

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

WORK ORDER # 12514

Date In: 06 AUG 25 Author: MGRAY  
Promised Date: 31 DEC 26 Stock No:  
: Year: 2024  
Customer Name: 1020 - GRAND DESIGN Manufacturer: GRAND DESIGN  
Address: 11333 COUNTY RD 2 Brand: SOLITUDE  
: MIDDLEBURY, IN Model: ST2930RL  
Postal/Zip: 46540 Miles/Hrs:  
Phone#(res): 888-825-2820 Exterior Color:  
Phone#(bus): Unit Type: FW-FIFTH WHEEL  
Cell Phone: License#:  
Email: NONE Tag#: emailed12/4, 1/16, 3/4  
Purchased Date: :  
Delivery Date: :  
InService Date: :  
Serial#: 573FS3524RAA16351 :

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Job # Description JOB INFORMATION Type Bill To  
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1 COMPLAINT: REFER IS NOT WORKING. THE FREEZER IS E 17762 WILLI  
COLD, BUT REFER DOES NOT GET COLD. GD  
CLAIM# 00867056  
CAUSE: NPF. I put a thermometer in a glass of  
water, set it inside the fridge and I  
let the fridge run for two days and the  
temperature stayed at 38 degrees.  
CORRECTION: Done.  
2 COMPLAINT: RECALL ON THE SOLITUDE INTERIOR STEPS W 1020 GRAND  
RECALL #: 25V-061-2025-077  
CAUSE: I didn't know what the recall was for so  
after we figured it out i took pictures  
to get the kit ordered for it. Step  
recall.  
CORRECTION: ... Installed provided 2 Step bracket  
kit per warranty. See picture.  
approved: .5  
3 COMPLAINT: WINDOW ON THE REAR OF THE CAMPER IS E 17762 WILLI  
LEAKING.  
CAUSE: Bad window seals. From the notes, I  
thought it was the very rear window so I  
blew out the weep holes, sprayed it with  
water, went inside and I don't see any  
leaks. I noticed a window on the DS rear  
of the unit, ds rear of the slide and  
the front DS window on the slideout had  
tape on them. We contacted the customer  
and he said those were the problem

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Job #   Description           JOB INFORMATION           Type Bill To
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		windows so I blew the weep holes out and sprayed all three of them with water and all three leaked into the unit. I noticed that the seal on the bottom of the windows isn't touching the glass and it's allowing more water in than the weep holes can handle which is causing the leak inside. I removed all three of the seals, cleaned out the tracks, installed new seals and sprayed them with water and the leaks stopped.			
	CORRECTION:	Done.			
4	COMPLAINT:	FRONT AWNING IS PULLING AWAY THE CAMPER WHERE THE DOOR IS. MOUNTING STRIP THAT HOLDS FABRIC IS PULLING AWAY.	E	17762	WILLI
	CAUSE:	The screws in the awning screw track are pulling out of the wall. I pulled the screw cover molding out and i ran more screws into the track to hold it in place. When the track separated from the wall it ripped the decal above it. I had to trim the ripped pieces so I could seal the track properly. There are also a few rips in the awning fabric. I took pics of the tag.			
	CORRECTION:	... REF LINE: 13			
5	COMPLAINT:	THERE IS A BOLT TRYING TO COME THROUGH BY THE VANITY ON THE BATHROOM.	E	17762	WILLI
	CAUSE:	There is a screw head popping up underneath the vynel in front of the bathroom vanity. The only option is to cut the plank, peel the vynel back, remove the screw and glue it back down. 1.5 - 2.0 to complete Screw pushed up through floor. Floor repair required. Jesse advised what is the course of action to use.			
	CORRECTION:	... Cut around pattern where affected area exists. Fixed protruding screw and wood floor inconsistency. Vacuumed debris. Prepped for glue and vinyl bond&seal. Laid flooring back down after glue had a chance to tack up. Applied bond&seal the following weekday and let cure for 4hrs as recommended.			
MPI	COMPLAINT:	MULTI POINT INSPECTION	E	17762	WILLI
	CAUSE:	1001 CUSTOMER REQUESTED. 1. The roof needs a complete reseal. 12-14 tubes of Dicor. 2. There is a small puncture in			

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the roof membrane by the solar panel. I can cover it with eturnabon tape otherwise it's a new roof membrane. 3. The front docking LED strip has some burnt-out bulbs. .8 to complete and a white light strip. 4. Both of the main slides have broken screws on the bottom tracks. I will have to drill them out or put a screw right next to it and silicone the holes. .6 to complete. 5. The DS bedroom window seal is coming out. I can try to put it back in place or replace it. .8 to complete. 6. The LED strips on the front cap have some burnt-out bulbs. 1.5 to complete and two light strips.

CORRECTION: ...

6 COMPLAINT: WARRANTY RECALL FOR U-BOLT CONCERN W 1020 GRAND  
RECALL #: 24V-193

CAUSE: Recall. I took pictures of the tags. The customer has aftermarket shocks installed on the u-bolt plate Warranty Recall ubolt(s)

CORRECTION: ... Removed and replaced U-bolts and nuts per recall instructions, torqued to 90ft lbs in a crossing pattern. Could not replace plates as CMR had already done an aftermarket upgrade by adding shocks and replacing plates themselves.  
approved: 1.8

7 COMPLAINT: ROOF RESEAL E 17762 WILLI

CAUSE: Request roof reseal

CORRECTION: Thoroughly cleaned sealants on roof and resealed problematic areas. Identified some small drag marks and sealed a couple blemishes in the roof membrane also. Good to go.

8 COMPLAINT: COVER HOLE IN MEMBRANE FOR QUICK FIX E 17762 WILLI

CAUSE: Multiple small spots in membrane. Looks like drag marks.

CORRECTION: Sealed small issues with a combination of eternabond tape and dicore.

9 SWAP OUT LED LIGHTS ON FRONT DOCKING E 17762 WILLI

10 COMPLAINT: Both of the main slides have broken screws on the bottom tracks. E 17762 WILLI

CAUSE: Broken screws on bottom screwtrack, both main slides.

CORRECTION: Replaced broken screws, instead of drilling, removed screwtrack and extracted broken pieces, reinstalled and resealed screwtracks. Looks good.

11 COMPLAINT: DS BEDROOM WINDOW, SEAL IS COMING OUT. E 17762 WILLI

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CAUSE: Glazing on bedroom window was gapped slightly allowing for extra water collection, possibly causing a leak.

CORRECTION: Replaced glazing on bedroom window.

12	LED STRIPS ON THE FRONT CAP REPLACE	E	17762	WILLI
13	AWNING REPLACEMENT, FABRIC ONLY	E	17762	WILLI
1005	COMPLAINT: Followup on Refrigerator issue	E	17762	WILLI

CAUSE: While finishing up on R/Os on this work order Jesse started, noticed the refrigerator continuously beeping. Noticed bottom freezer droor is slightly ajar. When i push it in tight, beeping stops. Looks like the factory bracket might be the cause for freezer droor not closing all the way.

CORRECTION: I ended up grinding the top and bottom of the nut on this bracket down so it would more appropriately fit in the channel between both freezer doors. I then had to tweak one side to get the placement more exact. It now fits accurately and the seal closes. Also the hardware is lined up better woth the screw locks.

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Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
3	677917009992	BUTYL TAPE GREY		E-17762	0	14.12	0.00
7	677917000333	Dicor 501LSW-1 EPDM Self		E-17762	8	11.12	88.96
8	891991000533	ETERNABOND WHITE		E-17762	1	3.70	3.70
12	EST	421018 - LIGHT STRIP LED		E-17762	0	0.00	0.00
9	82200349	LED LIGHT EXTERIOR 12 ST		E-17762	0	9.65	0.00
13	82200514	AWNING 16' BLACK W/LED L		E-17762	0	498.65	0.00
6	8220130064	AXLE U BOLT ONLY 9/16 18		W-1020	8	15.42	123.36
6	822020378	AXLE NUT ONLY 9/16 - 18		W-1020	16	3.03	48.48
3	822080209	WINDOW GLAZING 7/8"		E-17762	13	3.26	42.38
2	822093414	STEP TREAD ANGLE BRACKET		W-1020	2	7.38	14.76
2	822061989	SCREW 8 X 3/4 RD WASHER		W-1020	18	1.25	22.50

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Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
1	DIAG	DIAGNOSTICS		JGK	E-17762	0.04	140.00	5.60
1	DIAG	DIAGNOSTICS		JGK	E-17762	0.11	140.00	15.40
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.50	140.00	70.00
3	DIAG	DIAGNOSTICS		JGK	E-17762	0.74	140.00	103.60
4	Z990	MISC LABOUR CODE (EXTE		JGK	E-17762	0.40	140.00	56.00
5	Z990	MISC LABOUR CODE (EXTE		JGK	E-17762	0.30	140.00	42.00
MPI	Z990	MULTI POINT INSPECTION		JGK	E-17762	0.76	140.00	106.40
6	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.50	140.00	70.00
1	DIAG	DIAGNOSTICS		JGK	E-17762	0.09	140.00	12.60

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Job#  Lab Code  Description      LABOUR   Mech Bill to      Hrs      Rate      Total
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  3  DIAG      DIAGNOSTICS          JGK  E-17762      0.90    140.00    126.00
MPI Z990      MULTI POINT INSPECTION JGK  E-17762      0.36    140.00     50.40
MPI Z990      MULTI POINT INSPECTION JGK  E-17762      2.63    140.00    368.20
MPI Z990      MULTI POINT INSPECTION JGK  E-17762      0.37    140.00     51.80
MPI Z990      MULTI POINT INSPECTION JGK  E-17762      0.38    140.00     53.20
  7  Z990      RESEAL ROOF          RW   E-17762      0.86    140.00    120.40
  8  Z990      ETERNABOND TAPE OVER H RW   E-17762      0.20    140.00     28.00
 10  Z990      DRILL OUT BROKEN SCREW RW   E-17762      0.00    140.00      0.00
 11  Z990      REPAIR\RESEAL WINDOW RW   E-17762      0.40    140.00     56.00
 12  Z990      RPALCE LED LIGHT STRIP          E-17762      0.00    140.00      0.00
  9  Z990      MISC LABOUR CODE (EXTE          E-17762      0.00    140.00      0.00
  5  Z990      MISC LABOUR CODE (EXTE RW   E-17762      0.00    140.00      0.00
  2  Z992      MISC LABOUR CODE (WARR RW   W-1020      0.50    140.00     70.00
  6  Z992      MISC LABOUR CODE (WARR RW   W-1020      1.30    140.00    182.00
 10  Z990      DRILL OUT BROKEN SCREW RW   E-17762      0.80    140.00    112.00
  7  Z990      RESEAL ROOF          RW   E-17762      2.14    140.00    299.60
  5  Z990      MISC LABOUR CODE (EXTE RW   E-17762      0.00    140.00      0.00
1005 Z990      MISC LABOUR CODE (EXTE RW   E-17762      0.50    140.00     70.00
  5  Z990      MISC LABOUR CODE (EXTE RW   E-17762      0.62    140.00     86.80
  5  Z990      MISC LABOUR CODE (EXTE RW   E-17762      1.19    140.00    166.60
  5  Z990      MISC LABOUR CODE (EXTE RW   E-17762      0.19    140.00     26.60
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Job #  Excode  Description      EXTRAS      bill to      Qty      Price      Total
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  1  SSE      SHOP SUPPLIES - EXTERNAL          E-17762      1.00     35.00     35.00
  2  FRT      FREIGHT          W-1020      0.00      0.00      0.00
 13  FRT      FREIGHT FOR JOB 13          E-17762      0.00    238.58      0.00
 13  M        RESTOCKING FEE          E-17762      1.00    149.60    149.60
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                                BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
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E   17762          135.04    1957.20      0.00     184.60    125.33    2,402.17
W   1020          209.10     392.00      0.00      0.00      0.00      601.10

Totals          344.14    2349.20      0.00     184.60    125.33    3,003.27
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&k0S