

GREENEWAY, INC.
8220 STATE HWY 13 SOUTH
WISCONSIN RAPIDS WI
US
54494
(715) 325-5170

WORK ORDER # 11919B

Date In: 02 MAY 25 Author: MGRAY
Promised Date: 25 DEC 26 Stock No:
: Year: 2021
Customer Name: 15094 - ALDRIDGE, TRAV Manufacturer: GRAND DESIGN
Address: W9930 RIVER OAKS ROAD Brand: SOLITUDE
: POYNETTE, WI Model: 390RK-R
Postal/Zip: 53955 Miles/Hrs:
Phone#(res): 608-697-2032 Exterior Color:
Phone#(bus): Unit Type: FW-FIFTH WHEEL
Cell Phone: 608-635-8940 License#:
Email: TRAVIS.ALDRIDGE@GMAIL. Tag#:
Purchased Date: :
Delivery Date: :
InService Date: :
Serial#: 573FS4426MAA05254 :

Job # Description JOB INFORMATION Type Bill To

WARR COMPLAINT: drip rail on the unit is only attached W 1020 GRAND
by silicone and cmr believes this should
be taken care of by Grand Design. cmr
will be calling to get case number to
attach for the repair.cmr states "But I
did talk to Grand Design on the drip
rail problem and they gave me case
#809339 and told me it should have butyl
tape under it. What you will find is the
tape was added to about 4 or 5 feet on
the front drip rail under the awning
since the entire drip rail was pulling
away from the side of the camper during
my last trip. the rest and the drivers
side is silicon and it has all come
loose allowing water to run down the
side of the camper."
CAUSE: Remove gutter rails on both side and
install butyl tape. Then reinstall and
seal.
CORRECTION: Removed gutter rail and install butyl
tape. Reinstalled then reseal. Install
new vinyl insert as well. REQ: 4.50
HOURS
WARR COMPLAINT: SLIDE OUT (KITCHEN SLIDE WE WORKED ON E 15094 ALDRI
PREVIOUSLY) RIVET IS COMING OUT OF THE
UNIT RAN IN TO TECHNICIAN TO
THECAMPGROUND WHO TOLD HIM THERE WAS A

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Job #	Description	JOB INFORMATION	Type	Bill To
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RECALL ON THE SCHWINTEC SYSTEMS THROUGH LIPPERT AND THAT THE UNIT IS UNDER THAT RECALL. TECH HE SPOKE WITH REACHED OUT TO LIPPERT TO VERIFY. NEED TO DIAG AND GET ENTERED INTO LIPPERT TO COVER THE UNIT. cmr states "Lastly is the Microwave Schwintek system. The Gib on the outside forward side of that slide came out on our trip and it looks like the entire forward side of that slide dropped which shouldn't happen since you guys adjusted the rollers and added a third(per the Grand Design TSB) in 2022 or 2023. But I had a mobile repair technician look at it and he called Lippert because there is a recall on those systems. He was told according to our label on the slide H column that was part of the recall. We didn't check any of the other Schwintek slides, but at least the microwave slide is definitely a part of that recall. I have no idea what that means but please check it with Leppert to see what has to be done."

CAUSE: Check ods slide for ops. Pic uploaded. 8/8/25 Received kit today @2pm, immediately went to work on R&R DS kitchen schwintek slide.

CORRECTION: Ryan finished the schwin teck install. Once slide got removed, kit was put together and noticed it does not fit, Lippert sent wrong size kit. Rebuild original schwintek with provided wrong kit swapped bearing blocks. Shoes, and motors. Reinstalled schwintek system. Tested working well. Resealed with appropriate sealants. Did the same on opposite slide ODS. Due to CMR needs had a very narrow window of time to perform full schwintek replacement. ROUTE 66 COVERAGE

1	COMPLAINT:	CUSTOMER REQUESTS A FRAME FLEX MEASUREMENT- PER THE CUSTOMER, ON THE ODS OF THE UNIT, THERE IS A PIECE OF TIME THAT IS ON THE EXPANSION PIECE. THE PIECE MOVES AND HE WANTS TO MAKE SURE THAT IT ISNT FROM FRAME FLEX- HE HAS HAD IT REPAIRED TWICE FOR FRAME FLEX-	W	1020	GRAND
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CAUSE: Customer request flex test of pin box.

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CORRECTION: Flex test revealed that it was a 1/4 of an inch. Added more screws to ods corner molding for a more secure attachment
 NOTING- DEEPER INVESTIGATION TO THE FRAME FLEX IS ON A NEWER UPDATED WORK ORDER THAT HAS BEEN SUBMITTED FOR WARRANTY-

2 COMPLAINT: INSTALL CORRECT SCHWINTEK SYSTEM ON THE I PCIH POLIC
 UNIT THAT WAS REORDERED-

CAUSE: The Schwintek that was shipped to us matches the bedroom slide mechanism, should we proceed? Schwintek for kitchen slide, oven side, DS, should be MPN# 550377 (25-1/8"x70-1/8") slide mechanism install.

CORRECTION: ... removed ds slide mechanism and install new one. tested good

3 COMPLAINT: CUSTOMER STATES THAT THE WINDOW IN THE E 15094 ALDRI
 MICROWAVE SLIDE OUT LEAK REALLY BAD WHEN IT RAINS- CUSTOMER WOULD LIKE TO HAVE LOOKED AT- WOULD ALSO LIKE TO KNOW IF THE WINDOW HAS BUTYL TAPE BEHIND IT OR IF GRAND DESIGN MISSED IT.

CAUSE: States window on kitchen slide (microwave side) ODS, is leaking. Request if sealant is missing. From what is visable, GD used a type of foam tape to seal this window.

CORRECTION: Applied a generous ammount of water to the slide wall in question, above the window. Waited five minutes. Examined window with trim-ring removed. No evidence of moisture penetration through window seal. Tried a second time, again same result. Aside from no signs of leaking, none of the wood panel or paper tape appears to have gotten wet at any point. Best guess. Window was sweating, extreme condensation from dramatic temperature/humidity difference from inside to outside. Reassembled window and valance fixture.

4 COMPLAINT: Transferred to GRV*11919D on 21 APR 26 W 1020 GRAND
 Estimate amount was 0.00 CUSTOMER NEEDS UNIT INSPECTED FOR TSB:920017- frame flex concern

CAUSE: take pics for frame flex. flex is about a 1/4". There is a considerable amount of noise in the bedroom closet when testing for flex. Recommend it goes back to factory. A video was taken of the sound.

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CORRECTION:

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Job # Part No      Description      PARTS      Bill to      Qty      Price      Total
*****
WARR0 677917009992 BUTYL TAPE GREY          W-1020      3      8.24      24.72
WARR0 677917000661 10.3oz LAP SEALANT WHITE W-1020      2      9.05      18.10
WARR0 147307          1" x1000' VINYL INSERT B W-1020      78      0.23      17.94
WARR0 822040818      MECHANISM SLIDEOUT IN WA E-15094      1      938.08      938.08
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Job#  Lab Code  Description      LABOUR      Mech Bill to      Hrs      Rate      Total
*****
ARR01 Z992      MISC LABOUR CODE (WARR TD W-1020      0.50      140.00      70.00
ARR01 Z992      MISC LABOUR CODE (WARR TD W-1020      4.00      140.00      560.00
ARR02 Z992      MISC LABOUR CODE (WARR TD E-15094      0.00      140.00      0.00
ARR02 Z992      MISC LABOUR CODE (WARR TD E-15094      0.25      130.00      32.50
  1 WARR      MANUFACTURER WARRANTY TD W-1020      0.00      140.00      0.00
ARR02 Z992      MISC LABOUR CODE (WARR TD E-15094      1.75      130.00      227.50
ARR02 SLSCHWIN  SLIDE OUT MECHINISM SC RW E-15094      0.00      140.00      0.00
ARR02 SLSCHWIN  SLIDE OUT MECHINISM SC RW E-15094      1.66      140.00      232.40
ARR02 Z992      MISC LABOUR CODE (WARR TD E-15094      0.22      140.00      30.80
ARR02 SLSCHWIN  SLIDE OUT MECHINISM SC RW E-15094      0.84      140.00      117.60
ARR02 SLSCHWIN  SLIDE OUT MECHINISM SC RW E-15094      0.00      140.00      0.00
  3 Z990      MISC LABOUR CODE (EXTE RW E-15094      0.00      140.00      0.00
  2 Z991      MISC CODE (NTERNAL) RW I-PCIH      2.15      70.00      150.50
  3 Z990      MISC LABOUR CODE (EXTE RW E-15094      0.50      140.00      70.00
  2 Z991      MISC CODE (NTERNAL) RW I-PCIH      0.24      70.00      16.80
  2 Z991      MISC CODE (NTERNAL) RW I-PCIH      0.20      70.00      14.00
  2 Z991      MISC CODE (NTERNAL) RW I-PCIH      0.41      70.00      28.70
  3 Z990      MISC LABOUR CODE (EXTE RW E-15094      0.00      140.00      0.00
  4 WARR      MANUFACTURER WARRANTY TD W-1020      0.00      140.00      0.00
  4 WARR      MANUFACTURER WARRANTY TD W-1020      0.00      140.00      0.00
  2 SLSCHWIN  SLIDE OUT MECHINISM SC TD I-PCIH      0.00      70.00      0.00
  2 SLSCHWIN  SLIDE OUT MECHINISM SC TD I-PCIH      0.46      70.00      32.20
  4 WARR      MANUFACTURER WARRANTY TD W-1020      0.00      140.00      0.00
  2 SLSCHWIN  SLIDE OUT MECHINISM SC TD I-PCIH      1.78      70.00      124.60
  2 SLSCHWIN  SLIDE OUT MECHINISM SC TD I-PCIH      0.26      70.00      18.20
  4 WARR      MANUFACTURER WARRANTY TD W-1020      0.00      140.00      0.00
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Job #  Excode  Description      EXTRAS      bill to      Qty      Price      Total
*****
ARR02 FRT      FREIGHT FOR JOB WARR02 E-15094      1.00      241.62      241.62
ARR02 SSE      SHOP SUPPLIES - EXTERNAL E-15094      1.00      35.00      35.00
ARR02 FRT      FREIGHT          E-15094      1.00      47.05      47.05
ARR02 FRT      FREIGHT FOR JOB 2 E-15094      1.00      291.10      291.10
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BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
E	15094	938.08	710.80	0.00	614.77	124.59	2,388.24
I	PCIH	0.00	385.00	0.00	0.00	0.00	385.00
W	1020	60.76	630.00	0.00	0.00	0.00	690.76
	Totals	998.84	1725.80	0.00	614.77	124.59	3,464.00

&k2S

&k0S