

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

WORK ORDER # 13047

Date In: 23 OCT 25 Author: KOTT
Promised Date: 31 MAY 26 Stock No: 11322
: Year: 2025
Customer Name: 1020 - GRAND DESIGN Manufacturer: GRAND DESIGN
Address: 11333 COUNTY RD 2 Brand: IMAGINE
: MIDDLEBURY, IN Model: 2300MK
Postal/Zip: 46540 Miles/Hrs: 0
Phone#(res): 888-825-2820 Exterior Color:
Phone#(bus): Unit Type: TT-TRAVEL TRAILER
Cell Phone: License#:
Email: NONE Tag#: apt 5/7
Purchased Date: 20 JAN 25 :
Delivery Date: 24 APR 25 :
InService Date: :
Serial#: 573TE2722S6654234 :

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*****
Job # Description JOB INFORMATION Type Bill To
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1 COMPLAINT: CUSTOMER STATES THAT WHEN IT RAINS, W 1020 GRAND
      WATER DRIPS THROUGH THE AWNING AT THE
      JUNCTION WITH THE CAMPER- DRIPS DOWN THE
      CENTER OF THE BEDROOM DOOR-
CAUSE: Gaps in the sealant along the seam. I
      extended the awning a little ways,
      poured water in the track and it started
      leaking at the seam. I dried and cleaned
      the track and fabric off and sealed it
      along the track and seam. After the
      sealant dried i sprayed it with water
      and instead of leaking out of the seam
      in the screw track its leaking around
      the fabric. I cleaned the whole top edge
      of the fabric where it meets the track
      and i sealed the entire edge. After the
      sealant dried i sprayed it down again
      and the leaks stopped.
CORRECTION: Done. REQUESTING:2.5
2 COMPLAINT: CUSTOMER STATES THAT WHEN THEY GO TO E 17599 PETER
      DUMP THEIR TANKS THERE IS ABOUT 2
      GALLONS OF FLUID BEHIND THE CAP WITH
      THEY DUMP IT. CUSTOMER REQUESTS HAVING A
      TWIST ON WASTE VALVE INSTALLED-
CAUSE: 1001 CUSTOMER REQUESTED. I installed a
      gate valve cap at the end of the pipe.
CORRECTION: Done.
3 COMPLAINT: CUSTOMER STATES THAT THE TOILET BOWL W 1020 GRAND
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Job #   Description           JOB INFORMATION                               Type Bill To
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	DOES NOT HOLD WATER-			
	CAUSE: Bad ball seal. I hooked water up to the unit, ran water through the toilet and i can see and hear water leaking past the seal. I removed the old seal and installed a new one. I turned the water back on to test it and the leak stopped.			
	CORRECTION: Done. REQUEST .7 WARR AUTH: .75			
4	COMPLAINT: CUSTOMER STATES THAT THE BATHROOM FAUCET W		1020	GRAND
	MAY BE LEAKING AT THE BASE WHERE THE FAUCET MEETS THE COUNTER- CUSTOMER STATES THAT WATER HAS BEEN POOLING THERE-			
	CAUSE: NPF. I ran water through both sides of the faucet and i let it sit over night while pressurized and there are no leaks. What i think is happening is that the sink tub is small and close tonthe faucet and when in use water is splashing against the faucet and eventually it pools up. I put a light on it while it was in use and i can see a light mist getting on the counter top.			
	CORRECTION: Done. REQUEST:.3 WARR AUTH: DENIED			
5	COMPLAINT: CUSTOMER STATES THAT THE EXTERIOR TRASH W		1020	GRAND
	DOOR- THE TOP THUMB LOCK JUST SPINS AND DOES NOT LATCH -			
	CAUSE: Faulty tumbler. I removed the old latch and when i put the new one on the screw wont tighten down enough to secure the latch. I put a washer in place to act as a spacer and i tightened the screw down.			
	CORRECTION: Done. REQUEST: .7 WARR AUTH: .20			
6	COMPLAINT: CUSTOMER STATES THAT THE FRONT KITCHEN W		1020	GRAND
	WINDOW IS VERY LOOSE- IT JOSSLES UP AND DOWN -			
	CAUSE: NPF. All of the side opening windows move up and down like that.			
	CORRECTION: Done. REQUEST: .2 WARR AUTH: DENIED			
7	COMPLAINT: CUSTOMER STATES THAT THE REAR KITCHEN W		1020	GRAND
	WINDOW IS VERY HARD TO MOVE AND ITS SQUEAKS-			
	CAUSE: The window is a little tough to open. I lubed the tracks.			
	CORRECTION: Done. REQUEST: .2 WARR AUTH: .50 HOURS			
8	COMPLAINT: CONFIRM THE OPERATION OF THE BEDROOM W		1020	GRAND
	DOOR- CUSTOMER STATES THAT WHEN YOU OPEN THE DOOR FROM THE INSIDE, IT DOES NOT UNLOCK THE DOOR- THE TOP LOCK DOES NOT			

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CAUSE: RELEASE WHEN THE LEVER IS PULLED-
 Manufacturer design. If the exterior
 doors are locked from the outside,
 opening them from the inside does not
 unlock them.

CORRECTION: Done. REQUEST:.1 WARR AUTH: DENIED

9 COMPLAINT: CUSTOMER STATES THAT THE REAR DOOR, THE W 1020 GRAND
 DEADBOLT CATCHES REALLY BAD- WOULD LIKE
 TO HAVE THE LOCKS/HANDLES INSPECTED-

CAUSE: The edge of the fiberglass wall is
 sticking out too far and the deadbolt is
 hitting it. I cut out the aluminum tape,
 ground down the edge of the wall and put
 a piece of aluminum tape over it.

CORRECTION: Done. REQUEST:.3 WARR AUTH: .30

10 COMPLAINT: CUSTOMER STATES THAT THE BEDROOM W 1020 GRAND
 SCREENDOOR HAS A SMALL GAP IN THE
 WEATHER STRIPPING IN THE TOP LEFT
 CORNER-

CAUSE: The top corner of the screen door isnt
 making contact with the seal. I bet the
 screen door until it made contact with
 the seal.

CORRECTION: Done. REQUEST:.3 WARR AUTH: .20

11 COMPLAINT: CUSTOMER STATES THAT SOMETIMES THE W 1020 GRAND
 AWNING ROLLS IN CROOKED AND GET CREASES-
 WANTS INSPECTED FOR PROPER OPERATION

CAUSE: The bottom of the rear awning arm wasnt
 aligned properly. I ran the awning in
 and out and the bottom of the rear arm
 is catching on the inner arm. Everything
 else is lining up so i pulled out the
 bottom screws on the awning arm, slid
 the inner arm over and now the awning is
 opening and closing properly. I cant re
 use one of the screw holes so i packed
 putty in the hole and covered it with
 silicone. I predrilled a hole above that
 one, filled the hole with putty and put
 the screw in. The small wrinkles in the
 fabric will come out once it sits in the
 sun.

CORRECTION: Done. REQUEST:1.5 WARR AUTH: .50 HOURS

12 COMPLAINT: CUOTMER STAES THAT THE BEDROOM WINDOW W 1020 GRAND
 FRAM IS SPLIT AND BENT INWARD-

CAUSE: Manufacturer design. All window frames
 have a split in them somewhere. Its how
 they're made.

CORRECTION: Done REQUEST:.1 WARR AUTH: DENIED

13 COMPLAINT: CUSOTMER STATES THAT ON THE DS- IN THE W 1020 GRAND
 REAR OF THE UNIT- THERE IS A BIG BUBBLE
 IN THE TOP DECAL-

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CAUSE: Some how water got behind the decal and caused it to fill up with water. The decal needs replacement. We will have to remove the awning arm to replace the decal. I ran the awning out about a foot and a half, zip tied the arm, removed the tube from the arm, clamped the tube so it doesn't go anywhere and removed the arm. I cut the edges of the decal and removed it with a heat gun. I put the new decal on, re installed the awning arm and siliconed the edges. There is another line on this work order for the awning leaking and when I removed the arm from the tube the sealant split along the fabric and awning track. I cleaned the sealant off and re sealed it.

CORRECTION: Done.

14 COMPLAINT: CUSTOMER STATES THAT THERE IS A WARPED W 1020 GRAND
DRAWER FACE BENEATH THE SINK-

CAUSE: The drawer wasnt assembled correctly. I put a straight edge on the drawer face and it isnt warped. I tried repositioning the magnet catch and that didn't help. I noticed the drawer sides didn't sit flush with the drawer face. I removed the drawer, carefully pryed the drawer sides and face off, aligned the sides and stapled it back on. I put the face back on and put the drawer back in place. This style drawer catch and location of it causes the drawers to not close tight against the cabinets.

CORRECTION: Done. REQUESTING:2.3 WARR AUTH: 1 HOUR

15 COMPLAINT: CUSTOMER STATES THAT THERE IS A WARPED W 1020 GRAND
CABINET DOOR FACE- TO THE LEFT OF THE STOVE-

CAUSE: Manufacturer design. There is no hinge at the bottom of the door so the bottom will stick out a little more.

CORRECTION: Done. Done. REQUESTING:.1 WARR AUTH: DENIED

16 COMPLAINT: CUSTOMER STATES THAT ON THE ODS EXTERIOR W 1020 GRAND
THERE IS A CHIPPED SILVER DECAL-

CAUSE: Ripped decal. We will have to order a new decal. I cut the sealant along the bulb seal around the decal, cut the decal and removed the damaged section. We received the front section of the decal and i need the rear but I can still make it work. I cut out a section

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of the decal and installed it. After I removed the backing I re sealed along the bulb seal.

CORRECTION: Done. REQUESTING:.75 WARR AUTH: .50
COMPLAINT: PREFORM ROOF INSPECTION AND ADVISE IF REPAIR IS NEEDED. I PD GOODW

CAUSE: 1001 CUSTOMER REQUESTED. I ran the slide out and inspected the slide roof and main roof and everything looks good.

CORRECTION: Done.
COMPLAINT: ADDED 5/7- CUSTOMER STATES THAT WHEN THEY BROUGHT THEIR UNIT IN THERE WAS A DRIP HAPPENING FROM THE BOTTOM OF THE UNIT RIGHT IN THE CENTER E 17599 PETER

CAUSE: NPF. I removed a couple screws and looked inside the underbelly and i can see a small amount of water sitting underneath the gray tank. I filled the gray tank and when I looked inside the underbelly i dont see any leaks. I took the unit out and dumped it and I checked again after moving the unit around and there is still no leaks. Its possible some rain water got in there and it came out one of the drain holes the manufacturer puts every few feet so water can drain out.

CORRECTION: Done.
INTERNAL STOCK REPAIR 09. Test line E 17599 PETER

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
2	019079000583	TWIST ON VALVE		E-17599	1	30.49	30.49
3	0713814073398	KIT, FLUSH BALL SEAL		W-1020	1	37.18	37.18
13	822012641	DIE CUT IMAGINE SIDE DI		W-1020	1	21.35	21.35
16	82202646	DIE CUT IMAGINE STRIPE		W-1020	1	14.30	14.30

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
1	WARR	MANUFACTURER WARRANTY	JGK		W-1020	0.00	140.00	0.00
1	WARR	MANUFACTURER WARRANTY	JGK		W-1020	0.50	140.00	70.00
1	WARR	MANUFACTURER WARRANTY	JGK		W-1020	0.00	140.00	0.00
1	WARR	MANUFACTURER WARRANTY	JGK		W-1020	0.00	140.00	0.00
1	WARR	MANUFACTURER WARRANTY	JGK		W-1020	0.00	140.00	0.00
2	Z990	MISC LABOUR CODE (EXTE	JGK		E-17599	0.20	130.00	26.00
3	WARR	MANUFACTURER WARRANTY	JGK		W-1020	0.09	140.00	12.60
3	WARR	MANUFACTURER WARRANTY	JGK		W-1020	0.41	140.00	57.40
4	WARR	MANUFACTURER WARRANTY	JGK		W-1020	0.44	140.00	61.60
4	WARR	MANUFACTURER WARRANTY	JGK		W-1020	0.06	140.00	8.40
4	WARR	MANUFACTURER WARRANTY	JGK		W-1020	0.00	140.00	0.00

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Job#  Lab Code  Description  LABOUR  Mech Bill to    Hrs    Rate    Total
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  5  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.36   140.00   50.40
  5  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.14   140.00   19.60
  6  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   140.00   70.00
  7  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   140.00   70.00
  8  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   140.00   70.00
  9  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.30   140.00   42.00
10  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   140.00   70.00
11  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.00   140.00    0.00
11  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.32   140.00   44.80
11  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.18   140.00   25.20
12  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   140.00   70.00
13  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   140.00   70.00
13  Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
14  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.00   140.00    0.00
14  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   140.00   70.00
15  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   140.00   70.00
15  Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
16  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   140.00   70.00
16  Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.15   140.00   21.00
RI  Z991      PREFORM ROOF INSPECTIO JGK  I-PD     0.30    70.00   21.00
17  Z990      MISC LABOUR CODE (EXTE JGK  E-17599  0.35   130.00   45.50
16  Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.35   140.00   49.00
13  Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.44   140.00   61.60
13  Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.06   140.00    8.40
13  Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
13  Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
17  Z990      MISC LABOUR CODE (EXTE JGK  E-17599  1.05   130.00  136.50
ISR09 Z991      MISC LABOUR CODE (INTE  E-17599  0.00   130.00    0.00

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*****
Job #  Excode  Description  EXTRAS  bill to    Qty    Price    Total
*****
  2  SSE      SHOP SUPPLIES - EXTERNAL  E-17599  1.00   15.60   15.60
13  FRT      FREIGHT      W-1020    1.00   18.66   18.66

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                                BILLINGS SUMMARY
Type Bill Id      Parts    Labour    Sublet    Extras    Tax    Total
*****
E   17599          30.49    208.00     0.00     15.60    14.01    268.10
I   PD              0.00     21.00     0.00     0.00     0.00     21.00
W   1020          72.83   1162.00     0.00     18.66     0.00   1,253.49

Totals          103.32   1391.00     0.00     34.26    14.01   1,542.59

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&k0S