



# Warranty Claim Form

Date: 3/23/2026

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**

573FR3129R3349888  
 Reflection 270BN  
 Retail Purchase Date: 5/13/2025  
 Work Started: 11/12/2025  
 Work Completed: 11/20/2025

Claim Status: Approved  
 Dealer Work Order #: 12664  
 Unit Offline Date: 4/3/2024  
 Claim #: 967881  
 Labor: \$98.00  
 Parts: \$0.00  
 Shipping: \$0.00  
 Total: \$98.00

Notes: 3/23 Part returned from supplier converter has tested good. The part, shipping and handling fee have been denied, labor will be paid. If you would like the part returned please supply a return label to vcb@granddesignrv.com. \*\*\*\*\*We hold parts for 10 days\*\*\*\*\* ym 2.27 converter recd; will send out for testing. sm== pending part return of defective converter. RL 2/19/26 \*\*\*\* 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 \*

**Dealer Information**

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 8220 State Hwy 13 South  
 Wisconsin Rapids, WI 54494  
 United States

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

**Customer Information**

JAMES ORTH  
 1520 80TH ST NORTH  
 WISCONSIN RAPIDS, Wisconsin  
 54494  
 United States  
 7154596784

**Operation Line # 1**

*Flat Rate Code:* 430005 Power Center - R&R Power *Fault Code:* Component Failure Converter

*Problem:* Unit needs converter replaced, not charging batteries on shore power *Hours:* .7

*Cause:* Converter has no voltage output. Has 110V power coming in and reverse polarity fuses are good *Amount:* 98.00

*Remedy:* Replaced it with a new converter. Checked Battery Voltage After install came back 13.7 volts. Tested well *Sublet Repairs:* \$0.00

*Manufacturer #:* 1

*Model #:* 1

*Serial #:* a24045w6264380

<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
430148 CONVERTER CHARGER 60 AMP DECK MOUNT TOTAL CHARGE MANAGEMENT SYSTEM	CONVERTER CHARGER 60 AMP DECK MOUNT TOTAL CHARGE MANAGEMENT SYSTEM		1	1	0.00