



# Warranty Claim Form

Date: 11/29/2024

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

573FS4324PAA14038  
Solitude 380FL  
Retail Purchase Date: 11/11/2022  
Work Started: 10/13/2024  
Work Completed: 10/13/2024

Claim Status: Paid  
Dealer Work Order #: 9814B  
Unit Offline Date: 9/19/2022

Claim #: 851083  
Labor: \$1575.50  
Parts: \$322.52  
Shipping: \$28.04  
Total: \$1926.06

Notes: Sg 10/25/24 570001 -MS approved 10hrs

### 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

Todd Reilly  
3940 Bluff Rd  
Stevens Point, Wisconsin 54482  
United States  
715-340-8345

## Operation Line # 1

*Flat Rate Code:* 570001 Front Corner Molding - R&R Molding *Fault Code:* Improper Installation/Build

*Problem:* The front cap screw molding is coming off side of camper at the lower section on both sides of the front cap. It is also damaging decals in the process. *Hours:* 10

*Cause:* Front cap screw molding is coming off. *A m o u n t :* 1150.00

*Remedy:* R&R decals, R&I screw track. Removed all trim and decals that needed replacing, then installed new decals and refastened screw tracks and sealed everything up. \*This was previously approved for 2 \$0.00 hours, however it took the technician 15.5 hours to replace everything. *Sublet Repairs:*

*Manufacturer #:*

*Model #:*

*Serial #:*

<u>Part</u>	<u>Description</u>	<u>Return Tag #</u>	<u>Qty</u>	<u>Units</u>	<u>Amount</u>
511616 DNU-DC 2 LH Solitude 2021	DC 2 LH Solitude 2021		1	1	31.53
511614 DNU-DC 1 LH Solitude 2021	DC 1 LH Solitude 2021		1	1	97.59
511618 DNU-DC 3 LH Solitude 2021	DC 3 LH Solitude 2021		1	1	23.66
511620 DC 4 LH Solitude 2021	DC 4 LH Solitude 2021		1	1	5.54
511654 DNU-DC 20A LH Solitude 2021	DC 20A LH Solitude 2021		1	1	3.94
511615 DNU-DC 1 RH Solitude 2021	DC 1 RH Solitude 2021		1	1	23.54
511617 DNU-DC 2 RH Solitude 2021	DC 2 RH Solitude 2021		1	1	31.53



### Operation Line # 5

Flat Rate Code: 210005 Rubber Hose - R&R (per Hose) \*\* Fault Code: Damaged/Maintenance

Problem: Customer states the hose to connect to well is leaking and needs repair. Customer has water turned off-shed code 1120-water pump switch at back of shed. Customer states do not turn water on until hose leak is repaired, or it will spray everywhere. Hours: .3

Cause: The well hose is pulling down onto city water connections making it leak. Amount: 34.50

Remedy: Added an extra hose in between city connection and well hose to prevent spraying. 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>
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	36.99

### Operation Line # 6

Flat Rate Code: 310008 Termination (Gate) Valves - Repair- Below Floor (not enclosed) Fault Code: Damaged/Maintenance

Problem: Customer states that the pipes that connect the septic to the trailer is leaking. Hours: 1.5

Cause: On the off door side the rear discharge pipe had a broken nipple and the hub bayonet was broken as well. Amount: 172.50

Remedy: Cut off broken plumbing from the 3 inch discharge pipe and glued on a new end cap with nipples. I also had to cut 3 inch drain pipe and added a new street 90 a bayonet end and secured with 3 inches fernco for flexibility. Tested and no more 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>
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	9.09
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	8.98
960204 Miscellaneous Part for claim use only	Miscellaneous Part for claim use only		1	1	13.10

### Operation Line # 7

Flat Rate Code: 910039 Recalls/Field Campaign - Curt Axle U-Bolt Torque 23V-490/2023-395 910039 Fault Code: Recall

Problem: Customer received letter for recall 23V-490, checking axle u-bolts for proper torque. Hours: .7

Cause: Check unit for u-bolt recall. Amount: 80.50

Remedy: U-bolts torque is 90 lbs. recall on this unit is not affected. Sublet Repairs: \$0.00

Manufacturer #: x

Model #: 1

Serial #: 1

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