



Warranty Claim Form

Date: 8/30/2024

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

573FR382XP9922233

Reflection 324MBS

Retail Purchase Date: 3/25/2023

Work Started: 4/22/2024

Work Completed: 4/22/2024

Claim Status: Paid

Dealer Work Order #: 8306E

Unit Offline Date: 8/9/2022

Claim #: 819478

Labor: \$218.50

Parts: \$125.82

Shipping: \$66.58

Total: \$410.90

Notes: 7/31 shower head recd and sent to vendor for testing TB kw 7.24.24 **Line 6- tracking # 9405830109355117312254 Dropped Off Date 11/2/2023 Original Submission Date 11/9/2023 3:39:36 pm kw 7.23.24 **Line 6- Pending part return and testing of the defective shower head. 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 kw 7.18.24 **Line 6- Please advise the part that is being claimed doesn't match the photo attached or the issue- shower head not shutting off cc-11/10/23

Dealer Information

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

715-325-5170

mail@greenwayrv.com

Approved Labor Rate: \$115.00

Customer Information

DOUGLAS TRUDELL
2410 WISCONSIN AVE
PLOVER, Wisconsin 54467
United States
715-347-7978

Operation Line # 1

Flat Rate Code: 610006 Moldings/Trims - R&R Flat Batten Trim *Fault Code:* Improper Installation/Build (per piece)

Problem: VERY REAR UPPER CABINET INSIDE IT THE TRIM IS COMING OFF. ABOVE TO DINETTE.

Hours: .2

Cause: The baton strip is too long so it popped off

Amount: 23.00

Remedy: I trimmed it and nailed it back o

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>
651335 TRIM BATTEN 3.4MM X 7/8 X 8FT BROWNSTONE MAPLE FLAT	TRIM BATTEN 3.4MM X 7/8 X 8FT BROWNSTONE MAPLE FLAT		1	1	1.78

Operation Line # 2

Flat Rate Code: 610006 Moldings/Trims - R&R Flat Batten Trim *Fault Code:* Improper Installation/Build (per piece)

Problem: ODS TO RIGHT OF FIREPLACE THE TRIM COMING OFF SLIDE FACIA

Hours: .2

Cause: The bAtton strip popped off

Amount: 23.00

Remedy: I nailed it back on and puttied the holes.

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>
651335 TRIM BATTEN 3.4MM X 7/8 X 8FT 8FT BROWNSTONE MAPLE FLAT	TRIM BATTEN 3.4MM X 7/8 X 8FT BROWNSTONE MAPLE FLAT		1	1	1.78

Operation Line # 3

Flat Rate Code: 680006 Valance/Lambrequin - R&R (each piece) *Fault Code:* Improper Installation/Build

Problem: DS REAR BEHIND COUCH THE VALACE MATERIAL IS SPLITTING

Hours: .2

Cause: The valance fabric is separating

Amount: 23.00

Remedy: We will have to order a new valance. It's 78 in long x 29 1/2 wide

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>
683756 VALANCE ONLY LR 72 X 28 WINDOW 78 X 5 1/2 DANBURY SEAL 4" OVERLAY	VALANCE ONLY LR 72 X 28 WINDOW 78 X 5 1/2 DANBURY SEAL 4" OVERLAY		1	1	70.71
683757 VALANCE LR LEGS ONLY 29" x 3" DANBURY SEAL	VALANCE LR LEGS ONLY 29" x 3" DANBURY SEAL		1	1	33.00

Operation Line # 4

Flat Rate Code: 690001 Blinds - R&R Blind

Fault Code: Improper Installation/Build

Problem: THE VERY REAR WINDOW BLIND ON RIGHT SIDE IS MISSING THE PLASITIC
PLUG IN IT.

Hours: .2

Cause: Missing end cap

Amount: 23.00

Remedy: We will have to order one

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>
690992 SHADE MANUAL ROLLER END CAP ONLY BLACK	SHADE MANUAL ROLLER END CAP ONLY BLACK		1	1	1.21

Operation Line # 5

Flat Rate Code: 560049 Lg. Comp./Pass Thru/Kitch./Ent. Ctr. - *Fault Code:* Improper Installation/Build
Repair Door

Problem: OUTISDE KITCHEN CARGO DOOR IS LEAKING WATER INTO IT AND IS SOFT. FRAME IS MISSING SCREWS AND NEVER LATCHED PROPERLY EITHER *Hours:* .2

Cause: One screw is missing, and some water is getting in between the frame on the door. *Amount:* 23.00

Remedy: I put a screw in place and sealed around the door. The door operates normally and their is *Sublet* *Repairs:*
absolutely no sign of a soft spot in the door. \$0.00

Manufacturer #:

Model #:

Serial #:

<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		2	1	1.15

Operation Line # 6

Flat Rate Code: 350044 Showers - R&R Shower Head *Fault Code:* Component Failure

Problem: THE SHOWER HEAD WILL NOT SHUT OFF WATER WHEN BUTTON ON IT IS PLESSED IT DOES NOTHING *Hours:* .2

Cause: 1005 COMPONENT FAILURE *Amount:* 23.00

Remedy: The shower head doesn't shut off. We will have to order a new one *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>
350424 FAUCET SHOWER HEAD MATTE BLACK	FAUCET SHOWER HEAD MATTE BLACK		1	1	8.71

Operation Line # 8

Flat Rate Code: 350018 Faucets - R&R Shower/Tub *Fault Code:* Improper Installation/Build

Problem: THE BOX THAT HOUSES THE FAUCET LEAKS WATER AFTER SHOWER IS OVER. MUST BE LEAKING WATER INTO IT WHEN SHOWERING SO NEEDS TO BE RESEALED *Hours:* .5

Cause: The seal in the hot water fitting isn't seated right, which is causing it to leak. *A m o u n t :*
57.50

Remedy: I took the cover off, and since the unit has already been winterized, I hooked up a leftover jug of *S u b l e t* antifreeze, turned the pump on and I I can see the hot fitting leaking. I disconnected the fitting and I can see *R e p a i r s :*
that seal is folded up. I replaced it and put thread tape on the backside of the faucet and hooked the fitting \$0.00
back up. I turned the pump back on and I the leak stopped. I put the cover back on and sealed around it.

Manufacturer #:

Model #:

Serial #:

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
350282 PLATE SHOWER FAUCET STAND-OFF 8 X 5 WITH HOLES	PLATE SHOWER FAUCET STAND-OFF 8 X 5 WITH HOLES		1	1	7.48

Operation Line # 9

Flat Rate Code: 810055 Awning-Main (Power) - Adjust *Fault Code:* Component Failure Hardware

Problem: REAR AWNING ARM WILL NOT STAY UP FOLDS DOWN WHEN AWNING IS PUT OUT

Hours: .2

Cause: The pivot point is slipping

Amount: 23.00

Remedy: I took the bolt out and added a more aggressive style washer so the arm won't slip.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #: