



Warranty Claim Form

Date: 5/13/2024

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

573FR3125P3346368

Reflection 270BN

Retail Purchase Date: 4/24/2023

Work Started: 4/23/2024

Work Completed: 4/23/2024

Claim Status: Pending Part Return

Dealer Work Order #: 9819B

Unit Offline Date: 3/14/2023

Claim #: 800794

Labor: \$138.00

Parts: \$218.05

Shipping: \$93.31

Total: \$449.36

Notes: Line 2- pending part return and testing. 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 -AB 5/9 JS 5/6/24 Case Number: 4905301 VIN: P3346368 Hello Grand Design Warranty, Thank you for contacting Lippert Customer Care Center. We have reviewed your request and information provided and Lippert will authorize one new window and 1 hour of labor. JS 04/30/24 Dealer asked me to put the line back in pending - video supplied that will be forwarded to LCI for review/pre auth consideration. Line pending their review. mj 12/01/23 *denied pending requested information *580030 - LCI replied, requesting: "Pictures/Video needed: • Photos or video of a clear defect • Photos of the complete window from the inside and outside of the coach" **This unit has open recalls and must be repaired according to Federal Law before customer takes delivery. 910038 - Curt Axle Grease Zerk - 23V-455/2023-367

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

Richard Poremba
5904 Lawndale Street
Weston, Wisconsin 54476
United States
715-440-0038

Operation Line # 1

Flat Rate Code: 580030 Egress Windows - R&R Window Assembly
Fault Code: Component Failure

Problem: EMERGENCY WINDOW NEXT TO REFER OPENED, BUT HAS TO BE PUSHED FROM THE OUTSIDE TO LATCH PROPERLY.

Hours: 1

Cause: Window is 27 3/4x71 3/4 in. Window center brace hits FRAME WORK IN MIDDLE DIVIDER before you can close all the way. Emergency window. CANNOT ADJUST FRAME WITYHOUT BREAKING WINDOW

Amount: 115.00

Remedy: need to order 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>
580185 WINDOW 8800 DW 72 X 28 EG G20 TP BK	WINDOW 8800 DW 72 X 28 EG G20 TP BK		1	1	0.00
28 EG G20 TP BK RED 8505-7 NLA	RED 8505-7 NO LONGER AVAILABLE SEE 580672 AND 580430				

960204 Miscellaneous Part for claim use only	1	1	5.85
claim use only			
580672 WINDOW 8800 DW 72 X WINDOW 8800 DW 72 X 28 EG G20 TP BK	1	1	198.37
28 EG G20 TP BK RED RED			

Operation Line # 2

Flat Rate Code: 420005 Lights (Exterior) - R&R Docking *Fault Code:* Component Failure
Light

Problem: LIGHT BY DUMP PIPE SEEMS TO STAY ON. AND CMR IS NOT SURE IF IT IS SUPPOSED TO. *Hours:* .2

Cause: Light by sewer cap stays on even when turned off. *Amount:* 23.00

Remedy: Need a replacement light. Installed new light. Tested good *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>
420509 LIGHT LED DOME LIGHT W/ BLACK CAP	LIGHT LED DOME LIGHT W/ BLACK CAP		1	1	13.83