



Warranty Claim Form

Date: 6/6/2024

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

573FR3828N9920395
Reflection 341RDS
Retail Purchase Date: 4/7/2023
Work Started: 7/25/2023
Work Completed: 4/29/2024

Claim Status: Paid
Dealer Work Order #: 9168
Unit Offline Date: 4/8/2022

Claim #: 797934
Labor: \$471.50
Parts: \$1014.46
Shipping: \$174.05
Total: \$1660.01

Notes: **Line 7 - please provide photo of shade from spine / headrail that has the mfg sticker on it. RY 5/21/24 emailed final request 5/30/24 RY IMPORTANT TO DEALER **please review your GDRV invoices and add your GDRV part #'s to your claim lines. RY 5/1/24 **Line 1 - denied for part cost of complete entry door - remedy says make adjustments - not replace door. RY 4/30/24 **Please double check parts claimed. If possible, please add part #'s from GDRV invoices so parts and parts cost match. Thank you. RY 4/30/24 RH- 7/28 720046- Sent to vendor 350041- Approved to seal

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

SUE ANN METZ
30717 OAK DR
WATERFORD, Wisconsin 53185
United States
414-507-4594

Operation Line # 1

Flat Rate Code: 560009 Entry Door - R&R Striker Plate/ *Fault Code:* Damaged/Maintenance Catch

Problem: ADJUST ENTRY DOOR LATCH AND OR HINGES TO MAKE SMOOTHER CLOSING

Hours: .2

Cause: MFG

Amount: 23.00

Remedy: MAKE ADJUSTMENTS TO ENTRY DOOR

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 660009 Passage Doors - R&R Door

Fault Code: Component Failure

Problem: WARRANTY REPAIR 1 - BEDROOM PASSAGE DOOR IS PEELING

Hours: .5

Cause: MFG

Amount: 57.50

Remedy: need new door GENESIS DOOR

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> |
|-------------|--------------------|---------------------|------------|--------------|---------------|
|-------------|--------------------|---------------------|------------|--------------|---------------|

661617 DOOR PASSAGE 1 3/8 X 24 DOOR PASSAGE 1 3/8 X 24 X 72 1 1 141.13
 X 72 BROWNSTONE MAPLE-2S BROWNSTONE MAPLE-2S SHAKER
 SHAKER DOOR DNU DOOR DO NOT USE SEE 663807

Operation Line # 3

Flat Rate Code: 660009 Passage Doors - R&R Door Fault Code: Component Failure

Problem: WARRANTY REPAIR 2 - NEED NEW PASSAGE DOOR FOR BEDROOM Hours: .5

Cause: MFG Amount: 57.50

Remedy: GENESIS DOOR PEELING 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> |
|---|--|---------------------|------------|--------------|---------------|
| 661617 DOOR PASSAGE 1 3/8 X 24 X 72 BROWNSTONE MAPLE-2S SHAKER DOOR DNU | DOOR PASSAGE 1 3/8 X 24 X 72 BROWNSTONE MAPLE-2S SHAKER DOOR DO NOT USE SEE 663807 | | 1 | 1 | 141.13 |

Operation Line # 4

Flat Rate Code: 690020 Back Splashes - Resecure Fault Code: Damaged/Maintenance
 Backsplash

Problem: WARRANTY REPAIR 3 - RESECURE BACK SPLASH, IT IS BENDING OUTWARD Hours: .2

Cause: MFG Amount: 23.00

Remedy: REMOVE AND RESECURE BACKSPLASH 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> |
|--|---|---------------------|------------|--------------|---------------|
| 692020 BACKSPLASH 20 1/4 H X 60 W ECHOcoat IMPRESSION LINE LIGHT SUBWAY GRAY ACRYLIC | BACKSPLASH 20 1/4 H X 60 W ECHOcoat IMPRESSION LINE LIGHT SUBWAY GRAY ACRYLIC | | 1 | 1 | 125.06 |

Operation Line # 5

Flat Rate Code: 720078 Refrigerator - Door Adjustment (per door) Fault Code: Damaged/Maintenance

Problem: WARRANTY REPAIR 4 - UNIT CAME WITH NO REFER LOCK, CMR WOULD LIKE ONE Hours: .2

Cause: MFG Amount: 23.00

Remedy: NEED TO ORDER REFER LOCK FOR REFER Sublet Repairs: \$0.00

Manufacturer #: FURRIION Model #: FCR16DCASA-SS Serial #: NA

| <u>Part</u> | <u>Description</u> | <u>Return Tag #</u> | <u>Qty</u> | <u>Units</u> | <u>Amount</u> |
|--|--|---------------------|------------|--------------|---------------|
| 692665 STRAP 1" X 10" BLACK POLY W/2 BLACK PLASTIC CAM BUCKLES (250 MIN) | STRAP 1" X 10" BLACK POLY W/2 BLACK PLASTIC CAM BUCKLES (250 MIN) (ORDER WITH 961644 AND 692666) | | 1 | 1 | 4.69 |

Operation Line # 6

Flat Rate Code: 720046 Microwave - R&R Convection Microwave Assembly Fault Code: Component Failure

Problem: WARRANTY REPAIR 5 - MICROWAVE IS ARCHING, NEED NEW MICROWAVE Hours: .5

Cause: MFG Amount: 57.50

Remedy: NEED NEW MICROWAVE Sublet Repairs: \$0.00

Manufacturer #: FURRIION

Model #: FMSMA-15-SS

Serial #: 10001122024122100126

| <u>Part</u> | <u>Description</u> | <u>Return Tag #</u> | <u>Qty</u> | <u>Units</u> | <u>Amount</u> |
|--|--|---------------------|------------|--------------|---------------|
| 720698 MICROWAVE OTR NON CONVECTION STAINLESS STEEL 1.6 CF FURRIION FMSMA15-SS NLA | MICROWAVE OTR NON CONVECTION STAINLESS STEEL 1.6 CF (FURRIION FMSMA15-SS) NO LONGER AVAILABLE SEE 721399 | | 1 | 1 | 505.05 |

Operation Line # 7

Flat Rate Code: 690007 Shades - R&R Shade

Fault Code: Damaged/Maintenance

Problem: SHADES ARE TOO SHORT Hours: .4

Cause: MFG Amount: 46.00

Remedy: NEED 2 NEW SHADES 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> |
|--|--|---------------------|------------|--------------|---------------|
| 691332 SHADE 26 X 31 BLACK MANUAL ROLLER SHADE IMPORT W/ CORD ASSY | SHADE 26 X 31 BLACK MANUAL ROLLER SHADE IMPORT W/CORD ASSY | | 2 | 1 | 97.40 |

Operation Line # 8

Flat Rate Code: 630005 Panel - R&R Ceiling Snap Track *Fault Code:* Damaged/Maintenance

Problem: WARRANTY REPAIR 7 - COMPLETE CEILING OF LIVING AREA IS BOWING DOWNWARD IN THE MIDDLE *Hours:* .6

Cause: MFG *Amount:* 69.00

Remedy: WILL NEED TO REMOVE BATTEN STRIPS ON CEILING TO FIGURE OUT WHY CEILING IS BOWED *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 9

Flat Rate Code: 810014 Awning-Slide Out - Repair Assembly *Fault Code:* Damaged/Maintenance

Problem: WARRANTY REPAIR 8 - BOTH SET SCREWS IN AWNING TUBE ARE LOOSE *Hours:* .5

Cause: MFG *Amount:* 57.50

Remedy: NEED SET SCREWS TIGHTENED- NEED PIC OF AWNING LABEL *Sublet Repairs:* \$0.00

Manufacturer #: NA

Model #: NA

Serial #: NA

Operation Line # 10

Flat Rate Code: 560050 Lg. Comp./Pass Thru/Kitch./Ent. Ctr. - Adjust - *Fault Code:* Damaged/Maintenance
Slam Latch Door

Problem: WARRANTY REPAIR 9 - DS FRONT COMPARTMENT DOOR NEEDS ADJUSTMENT *Hours:* .3

Cause: MFG *Amount:* 34.50

Remedy: NEEDS ADJUSTMENT *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 11

Flat Rate Code: 350041 Showers - Seal Base & Surround *Fault Code:* Damaged/Maintenance

Problem: WARRANTY REPAIR 10 - WATER LEAKING UNDER THE SHOWER DOOR UNDER THE TRACK *Hours:* .2

Cause: MFG *Amount:* 23.00

Remedy: NEED PICTURES *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #: