

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: 09 SEP 25 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#:
Purchased Date: 16 JUN 25 :
Delivery Date: 27 JUN 25 :
InService Date: :
Serial#: 573TE3421R6650812 :

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Job # Description JOB INFORMATION Type Bill To
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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
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
      stop the rubbing on the floor are the
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Job #   Description           JOB INFORMATION           Type Bill To
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                floor skis that ride in between the main
                floor and the slide floor.
CORRECTION: ... REQUEST 1.50 HOURS TO INSTALL SLIDE
                SKIS ON THE UNIT.
WARR    COMPLAINT:  WARRANTY REPAIR 3 - THERE IS WATER           W    1020    GRAND
                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.
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
WARR    COMPLAINT:  WARRANTY REPAIR 4 - rain gutters leaking W    1020    GRAND
                at the seams, both sides
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           W    1020    GRAND
                recliner not working
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
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
    
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on the floor.

WARR CORRECTION: Done. REQUEST .10 HOURS OF LABOR
 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.

WARR CORRECTION: Done. REQUEST .20 HOURS OF LABOR
 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	82201445	BATTEN 7/8 X 108 ALLURE PORC	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
ARR02	Z992	MISC LABOUR CODE	(WARR JGK		W-1020	0.50	140.00	70.00
ARR03	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
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
ARR01	Z992	MISC LABOUR CODE	(WARR JGK		W-1020	0.47	140.00	65.80

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Job#  Lab Code  Description  LABOUR  Mech Bill to    Hrs    Rate    Total
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ARR04 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.34   140.00   47.60
ARR03 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.30   140.00   42.00
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
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
ARR03 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.20   140.00   28.00
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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          2.25    560.00    0.00    0.00    0.00    562.25
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Totals          2.25    560.00    0.00    0.00    0.00    562.25
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&k2S
&k0S