



Warranty Claim Form

Date: 8/20/2025

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

573FR3820R9925547

Reflection 324MBS

Retail Purchase Date: 10/11/2024

Work Started: 8/5/2025

Work Completed: 8/5/2025

Claim Status: Paid

Dealer Work Order #: 12483

Unit Offline Date: 11/30/2023

Claim #: 919714

Labor: \$280.00

Parts: \$7.62

Shipping: \$1.79

Total: \$289.41

Notes: cc-8/7/25 Please hold parts for 30 days after claim is paid

Dealer Information

1127 Greeneway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids, WI 54494
United States

715-325-5170
mail@greenewayrv.com
Approved Labor Rate: \$140.00

Customer Information

CHRISTOPHER KARNATZ
700 OAK DR
JEFFERSON, Wisconsin 53549
United States
9209887632

Operation Line # 1

Flat Rate Code: 680022 Chairs - Repair Recliner

Fault Code: Improper Installation/Build

Problem: Couch in the unit, the single section of seating is not attached to the floor.

Hours: .1

Cause: Recliner came loose from the floor.

Amount: 14.00

Remedy: Resecured after trim was fixed on previous line.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 350041 Showers - Seal Base & Surround

Fault Code: Improper Installation/Build

Problem: Shower is leaking, checked behind faucet and found no leak, checked drain and no leak. Spoke with GD dealership in CO and they states it sounds like the pan was cracked. Check for issues to get repaired.

Hours: .2

Cause: Shower needs to be re-sealed.

Amount: 28.00

Remedy: There was some water leaking out from shower, resiliconed a seam and now there is no further leak present.

Sublet Repairs:
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 620026 Floor Covering - Repair Linoleum Main Floor(per *Fault Code:* Improper Installation/Build
In. ft., including attachments)

Problem: The ODS side of unit in the main bedroom, the vinyl floor on the upper section keeps bubbling up. It almost looks like the outer edge wasn't secured. *Hours:* 1

Cause: Flooring next to the bed on IDS is bubbling and is heaving up. It is not laying down flat. *Amount:* 140.00

Remedy: Removed angle from edge, peeled up floating flooring, used some Henry's 695 vinyl flooring adhesive on both side of bed, flooring was wavy and loose on both sides. Pressed floor after flued and reattached angle. Floor should stay flat now. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 4

Flat Rate Code: 660031 Drawers - R&R Drawer Guide *Fault Code:* Improper Installation/Build

Problem: Drawer under the TV fell off. The drawer glide came off the drawer itself on 1 side. Looks like only had 2 screws holding it on the drawer itself. It then damaged some trim and the floor. Customer really just wants the drawer to be fixed. *Hours:* .5

Cause: Drawer glide fell apart. Hardware defective requires replacement. When it fell about it also ruined the trim and floor. *Amount:* 70.00

Remedy: Replace drawer glide on broken side, added extra screws as a precaution. *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>
660368 BRACKET CABINET MEMBER ONLY	BRACKET CABINET MEMBER ONLY		1	2	7.62
MEMBER ONLY DWR SLIDE 3500 BB 75# 20" ZINC	DWR SLIDE 3500 BB 75# 20" ZINC 15 PR/CARTON				

Operation Line # 5

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Improper Installation/Build

Problem: While looking for damage from the drawer we found 2 trims pieced that just need to be tacked back into place. One is between the dinette and fireplace, and the other is between the dinette and couch. *Hours:* .2

Cause: States trim is loose and out of place. Found two batten strips near floor that are in need to reattaching. *Amount:* 28.00

Remedy: Took a few minutes to locate loose pieces. Had to unmount recliners to access batten strip in order to fit took in place. Tacked strip and resecured recliners. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #: