



Warranty Claim Form

Date: 3/28/2025

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

573FR3427P3344472
Reflection 278BH
Retail Purchase Date: 5/23/2023
Work Started: 2/4/2025
Work Completed: 2/4/2025

Claim Status: Paid
Dealer Work Order #: 7348B
Unit Offline Date: 8/2/2022

Claim #: 882405
Labor: \$690.00
Parts: \$850.26
Shipping: \$143.17
Total: \$1683.43

Notes: *denied extra shipping you will have to reach out to our parts department and follow their procedures to be reimburse for the shipping of a part shipped incorrectly. mls 3/20 dk 03/18/25 approved as goodwill case number 00799280

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: \$115.00

Customer Information

John Bergstreser
N1373 West Haven Drive
Greenville, Wisconsin 54942
United States
920-450-4679

Operation Line # 1

Flat Rate Code: 810045 Skylights - R&R Skylight (Outside *Fault Code:* Damaged/Maintenance Dome)

Problem: Skylight is cracked

Hours: .8

Cause: Skylight is cracked.

Amount: 92.00

Remedy: Replace skylight and reseal

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

<u>Part</u>	<u>Description</u>	<u>Return Tag</u> <u>#</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
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		2	1	17.00
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	9.65
540156 TRIM SKYLIGHT 14 X 30 SMOKE LOW PROFILE OUTER	TRIM SKYLIGHT 14 X 30 SMOKE LOW PROFILE OUTER		1	1	45.92

Operation Line # 2*Flat Rate Code:* 150008 Storage Racks - R&R*Fault Code:* Damaged/Maintenance*Problem:* Storage tray is cracked.*Hours:* 1.5*Cause:* Storage tray is cracked.*Amount:* 172.50*Remedy:* Replaced baggage tray with provided warranty part, but it took extra time to swap the cord access from the damaged tray.*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>
560116 SADDLE BOX 39" BLACK ABS HC STARTING GAUGE .150	SADDLE BOX 39" BLACK ABS HAIR CELL TEXTURED STARTING GAUGE .150		1	1	50.17

Operation Line # 3*Flat Rate Code:* 830004 Pull Out Kitchen - R&R Cook Top***Fault Code:* Damaged/Maintenance*Problem:* Outside griddle is scratched and dented and has rust.*Hours:* 1*Cause:* Griddle is damaged.*Amount:* 115.00*Remedy:* Removed damaged griddle, one screw was overtightened and had to be drilled. Had to scrape all the fat off the tray that collected at bottom. Swapped LP hose, fastened new griddle and tested burner. Performed leak check. Tested ok.*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>
721053 COOKTOP GRIDDLE BURNER	COOKTOP GRIDDLE BURNER 2		1	1	235.69

Operation Line # 4*Flat Rate Code:* 570040 Slide Room Exterior Fascia - Repair per Piece*Fault Code:* Damaged/Maintenance*Problem:* Plastic black trim piece for slideout is cracked.*Hours:* .3*Cause:* Slideout trim is cracked.*Amount:* 34.50*Remedy:* Replaced and sealed trim.*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>
570422 TRIM SLIDEOUT BOTTOM CAP TALL MID HIGH BLACK HC INJECTED	TRIM SLIDEOUT BOTTOM CAP TALL MID HIGH BLACK HC INJECTED		1	1	11.18

Operation Line # 5*Flat Rate Code:* 660001 Cabinet Doors - R&R Door*Fault Code:* Damaged/Maintenance*Problem:* Cabinet above microwave has holes in it.*Hours:* .3*Cause:* Holes in wood cabinet door above the microwave.*Amount:* 34.50

Remedy: Removed cabinet door, removed all hardware, used jog to align and drill countersunk/euro Sublet
 hinges, drill and mount hinges anchors, attach hinges, drill and attach handle, align and attach door \$0.00
 catch.

*Manufacturer #:**Model #:**Serial #:*

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
662288 DOOR CABINET 14 X 16 BROWNSTONE BROWNSTONE MAPLE ADORN RRPSQ NLA	DOOR CABINET 14 X 16 BROWNSTONE MAPLE ADORN RRPSQ NO LONGER AVAILABLE		1	1	37.14

Operation Line # 6*Flat Rate Code:* 660001 Cabinet Doors - R&R Door*Fault Code:* Damaged/Maintenance*Problem:* Door for control center is gouged and cracked.*Hours:* 1*Cause:* Door is damaged.*Amount:* 115.00

Remedy: Door that was originally ordered was the incorrect size, ordered correct door. Removed cabinet Sublet
 door, removed hardware for reuse, drilled new hardware holes for fresh cabinet door using concealed \$0.00
 hinge jig, place door pull and latch and reinstalled.

*Manufacturer #:**Model #:**Serial #:*

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
661773 DOOR CABINET 13 x 33 1/2 BROWNSTONE MAPLE ADORN RRPSQ	DOOR CABINET 13 x 33 1/2 BROWNSTONE MAPLE ADORN RRPSQ		1	1	64.39

Operation Line # 7

Flat Rate Code: 540012 Sealing - Gutter Rail (Roof Line) Molding
Fault Code: Damaged/Maintenance

Problem: Pine pitch on the roof.*Hours:* .3*Cause:* Pin pitch or foreign material on the roof.*Amount:* 34.50*Remedy:* Cleaned with roof cleaner.*Sublet Repairs:* \$0.00*Manufacturer #:**Model #:**Serial #:*

Operation Line # 8*Flat Rate Code:* 420058 Solar - Charge Controller*Fault Code:* Damaged/Maintenance*Problem:* Solar charger is inop.*Hours:* .5*Cause:* solar charger is not charging.*Amount:* 57.50*Remedy:* Replace solar charger.*Sublet Repairs:* \$0.00*Manufacturer #:**Model #:**Serial #:*

<u>Part</u>	<u>Description</u>	<u>Return Tag</u> <u>#</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
420871 SOLAR CHARGER MPPT 50A BLACK (NO BUSS BAR)	SOLAR CHARGER MPPT 50A BLACK (NO BUSS BAR) (FURRION FSCC60PSW-BL)		1	1	327.39

Operation Line # 9*Flat Rate Code:* 650047 Medicine Cabinet - R&R Cabinet*Fault Code:* Damaged/Maintenance*Problem:* Bathroom cabinet door over toilet has damage.*Hours:* .3*Cause:* Cabinet over toilet has damage.*Amount:* 34.50*Remedy:* Replace door.*Sublet Repairs:* \$0.00*Manufacturer #:**Model #:**Serial #:*

<u>Part</u>	<u>Description</u>	<u>Return Tag</u> <u>#</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
661752 DOOR CABINET 24 x 24 BROWNSTONE MAPLE ADORN CHSQ	DOOR CABINET 24 x 24 BROWNSTONE MAPLE ADORN CHSQ		1	1	37.52
661561 MIRROR 1/8 X 19 1/2 X 19 1/2 CC SAFETY BACKED	MIRROR 1/8 X 19 1/2 X 19 1/2 CC SAFETY BACKED		1	1	14.21