



Warranty Claim Form

Date: 8/14/2024

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

573TT3627P8827738
Transcend 315BH
Retail Purchase Date: 6/28/2023
Work Started: 4/25/2024
Work Completed: 4/25/2024

Claim Status: Paid
Dealer Work Order #: 9906
Unit Offline Date: 5/22/2023

Claim #: 824820
Labor: \$529.00
Parts: \$6.61
Shipping: \$0.00
Total: \$535.61

Notes:

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

CHAD HAMILTON
158 PLUMMER CT
NEENAH, Wisconsin 54956
United States
920-915-3149

Operation Line # 1

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Improper Installation/Build

Problem: Trim in bunk room has staple showing in wall next to bunk.

Hours: .2

Cause: Protruding staple.

Amount: 23.00

Remedy: Used nail set to set the staple then filled with putty.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 2

Flat Rate Code: 690008 Shades - Adjust Tension Strings *Fault Code:* Improper Installation/Build

Problem: Shade in top DS bunk won't stay open.

Hours: .2

Cause: Loose tension string.

Amount: 23.00

Remedy: Tightened the string on both sides of shade, works as it should now.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 3

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Improper Installation/Build

Problem: Trim in corner in bunk room has knicks in it and needs replacement. *Hours:* .2

Cause: The scrapes which are actually from using staples or nails at mfg to hold trim into place is what are being called scrapes. *Amount:* 23.00

Remedy: Filled with putty. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 4

Flat Rate Code: 660005 Cabinet Doors - Adjust Door (pair)* *Fault Code:* Improper Installation/Build

Problem: Cabinet doors above TV don't line up correctly. *Hours:* .2

Cause: Misaligned. *Amount:* 23.00

Remedy: Adjusted the door and they all latch as they should. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 5

Flat Rate Code: 660005 Cabinet Doors - Adjust Door (pair)* *Fault Code:* Improper Installation/Build

Problem: Cabinet doors above kitchen sink don't line up correctly. *Hours:* .2

Cause: Misaligned and crooked. *Amount:* 23.00

Remedy: Adjusted the hinges. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 6

Flat Rate Code: 720125 Range/Oven - Range/Oven - *Fault Code:* Improper Installation/Build
Adjustment

Problem: Hood vent mounted crooked. *Hours:* .2

Cause: Improper install. *Amount:* 23.00

Remedy: Removed 2 screws, moved vent back then reinstalled 2 screws. *Sublet Repairs:* \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 7

Flat Rate Code: 420045 Outlets/Recepts - Repair Recept *Fault Code:* Improper Installation/Build

Problem: Outlet between stove and sink in corner is slightly crooked.

Hours: .2

Cause: Crooked install.

Amount: 23.00

Remedy: Removed cover and adjusted the outlet and reinstalled the cover.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 8

Flat Rate Code: 720070 Refrigerator Sidewall Vent - Repair *Fault Code:* Improper Installation/Build
Refrigerator Baffle

Problem: Refrigerator vent is scratched.

Hours: .7

Cause: Small scratch in vent on bottom of refer.

Amount: 80.50

Remedy: Used very light sand paper and removed scratches then used black paint pen and covered.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 9

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

Problem: Batten strop directly above the refrigerator has small gap that needs putty in it.

Hours: .2

Cause: Gap in trim work.

Amount: 23.00

Remedy: Used putty to fill gap

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 10

Flat Rate Code: 620004 Floor Covering - Repair Linoleum (per *Fault Code:* Improper Installation/Build
sq. yd.)

Problem: Bump in flooring along the slide, scratch under carpet on slide, carpet does not lay correctly because of bump in flooring.

Hours: .1

Cause: Carpet lifts because of wear bar.

Amount: 11.50

Remedy: Customer may lay something on it to hold down to train carpet to lay flat, the bump in the lino is no the cause of the carpet lifted.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 11

Flat Rate Code: 650023 Dinette Base - Repair Base

Fault Code: Improper Installation/Build

Problem: Mark in wood on top corner rear side of dinette.

Hours: .3

Cause: Edge of bench seat had a scratch from mfg.

Amount: 34.50

Remedy: Used a wood marker to cover.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 12

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

Problem: Bathroom door sliding pocked door needs adjustment. Moved too far and hit mount for bungee strip and damaged door. Will need door replaced and stop installed.

Hours: .3

Cause: Door stop was too far to one side.

Amount: 34.50

Remedy: Remove screws from pocket and moved 1/2 inch to make sure bathroom door doesn't open too far to damage door again.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 13

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) *Fault Code:* Improper Installation/Build

Problem: Lower wall panel next to bathroom door is missing batten stop.

Hours: .2

Cause: Batton strip was never installed.

Amount: 23.00

Remedy: We did not have correct batten or tap for this so we removed a small piece from closet and installed a piece we had that was not an exact match but not noticeable in closet and the piece from the closet in bathrrom and used putty to fill.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 14

Flat Rate Code: 570023 Wall Bottom Edge Molding - Repair *Fault Code:* Improper Installation/Build

Problem: Yellow stain in wall panel by batten strip across from bathroom near camper entrance.

Hours: .2

Cause: Stain looks like glue from mfg.

Amount: 23.00

Remedy: Used white paint pen to cover the yellow spot.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 15

Flat Rate Code: 610011 Moldings/Trims - Repair (per Piece) Fault Code: Improper Installation/Build

Problem: Wood trim at pocket door from bathroom is peeling wood at bottom edge.

Hours: .2

Cause: Peeling from cut.

Amount: 23.00

Remedy: Used wood marker to cover the edge.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 16

Flat Rate Code: 420045 Outlets/Recepts - Repair Recept Fault Code: Improper Installation/Build

Problem: Outlet next to bed on ODS is crooked.

Hours: .2

Cause: Crooked from mfg.

Amount: 23.00

Remedy: Removed cover, loosened the outlet and adjusted it so it's straight. Reinstalled screws and cover.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 17

Flat Rate Code: 690008 Shades - Adjust Tension Strings Fault Code: Improper Installation/Build

Problem: DS bedroom blind won't stay up.

Hours: .2

Cause: Loose strings on shade.

Amount: 23.00

Remedy: Tightened shade.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 18

Flat Rate Code: 620004 Floor Covering - Repair Linoleum (per Fault Code: Improper Installation/Build sq. yd.)

Problem: There is a mark in lino floor in the main room just outside the bunk room about 2 inches long.

Hours: .1

Cause: Cut gouge in lino outside bunk room.

Amount: 11.50

Remedy: Put more sealant over the lino and pressed firmly to leve out.

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	6.61

Operation Line # 19

Flat Rate Code: 550030 Sealing - Roof Line Molding

Fault Code: Improper Installation/Build

Problem: Check front DS and rear DS roof corners, customer states it is peeling.

Hours: .3

Cause: No damage to rubber membrane, just glue wasn't sticking very well.

Amount: 34.50

Remedy: Used lap sealant to cover both edges door side and off door side toward front by cap area to seal.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 20

Flat Rate Code: 620004 Floor Covering - Repair Linoleum (per *Fault Code:* Improper Installation/Build sq. yd.)

Problem: Staples in lino under carpet stop slideout when slideout is all the way out. Pull up carpet and staples exposed past plastic strip.

Hours: .1

Cause: The way it came from mfg and with hot and cold, lino shrinks and expands.

Amount: 11.50

Remedy: To fix this complaint, which is not causing any issues, it would need to be brought to shop. Slideroom overextended wear bar lifted and lino pulled tighter. Unable to do that in the field. Diagnose time only.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #:

Operation Line # 21

Flat Rate Code: 620004 Floor Covering - Repair Linoleum (per *Fault Code:* Improper Installation/Build sq. yd.)

Problem: Near staples in lino, there is a wrinkle in lino. Unsure if anything can be done with it or not.

Hours: .1

Cause: See notes on other lino repair regarding staples.

Amount: 11.50

Remedy: Looking for diagnostic time only. No repair done.

Sublet Repairs: \$0.00

Manufacturer #:

Model #:

Serial #: