

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

WORK ORDER # 12773

Date In: 19 SEP 25 Author: MGRAY
Promised Date: 31 DEC 25 Stock No: 11031
: Year: 2024
Customer Name: 1020 - GRAND DESIGN Manufacturer: GRAND DESIGN
Address: 11333 COUNTY RD 2 Brand: REFLECTION FW
: MIDDLEBURY, IN Model: 324MBS
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#: DB:9/30 - part inquiry
Purchased Date: 20 SEP 24 :
Delivery Date: 11 OCT 24 :
InService Date: :
Serial#: 573FR3820R9925547 :

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*****  
Job # Description JOB INFORMATION Type Bill To  
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WARR COMPLAINT: WARRANTY REPAIR 1 - drawer above fire W 1020 GRAND  
place left hand side has a bad glide on  
the left side.  
CAUSE: The glide fell apart causing the drawer  
to fall out and damage the facia. I  
replaced the glide but we will have to  
order a new facia piece. 1016 DAMAGED  
CORRECTION: ... Replace it with new one  
WARR COMPLAINT: WARRANTY REPAIR 2 - foot peda; on the W 1020 GRAND  
toilet is dripping when pushed half way  
down. doesn't seem to leak when all the  
way down or all the way up.  
CAUSE: NPF. I ran water through the toilet and  
I don't see any leaks. I put the pedal  
in multiple positions and still no  
leaks. I can see under the pedal and I  
ran water through the toilet while  
physically watching the valve and I  
don't see any leaks. I left the system  
pressurized for multiple days and no  
leaks showed up. The manufacturer uses a  
type of grease around the valve and  
pedal and I can see some residue of that  
on the side of the toilet. So I don't  
know if the customer is seeing that or  
what.  
CORRECTION: DONE - REQUEST 1.0 WARRANTY AUTH: .50  
WARR COMPLAINT: WARRANTY REPAIR 3 -tpms sensor - rear W 1020 GRAND
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Job #   Description           JOB INFORMATION           Type Bill To
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                tires sensor is not connecting.
CAUSE:   Bad sensor. I tried waking the sensor up
                by deflating and then reinflating the
                tire and it didn't fix it. It will need
                a new sensor.
CORRECTION: ...
WARR COMPLAINT: WARRANTY REPAIR 4 - 1/2 the running      W    1020    GRAND
                lights are not working on the trailer.
CAUSE:   Bad board. The front cap, and rear
                lights are on but the front side markers
                are completely out and the middle side
                markers are dim. I took the cover off
                the box in the front storage and when I
                checked the voltage on the clearance
                light wires it's showing 0.04 volts. If
                I unplug both clearance light wires from
                the board the board will read 13.4
                volts. I pulled the front side markers
                out and the cases are both broken. I
                hooked a battery directly up to both
                lights and they both turned on. The
                wiring on the ODS has three green wires
                coming to the light and if I leave one
                wire out the side markers will turn on
                but the front cap lights will not. If I
                hook the wire back up the front cap
                lights will stay on but the side markers
                go out. I ran a jumper wire from the
                side marker light to the board and it
                didn't change anything. I did a
                continuity test on the power and ground
                wires at the ODS side marker and there
                are no breaks in the wires. I partially
                dropped the underbelly on both sides and
                inspected the wire and it's not pinched.
                I disconnected both of the wires from
                the board, hooked them up to the
                positive side of the battery to rule out
                the board, and all of the lights lit up.
                The board is bad and needs replacement.
                I replaced both of the broken side
                marker lights and put the underbelly
                back up. 1000 DEFECT FROM MANUFACTURER
CORRECTION: ... Put in a new board
RI COMPLAINT: PREFORM ROOF INSPECTION AND ADVISE IF      I    PD    GOODW
                REPAIR IS NEEDED.
CAUSE:   1001 CUSTOMER REQUESTED. The solar
                connector and both pancake vents need to
                be resealed. 1-2 tubes of dicor and .6

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to complete.

CORRECTION: ref line #1

1 COMPLAINT: RESEAL ROOF E 12665 KARNA

CAUSE: Cracks and holes in the dicor. I cleaned and sealed the problem areas.

CORRECTION: Done.

WS COMPLAINT: WINTERIZE WATER SYSTEM & TRAPS -SELF E 12665 KARNA
CONTAINED - TOWABLE

CAUSE: 1001 CUSTOMER REQUESTED

CORRECTION: Done.

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
WARR0	822060368	BRACKET CABINET MEMBER O	W-1020		0	11.62	0.00
WARR0	EST	640935 - TRIM 6 X 72 7/1	W-1020		0	0.00	0.00
WARR0	82200935	FACIA TRIM 6X72 7/16 CHA	W-1020		1	47.76	47.76
WARR0	822020997	LIGHT LED AMBER MARKER S	W-1020		2	6.59	13.18
WARR0	8220430214	CONTROL BOX CIRCUTE BRD.	W-1020		1	71.92	71.92
1	677917000333	Dicor 501LSW-1 EPDM Self	E-12665		2	10.01	20.02
WS	071247312003	-50 ANTIFREEZE/ 1 GALLON	E-12665		0	9.62	0.00

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
ARR01	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.14	140.00	19.60
ARR01	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.36	140.00	50.40
ARR01	Z992	MISC LABOUR CODE (WARR	JL		W-1020	0.42	140.00	58.80
ARR02	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.00	140.00	0.00
ARR02	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.37	140.00	51.80
ARR02	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.13	140.00	18.20
ARR03	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.00	140.00	0.00
ARR03	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.24	140.00	33.60
ARR03	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.26	140.00	36.40
ARR03	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.00	140.00	0.00
ARR03	Z992	MISC LABOUR CODE (WARR	JL		W-1020	0.00	140.00	0.00
ARR04	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.00	140.00	0.00
ARR04	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.50	140.00	70.00
ARR04	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.00	140.00	0.00
ARR04	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.00	140.00	0.00
ARR04	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.00	140.00	0.00
ARR04	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.00	140.00	0.00
ARR04	Z992	MISC LABOUR CODE (WARR	JGK		W-1020	0.00	140.00	0.00
ARR04	R320	CIRCUT BOARD R&R	JL		W-1020	1.00	140.00	140.00
RI	Z991	PREFORM ROOF INSPECTIO	JGK		I-PD	0.30	70.00	21.00
1	Z990	MISC LABOUR CODE (EXTE	JGK		E-12665	0.60	130.00	78.00
WS	W495	WINTERIZE RV (WATER SY	JGK		E-12665	0.70	130.00	91.00
ARR01	Z992	MISC LABOUR CODE (WARR	JL		W-1020	0.08	140.00	11.20

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Job #  Sublet Description      SUBLET      bill to      Vendor      Total
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ARR03  TIM HINTZ AUTO           W-1020      1700-TIM HINTZ      0.00
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Job #  Excode  Description      EXTRAS      bill to      Qty      Price      Total
*****
ARR01  SSE      SHOP SUPPLIES - EXTERNAL  W-1020      1.00      12.68      12.68
ARR01  FRT      FREIGHT          W-1020      1.00      36.17      36.17
ARR04  FRT      FREIGHT          W-1020      1.00      22.70      22.70
WS    J-ADJ    QUOTE ADJUSTMENT  E-12665     1.00      8.00       8.00
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BILLINGS SUMMARY

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Type  Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
E     12665         20.02      169.00      0.00        8.00        10.86      207.88
I     PD           0.00       21.00      0.00        0.00        0.00       21.00
W     1020         132.86     490.00      0.00       71.55        0.00      694.41

Totals      152.88     680.00      0.00       79.55       10.86     923.29
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&k2S
&k0S