



# Warranty Claim Form

Date: 5/28/2024

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

573FR3424N9919590  
 Reflection 303RLS  
 Retail Purchase Date: 8/11/2022  
 Work Started: 4/19/2023  
 Work Completed: 5/7/2024

Claim Status: Paid  
 Dealer Work Order #: 8574  
 Unit Offline Date: 3/1/2022

Claim #: 800091  
 Labor: \$195.50  
 Parts: \$791.66  
 Shipping: \$39.72  
 Total: \$1026.88

Notes: Line 3- Please provide photos of the vendor tags for all shades being claimed. Also, please verify the part numbers being claimed or the invoices associated with the parts being claimed as they are not listed under you vin. Note: Hold all shades for 30 days as the vendor may require them to be returned for testing. Line 5- Please provide a photo of the solera vendor tag for the second awning. AB 5/9 5/7/24; Due to dealer staffing concern, GDRV would offer 50/50 coverage parts/labor. Adjusted labor. RJ 05/12/23 line 170029- note only line 910029 .4 is flat rate to check the complete trailer

## Dealer Information

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715-325-5170  
 mail@greenwayrv.com  
 Approved Labor Rate: \$115.00

## Customer Information

Arlyn Bauer  
 720 Pierce Ave  
 Little Chute, Wisconsin 54140-1544  
 United States  
 920-609-3761

## Operation Line # 2

*Flat Rate Code:* 810004 Awning-Main (Power) - R&R Power *Fault Code:* Damaged/Maintenance Head

*Problem:* The awning over the door the pin on the end by the side has a bend to it.

*Hours:* .3

*Cause:* Check awning for operation.

*Amount:* 34.50

*Remedy:* Ran awning out and noticed that arm on the rear has a wobble to it. The shaft to the head of arm is bent. Need to order new head. *Sublet Repairs:* \$0.00

*Manufacturer #:* SOLERA

*Model #:* V000315207

*Serial #:* RPO-0007831598

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
810281	AWNING DRIVE HEAD ASSY W/GRPK &OVER RIDE REGAL AND SLIMLINE		1	1	468.21

**Operation Line # 3***Flat Rate Code:* 690007 Shades - R&R Shade*Fault Code:* Component Failure*Problem:* they need to look at the shades, they should roll up slowly and some of them snap up fiercely *Hours:* .7*Cause:* Check all shades for operation. *Amount:* 80.50*Remedy:* Six out of the nine shade don't have drag control. The adjustment wheel doesnt adjust to slow *Sublet Repairs:* down the shade from slamming up when opened. Worked with GD Parts Dept and Vendor. Tension can \$0.00 not be fixed on these*Manufacturer #:**Model #:**Serial #:*

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
691332	SHADE 26 X 31 BLACK SHADE 26 X 31 BLACK MANUAL MANUAL ROLLER SHADE IMPORT W/ ROLLER SHADE IMPORT W/CORD CORD ASSY		5	1	243.49
691319	SHADE 50 X 24 BLACK SHADE 50 X 24 BLACK MANUAL MANUAL ROLLER SHADE IMPORT W/ ROLLER SHADE IMPORT W/STRING STRING		1	1	79.96

**Operation Line # 4***Flat Rate Code:* 580058 Windows - Window Touch Up*Fault Code:* Damaged/Maintenance*Problem:* the window over the stove and in the slide in the bedroom done open and close easily *Hours:* .1*Cause:* Window above stove and window in bedroom slide are hard to open. *Amount:* 11.50*Remedy:* Spray sweeper seals in middle of windows with pure silicone to help with friction of seal. Tested good. *Sublet Repairs:* \$0.00*Manufacturer #:**Model #:**Serial #:***Operation Line # 5***Flat Rate Code:* 910031 Recalls/Field Campaign - Lippert Solera *Fault Code:* Recall Awning Weld 910031*Problem:* WARRANTY REPAIR 6 - CUSTOMER RECEIVED LETTER REGARDING THE SOLERA AWNING RECALL- NEED TO CHECK AWNING FOR RECALL- *Hours:* .2*Cause:* Check awning fabric for recall. *Amount:* 23.00*Remedy:* Unit has 2 awnings and both fabrics are good. *Sublet Repairs:* \$0.00*Manufacturer #:* SOLERA*Model #:* V000315207*Serial #:* 0007831598

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
961751	LIPPERT LABOR LIPPERT LABOR ONLY ONLY		1	1	0.00

**Operation Line # 6**

*Flat Rate Code:* 910029 Recalls/Field Campaign - Enerco/Flex-Tech *Fault Code:* Recall Quick Disconnect

*Problem:* WARRANTY REPAIR 7 - CUSTOMER RECIEVED LETTER FOR QUICK DISCONNECT RECALL- NEED TO INSPECT- *Hours:* .2

*Cause:* Check quick disconnects for recall. *Amount:* 23.00

*Remedy:* Soap tested quick disconnects. Both tested good for no leaks. *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>
220061 QUICK DISCONNECT X 1/4 BRASS SHUT OFF W/PLUG AF	QUICK DISCONNECT X 1/4 BRASS SHUT OFF W/PLUG AF		1	1	0.00
240059 MANIFOLD ASSEMBLY QUICK CONNECT ONLY F/ 397 LP SYSTEM NLA	MANIFOLD ASSEMBLY QUICK CONNECT ONLY F/ 397 LP SYSTEM NO LONGER AVAILABLE SEE 220061		1	1	0.00

**Operation Line # 7**

*Flat Rate Code:* 150008 Storage Racks - R&R *Fault Code:* Damaged/Maintenance

*Problem:* CUSTOMER STATES THAT WHEN THEY PULLED THE UNIT OUT OF STORAGE FOR THE SPRING THEY FOUND THAT THE SADDLE BOX HAD CRACKED- *Hours:* .2

*Cause:* Saddle box ds is cracked. Ordering new one. Pics uploaded pics. *Amount:* 23.00

*Remedy:* NEED 56 INCH SADDLE BOX *Sublet Repairs:* \$0.00

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