933
United States

9209282727

Operation Line # 1

Flat Rate Code: 570037 Molding - Screw Cover Insert - *Fault Code:* Improper Installation/Build
Resecure

Problem: Customer states that there is a water leak she believes. It is coming up under the FW hitch.
When looking up closely saw that there was some caulking that looked to be missing.

Hours: .2

Cause: Screwtrack ODS of fw pinbox is gapped. Looks like a broken screw.

Amount: 28.00

Remedy: Need to remove trim, remove broken screw, add an extra screw, refasten trim and reseal with Sublet
clear nova-flex. *Unsure on correct labor code.

Repairs:
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 570002 Front Corner Molding - Repair

Fault Code: Improper Installation/Build

Problem: There is molding at the base of the unit that is dripping and looks to have water getting
between the wall and siding and dripping out at the bottom.

Hours: .2

Cause: Sealing failed.

Amount: 28.00

Remedy: Cleaned and resealed the molding around front bottom corner of coach.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 420026 Switches (Interior) - R&R Wall *Fault Code:* Component Failure Switch

Problem: Pantry light does not work, will not come on.

Hours: .3

Cause: Bad motion switch. There is power to the switch, the lights work, no power going through the switch.

Amount: 42.00

Remedy: Replace switch.

Sublet 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>
421147 LIGHT MOTION SENSOR 6 FOOT AND 30 SECONDS	LIGHT MOTION SENSOR 6 FOOT AND 30 SECONDS		1	1	0.00
421088 SWITCH MOTION SENSOR SURFACE MOUNT 120 SEC TIME DELAY	SWITCH MOTION SENSOR SURFACE MOUNT 120 SEC TIME DELAY		1	1	13.73

Operation Line # 4

Flat Rate Code: 590057 Roof Vent- Maxx Air - R&R Complete *Fault Code:* Damaged/Maintenance Fan

Problem: The fan in the ceiling with the rain sensor is not working. Worked the first time they used it but once turned off it would not come back on.

Hours: 1

Cause: Seemed to be a remote connectivity issue, tried reprogramming as stated on fixture multiple times but it is still not working.

Amount: 140.00

Remedy: R&R fan.

Sublet 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>
810671 FAN 14" 12V SUPERVENT POWER LIFT SMOKE LID 3 SPEEDS RAIN SENSOR NO REVERSE	FAN 14" 12V SUPERVENT POWER LIFT SMOKE LID 3 SPEEDS RAIN SENSOR NO REVERSE		1	1	197.24
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		2	1	7.00

Operation Line # 5

Flat Rate Code: 560015 Entry Door - Adjust Screen Door *Fault Code:* Improper Installation/Build

Problem: The screen door does not shut properly. Sometimes feels like it will not open at all.

Hours: .4

Cause: Screen door is making contact with doorframe on top corner and at latch. Door was not installed correctly on hinges.

Amount: 56.00

Remedy: Moved screws and adjusted two hinges on screen door. Closes well now.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 6

Flat Rate Code: 720076 Refrigerator - Door Retractable Seal *Fault Code:* Component Failure

Problem: Refrigerator doesn't stay cold because the seals are not sealing properly. Refer goes off all the time and is hard to shut. *Hours:* 1

Cause: Turned on refrigerator to test, getting an E4 error code right away, is constantly beeping alerting to *A m o u n t :* the error. Norcold French door style stainless refrigerator. Doors are clearly shut. Norcold manual for refer 140.00 says E4 error code means door open longer than 2 minutes. The magnet for the freezer door is missing, making the fridge think a door is stuck open.

Remedy: Replace refrigerator door magnet.

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>#</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
721358 REFRIGERATOR FREEZER REFRIGERATOR FREEZER DOOR DOOR PLASTIC MAGNET HOUSING PLASTIC MAGNET HOUSING ONLY			1	1	3.56

Operation Line # 7

Flat Rate Code: 150003 Entry Door Step - Touch-Up/ *Fault Code:* Improper Installation/Build
Lubricate

Problem: Main outside door from inside is hard to close, feels like they are going to break it. *Hours:* .1

Cause: States entrance door is not operating smoothly.

Amount: 14.00

Remedy: Lubricated door latch and striker plate, working good.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 8

Flat Rate Code: 560037 Baggage - Adjust - Non Slam Latch *Fault Code:* Improper Installation/Build

Problem: Latch on front door to battery doesn't close well. *Hours:* .3

Cause: Front compartment door not closing tight, needs adjustment.

Amount: 42.00

Remedy: Removed the latches on both sides of door. Added a slight bend to the latch, now holds door tighter to door frame. Center latch is almost too tight. Made adjustments to all three latches. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 9

Flat Rate Code: 950003 Misc Charges - Packaging/Handling *Fault Code:* No Problem Identified
Fee

Problem: Invoice 1466520

Hours: 0

Cause: Invoice 1466520

Amount: 0.00

Remedy: Invoice 1466520

Sublet Repairs: \$24.75

Manufacturer #:

Model #:

Serial #: