

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

WORK ORDER # 12436

Date In: 23 JUL 25 Author: MGRAY
Promised Date: 31 MAY 26 Stock No: 10805
: Year: 2023
Customer Name: 1020 - GRAND DESIGN Manufacturer: GRAND DESIGN
Address: 11333 COUNTY RD 2 Brand: MOMENTUM M-CLASS
: MIDDLEBURY, IN Model: 351MS
Postal/Zip: 46540 Miles/Hrs:
Phone#(res): 888-825-2820 Exterior Color:
Phone#(bus): Unit Type: FWH-FW TOY HAULER
Cell Phone: License#:
Email: NONE Tag#: db-7/31 - Picking up o
Purchased Date: 01 FEB 25 :
Delivery Date: 09 MAY 25 :
InService Date: :
Serial#: 573FM4123PBB00142 :

Job # Description JOB INFORMATION Type Bill To

WARR COMPLAINT: WARRANTY REPAIR 1 - refer is not getting W 1020 GRAND
cold at all. trouble shooted with
norcold and some other facitlites and
states that there is not ammonia in the
refer.
CAUSE: Test refer for operation. Turned on gas
operation and run. After running refer
for 48 hours on max setting, the freezer
got down to 10 degrees ,but the refer
only got down to 48 degrees. The fans
all work but the refer didn't get cool
enough. The cooling unit may have
blockage or not enough reffridgerante.
Needs new refer. Done. 1000 DEFECT FROM
MANUFACTURER. Due to an engineering
oversight the fridge cant be removed
with the slide out in the unit. The
slide out will have to be completely
removed and then the fridge can be
removed and then I can replace the
cooling unit. The manufacturer said i
can do it by removing the island so i
removed the drawers and the customer's
belongings from the island, disconnected
the water lines and cut the drain pipe.
I pulled the screws out of the base,
disconnected the wireing and had jamie
and joe help me lift the island off the

Continued on page 2

Work Order : 12436

Job #	Description	JOB INFORMATION	Type Bill To
-------	-------------	-----------------	--------------

base. I pulled the screws out of the base and removed that as well. I laid paneling and foam on the ground and laid the fridge down. I cant remove the island and due to the layout of the unit i have almost zero space around the fridge. I disconnected everything on the old cooling unit, got jamie and joe and they helped me lift it off the fridge and out of the unit. I scraped all of the old thermomastic off the fridge, transferred the burner box, heating elements and i covered the coils in thermomastic. Jamie and joe helped me get the new cooling unit in place, we partially got it secured and we stood it up to get the screws on the inside. Trying to get the cooling unit lined up properly was a chore because it does not move as easily as they say it does. Eventually we got it in place, we laid the fridge back down and i hooked everything back up. I filled the gaps around the cooling unit with the supplied expanding foam. While the foam was drying i zip tied all the wires. After the foam dried im supposed to stand the unit back up, put a level on the fins and make sure its level. The cooling unit isnt level so i had to remove the screws holding the cooling unit on the back of the fridge and i had to shift the whole unit to get it to sit level. I removed the wood shroud by the top vent and installed the supplied fan kit. I got some help and put the fridge back in the hole and let it stand upright for over 24 hours. I hooked everything back up, turned the fridge on and it instantly started throwing an L1 op code which is the high limit switch. I checked continuity on the switch to make sure its good and it is. According to the instructions the new cooling unit doesnt need the recall kit for the high limit switch so i didnt re install it. Just to make sure that wasnt the issue i re installed it and the code didn't go away. I called the cooling units

Continued on page 3

Work Order : 12436

manufacturer on Tuesday and they're closed till Wednesday and the unit has to be taken in for the welding and generator repair so i secured the fridge for travel, swept the floor and closed it up. I got in contact with the cooling unit manufacturer and they said that after the recall is removed the connections on the board need a jumper wire. I made a jumper wire, turned the fridge on and both the gas and electric portions are operating. I put a thermometer in a glass of water and set it inside the fridge and let it run. I checked it the following day and its at 38 degrees. I secured the fridge and closed it up. The generator guys brought a lot of dirt into the unit so i swept it out again.

CORRECTION: Replaced cooling unit, tested, checks ok. Done.

WARR COMPLAINT: WARRANTY REPAIR 2 - WHEN REFER IS ON IT W 1020 GRAND
IS KILLING BATTERIES WITHIN A DAY IF MNOT PLUGGED IN.

CAUSE: Check batteries for condition of charge. Customer has 2 different size batteries in unit. One is a 105 amp lithium, and the other is a 300 amp lithium. 2 different size batteries conflict with the charge in both batteries, causing them to loose charge faster. Batteries need to be paired properly. Cannot diagnos properly with out the right size batteries together.

CORRECTION: ...

WARR COMPLAINT: WARRANTY REPAIR 3 - KITCHEN SLIDE IS NOT W 1020 GRAND
COMING IN AND OUT EVENLY. LEAVING GAPPING AROUND THE EDGES.

CAUSE: Test kitchen slide. Customer states it leaves a gap.

CORRECTION: Made a small adjustment to slideout ram. Slideout is as far that can be adjusted.
WARRANTY AUTH: .60 HOURS OF LABOR
APPROVED: .6

WARR COMPLAINT: WARRANTY REPAIR 4 - DOOR FOR GAS TANKS, W 1020 GRAND
WHEN OPENING THE DOOR, IT COMES OUT COMPLETELY. REAR DOOR WHERE GAS TANKS GET FILLED.

CAUSE: Storage door for fuel tanks is separated from the hinge. Need to order new one. 30" x 11 3/4" over all. The door fell apart. I cut the sealant, pulled the

Continued on page 4

Work Order : 12436

screws, and removed the door. I cleaned the silicone off, puttyed the new door, and put it on. I had to predrill the bottom holes, swap the lock tumbler, attach the gas switch, and sealed around the outside.

CORRECTION: Done. REQUESTED: 1.5 APPROVED: .5

```
*****
Job # Part No      Description      PARTS    Bill to    Qty    Price    Total
*****
WARR0 722021267     REFRIGERATOR 20' DC COMP W-1020    1  3,958.50  3,958.50
WARR0 82202118A     COOLING UNIT / 2118SST A W-1020    0  2,015.00    0.00
WARR0 51700960      COUPLE FLEX 1-1/2" SOCKE W-1020    1    8.57    8.57
WARR0 146881       NOVAFLEX SEALANT BLACK   W-1020    1   14.42   14.42
WARR0 82201577     DOOR BAGGAGE FUEL 200 BA W-1020    1  116.01  116.01
WARR0 601320986076 BLACK MAGNETIC CATCH SET W-1020    1   18.50   18.50
*****
```

```
*****
Job#  Lab Code  Description      LABOUR    Mech Bill to    Hrs    Rate    Total
*****
ARR01 Z992     MISC LABOUR CODE (WARR JGK W-1020    0.15  140.00   21.00
ARR01 Z992     MISC LABOUR CODE (WARR TD W-1020    0.01  140.00    1.40
ARR01 Z992     MISC LABOUR CODE (WARR TD W-1020    0.04  140.00    5.60
ARR01 L240     REFRIGERATOR (DOUBLE D JGK W-1020    1.37  140.00  191.80
ARR01 L240     REFRIGERATOR (DOUBLE D JGK W-1020    0.27  140.00   37.80
ARR01 Z992     MISC LABOUR CODE (WARR JGK W-1020    1.77  140.00  247.80
ARR01 Z992     MISC LABOUR CODE (WARR JGK W-1020    3.51  140.00  491.40
ARR01 Z992     MISC LABOUR CODE (WARR JGK W-1020    0.62  140.00   86.80
ARR01 Z992     MISC LABOUR CODE (WARR JGK W-1020    3.73  140.00  522.20
ARR01 Z992     MISC LABOUR CODE (WARR JGK W-1020    0.36  140.00   50.40
ARR01 Z992     MISC LABOUR CODE (WARR JGK W-1020    2.14  140.00  299.60
ARR01 Z992     MISC LABOUR CODE (WARR JGK W-1020    3.37  140.00  471.80
ARR01 Z992     MISC LABOUR CODE (WARR JGK W-1020    0.13  140.00   18.20
ARR01 Z992     MISC LABOUR CODE (WARR JGK W-1020    0.99  140.00  138.60
ARR02 Z992     MISC LABOUR CODE (WARR TD W-1020    0.29  140.00   40.60
ARR02 Z992     MISC LABOUR CODE (WARR TD W-1020    0.21  140.00   29.40
ARR03 Z992     MISC LABOUR CODE (WARR TD W-1020    0.14  140.00   19.60
ARR03 Z992     MISC LABOUR CODE (WARR TD W-1020    0.28  140.00   39.20
ARR03 Z992     MISC LABOUR CODE (WARR TD W-1020    0.08  140.00   11.20
ARR04 Z992     MISC LABOUR CODE (WARR W-1020    0.00  140.00    0.00
ARR04 Z992     MISC LABOUR CODE (WARR TD W-1020    0.50  140.00   70.00
ARR04 RV31B-4   COMPARTMENT DOOR R&R ( JGK W-1020    1.50  140.00  210.00
ARR01 WARR     MANUFACTURER WARRANTY JGK W-1020    0.40  140.00   56.00
ARR01 WARR     MANUFACTURER WARRANTY JGK W-1020    0.11  140.00   15.40
ARR01 WARR     MANUFACTURER WARRANTY JGK W-1020    0.87  140.00  121.80
ARR01 WARR     MANUFACTURER WARRANTY JGK W-1020    0.53  140.00   74.20
*****
```

```
*****
Job #  Excode  Description      EXTRAS    bill to    Qty    Price    Total
*****
ARR01  FRT      FREIGHT FOR REMAN COOLING W-1020    1.00  275.00  275.00
*****
```

Continued on page 5

Work Order : 12436

```
*****
Job #  Excode   Description  EXTRAS      bill to      Qty   Price   Total
*****
ARR01  FRT         FREIGHT FOR JOB WARR01 REF W-1020    1.00  953.11  953.11
ARR04  FRT         FREIGHT FOR WARR04      W-1020    1.00   44.37   44.37
*****
```

BILLINGS SUMMARY

```
*****
Type Bill Id      Parts    Labour    Sublet    Extras      Tax      Total
*****
W      1020          4116.00  3271.80    0.00    1272.48    0.00    8,660.28
      Totals          4116.00  3271.80    0.00    1272.48    0.00    8,660.28
*****
```

&k2S
&k0S