

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

WORK ORDER # 12647

Date In: 02 SEP 25 Author: MGRAY
Promised Date: 25 DEC 26 Stock No: 11135
: Year: 2024
Customer Name: 17747 - JOHNSON, WYATT Manufacturer: GRAND DESIGN
Address: 104 CHURCH ST Brand: IMAGINE
: ONTARIO, WI Model: 2970RL
Postal/Zip: 54651 Miles/Hrs:
Phone#(res): 6083434269 Exterior Color:
Phone#(bus): Unit Type: TT-TRAVEL TRAILER
Cell Phone: License#:
Email: JAWJOHNSON@CENTURYTEL. Tag#: DB: 9/8 apt - 5/1
Purchased Date: 16 JUN 25 :
Delivery Date: 27 JUN 25 :
InService Date: :
Serial#: 573TE3421R6650812 :

Job # Description JOB INFORMATION Type Bill To

WARR COMPLAINT: WARRANTY REPAIR 1 - TOILET IS LOOSE. W 1020 GRAND
WHEN SITTING ON THE UNIT IT IS VERY
UNSTEADY.
CAUSE: The manufacturer didn't center the
toilet flange in the center of the floor
and they only put half the amount of
screws in to secure the flange to the
floor. I removed the toilet, pulled out
the screws, added more and longer
screws, and put the toilet back on. The
toilet still had some movement to it so
I took the toilet back off, predrilled
two more holes in the flange,
countersunk the holes, and put two more
screws in. I put the toilet back on and
now it has barely any movement to it.
CORRECTION: Done. REQUEST 1 HOUR OF LABOR WARRANTY
AUTH: .50 HOURS OF LABOR
WARR COMPLAINT: WARRANTY REPAIR 2 - DS SLIDE OUT IS W 1020 GRAND
STARTING TO MAKE MARK ON THE FLOOR. IS
THERE AND ADJUSTMENT OR REPAIR THAT CAN
PREVENT FURTHER DAMAGE.
CAUSE: The slide-out is deep and when it's
retracting it touches the floor. The
slide-out is a rack and pinion style and
its seal is good opening and closing so
it's aligned properly. The wear bar is
in place so the only thing that will

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Job #	Description	JOB INFORMATION	Type	Bill To
		stop the rubbing on the floor are the floor skis that ride in between the main floor and the slide floor. Marks on the floor		
	CORRECTION:	... Installed slide skis ... REQUEST 1.50 HOURS TO INSTALL SLIDE SKIS ON THE UNIT. WARRANTY AUTH: 1 HOUR OF LABOR		
WARR	COMPLAINT:	WARRANTY REPAIR 3 - THERE IS WATER LEAKING OUT OF THE FRON OF THE ODS SLIDE. THERE IS NOW A SPOT INSIDE THE UNIT ON THE FLOOR NEAR IT THAT IS DISCOLORED.	W	1020 GRAND
	CAUSE:	The sealant along the radius metal edge cracked in multiple spots around the unit and it allowed water to get in. I sprayed the side of the slide with water, went inside and I don't see any water getting in but the baton strip on the floor edge is discolored. I went back outside and started looking the sealant over and that's when I found the crack in the silicone. I did a quick walk around and I found cracks in the sealant on the DS slide and multiple broken screws. I was able to drill out two screws and the other two I had to drill new holes next to them. I covered the exposed holes with black silicone and resealed the edge with clear silicone. I removed the damaged baton strip, cleaned the water stains off the wall, cut a new baton strip to size, nailed it on, and puttied the holes.		
	CORRECTION:	Done REQUEST: 1.50 HOURS OF LABOR WARRANTY AUTH: 1.5 HOURS OF LABO R		
WARR	COMPLAINT:	WARRANTY REPAIR 4 - rain gutters leaking at the seams, both sides	W	1020 GRAND
	CAUSE:	There are gaps in the sealant at the seams of the gutters. I cleaned and sealed the gaps.		
	CORRECTION:	Done. REQUEST .75 HOURS OF LABOR		
WARR	COMPLAINT:	WARRANTY REPAIR 5 - heat in far rear recliner not working	W	1020 GRAND
	CAUSE:	The plug underneath the chair wasn't hooked up. The pins looked a little bent so I straightened them out, hooked the plug up, waited for the seat to get warm and I taped the connection.		
	CORRECTION:	Done. REQUEST .30 HOURS OF LABOR		

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WARRANTY AUTH: .30 HOURS
 WARR COMPLAINT: WARRANTY REPAIR 6 - slide 2 is rubbing W 1020 GRAND
 on the flooring towards the front.
 CAUSE: Slide two is also the DS slide. I checked the ODS and there isnt any marks on the floor.

CORRECTION: Done. REQUEST .10 HOURS OF LABOR
 WARR COMPLAINT: WARRANTY REPAIR 7 - STOVE IGNITOR IS W 1020 GRAND
 GETTING HARDER AND HARDER TO LITE.
 CAUSE: NPF. I turned the gas on, verified flow through one of the stove top burners, held the pilot light down, hit the sparkner, and the pilot lit within two sparks. I counted to ten and turned the oven all the way up in temperature and everything is working. I lit the stove several times to test it.

CORRECTION: Done. REQUEST .20 HOURS OF LABOR
 WARR COMPLAINT: WARRANTY REPAIR 8 - THERE IS WATER W 1020 GRAND
 COMING OUT FROM THE UNDERBELLY. VIDEO ATTACHED SLOW CONSTANT DRIP. was dripping from above the axle, front end was up a little during pack up and there was water in the fresh tank, but was before travling.
 CAUSE: NPF. I tested the water system with air and it doesn't have any leaks. I filled the fresh tank to full, rocked the camper back and forth, looked underneath the unit and I don't see any leaks. I filled the rest of the tanks one at a time and still no leaks have shown up. I took a couple of screws out of the underbelly on the DS and looked inside and everything looks dry. I took the unit out, drove it around, checked for leaks and there are none. I dumped the tanks.
 CORRECTION: Done REQUEST 3 HOURS OF LABOR

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
WARR0	796976483953	SLIDE OUT SLEDS (PAIR)		W-1020	1	48.75	48.75
WARR0	82201445	BATTEN 7/8 X 108 ALLURE		W-1020	1	2.25	2.25

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
ARR01	Z992	MISC LABOUR CODE	(WARR JGK		W-1020	0.03	140.00	4.20
ARR01	Z992	MISC LABOUR CODE	(WARR JGK		W-1020	0.47	140.00	65.80
ARR02	Z992	MISC LABOUR CODE	(WARR JGK		W-1020	0.50	140.00	70.00

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Job#  Lab Code  Description  LABOUR  Mech Bill to    Hrs    Rate    Total
*****
ARR02 WARR      MANUFACTURER WARRANTY  JL    W-1020    0.50   140.00   70.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.30   140.00   42.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.20   140.00   28.00
ARR04 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
ARR04 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.34   140.00   47.60
ARR04 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.16   140.00   22.40
ARR04 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
ARR05 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.50   140.00   70.00
ARR06 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.50   140.00   70.00
ARR07 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.50   140.00   70.00
ARR08 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
ARR08 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.49   140.00   68.60
ARR08 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.01   140.00    1.40
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Job #  Excode   Description  EXTRAS      bill to    Qty    Price    Total
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ARR01  SSE       SHOP SUPPLIES - EXTERNAL  W-1020    1.00    0.00    0.00
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BILLINGS SUMMARY

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Type Bill Id      Parts    Labour    Sublet    Extras    Tax    Total
*****
W      1020      51.00    630.00    0.00     0.00    0.00    681.00
*****
Totals      51.00    630.00    0.00     0.00    0.00    681.00
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&k2S
&k0S