



Warranty Claim Form

Date: 12/5/2025

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

573FS4421PAA14335

Solitude 391DL-R

Retail Purchase Date: 3/29/2024

Work Started: 11/14/2025

Work Completed: 11/14/2025

Claim Status: Paid

Dealer Work Order #: 13020

Unit Offline Date: 10/12/2022

Claim #: 948037

Labor: \$98.00

Parts: \$0.00

Shipping: \$0.00

Total: \$98.00

Notes: Sg 10/23/25 - Warranty expired 3/29/25 Per dealer please place back into Pending as the wrong photos were added.

Dealer Information

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715-325-5170

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Approved Labor Rate: \$140.00

Customer Information

KENNETH LAHR

2089 CHARLES ST
DE PERE, Wisconsin 54115
United States

920-321-6734

Operation Line # 1

Flat Rate Code: 310001 ABS Black Pipe/Elbows/Fittings - Repair- *Fault Code:* Improper Installation/Build Below Floor (enclosed)

Problem: Customer states that the unit plumbing in the rear bathroom is still incorrect. When putting water in the toilet the water went to the black tank as it should, but when putting water in the shower, the gray tank was still empty while the black tank was dripping water. When his daughter was taking a shower, the tank was full and black water started coming up from the shower drain.

Hours: .5

Cause: Manufacturer design. I pulled the screws out of the underbelly on both sides of the unit, removed the rear corner moldings and removed the rear bottom screw track. I dropped the underbelly down and there are two tanks going length wise with the frame. With this particular floor plan the black tank sits directly underneath the toilet and shower. Using a snake camera I verified that both the toilet and shower drain go into the same tank. There is no other way it can be plumbed. Put the underbelly back in place, cut the old putty off the screw track, put new putty on it and secured it back in place.

A m o u n t :
70.00

Remedy: Nothing can be done about plumbing that we see. Please let us know if there can be something done.

*S u b l e t
Repairs:*
\$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 160039 Electric Leveling - Electric Leveling - *Fault Code:* Improper Installation/Build
Calibrate Control Pad

Problem: Customer has lippert case #. Self-leveling system was not working properly. When pushing buttons, it was not leveling properly. DS of the unit just keeps jacking up until unit is crooked from side to side. *Hours:* .2

Cause: The calibration was off. *Amount:* 28.00

Remedy: I hit the auto-level and after all the jacks were down the ods front just kept raising. I retracted all the jacks, reset the calibration, auto-leveled the unit and everything is working properly. I retracted the jacks and auto-leveled the unit again and repeated this three times with no issues. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #: