

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

WORK ORDER # 13347

Date In: 13 APR 26 Author: KOTT
Promised Date: 23 MAY 26 Stock No: 11366
: Year: 2025
Customer Name: 17657 - OHARE, MICHAEL Manufacturer: GRAND DESIGN
Address: 8275 EAST HALES CORNER Brand: REFLECTION FW
: STILLMAN VALLEY, IL Model: 320MKS
Postal/Zip: 61084 Miles/Hrs:
Phone#(res): 920-621-8705 Exterior Color:
Phone#(bus): Unit Type: FW-FIFTH WHEEL
Cell Phone: License#:
Email: MJOHARE2@GMAIL.COM Tag#: db: 4/24 - part inquir
Purchased Date: 20 MAR 25 :
Delivery Date: 08 MAY 25 :
InService Date: :
Serial#: 573FR3629S9929752 :

Job # Description JOB INFORMATION Type Bill To

WARR COMPLAINT: CUSTOMER STATES THAT THEY HAVE BEEN W 1020 GRAND
WORKING WITH GRAND DESIGN AND LIPPERT
REGARDING HIS SLIDE OUT- CUSTOMER HAS A
TECHNICIAN COME OUT TO HIS UNIT IN
TUCSON AND THEY FOUND THAT THE SLIDE OUT
IS OUT OF SPEC- CUSTOMER PROVIDED THE
LIPPERT CASE #: 6360650- PER LIPPERT,
THE SLIDE OUT NEEDS TO BE REMOVED AND
REINSTALLED TO SPEC- IT IS THE ODS LOWER
FRONT CORNER THAT IS SQUEALING-Repair
bedroom slide case # 00940587
CAUSE: It looks like the slide out opening is
too narrow. These systems should be 3
7/8 +/- 1/8 inches from the column to
the wall and this one is 3 11/16 on the
front side and 3 5/8 on the backside.
The entire slideout will have to be
removed and we will have to measure the
opening to see if its even wide enough.
And from what i can tell the noise is
coming from the facia rubbing on the
swelled up style. I removed the
mattress, disconnected the 12 volt
wiring in the slide, took the bed frame
apart and removed the frame from the
slide out. The manufacturer used a
combination of fine wire nails and some
sort of adhesive to hold the facia on so

Continued on page 2

Work Order : 13347

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

I had to carefully cut that off and on the left side of the slide they used so much of it that the facia cracked while I was trying to remove it. I removed the side headers, took the screws out of the interior columns and removed them. The side and top flap seals are glued together so I had to very carefully fillet the seals apart and when I went to remove the screws on the exterior columns about half of them broke off. I got some help and we removed the slide from the unit. I measured the opening and its exactly 89 inches at the top and bottom. The slide out width is 83 1/4 so its within spec. While the slide is out I was looking at where the water is getting in and I can see the manufacturer ran a screw through the side of the cup and the corner of it is cracked. We will have to order a new one. I cleaned all the sealant off the side of the unit, cut all the adhesive off the facia and pulled the nails. Once the parts came in I removed the damaged style, cut a new one to size and secured it back in place. I secured the new corner cup and sealed around it. I got some help and we put the slide back in place. I secured the headers on the inside and put the screws back in the same holes in the columns. For the holes that have broken screws in them I drilled a new hole right above them and filled the old holes with black silicone. The paneling on the bed frame was held together with four staples so when I moved it both sides of the paneling fell off. I stapled it back on and secured the bed frame back in place. I ran the slide in and out and the only noises I hear are the slide rubbing against the seals and the motors running. I sprayed the front side down with water, went inside and its still leaking. I had tod spray the unit as I watched inside and water is getting in through the seal cut outs, running down the wall and splashing out of the cup. I

Continued on page 3

Work Order : 13347

cut about a ten inch piece of flap seal to act as a barrier, cut it to fit around the cup and put some tacs of super glue on it to hold it in place on the edge of the wall, went back outside, sprayed the side down and some water is still getting in from the cut outs and running down the wall. I removed the flap seal, cut a longer one, glued it in place, touched up a few spots around the cup with silicone, ran the slide in part ways and sealed along the edge of the seal with silicone. After the silicone set I sprayed the slide down and the leaks stopped. I cut the new facia pieces to size nailed them and the baton strips back and I had to use two different colors of putty to match the color and fill the holes. I put the mattress back in place, swept the floor and glued the outside top corners of the flap seals back together. Helped put slide in. Helped Helping Jesse put slide in Slide out installment.

CORRECTION: Done. Done Helped put slide in . Help Jesse install slide out. ... APPROVED: 3.0

WARR COMPLAINT: Floor squeak back side of island W 1020 GRAND
 CAUSE: The squeak is right in front of the freezer door. Ill have to drop the underbelly and see if i can see where the squeak is coming from.

CORRECTION: ... DECLINED

WARR COMPLAINT: Armrest tear see attached photo W 1020 GRAND
 CAUSE: The armrest is ripped. We will need a new armrest.

CORRECTION: CMR WOULD LIKE TO SENT DIRECTLY TO HIM.

RI COMPLAINT: PREFORM ROOF INSPECTION AND ADVISE IF REPAIR IS NEEDED. I PDI PRE-D

CAUSE: 1001 CUSTOMER REQUESTED. It looks like there is a puncture mark under the ods edge of the a/c. Nothing is soft but it should be at least covered with eturnabon tape. There are a few pin holes in the dicor. 1 tube and .6 to complete. There are some odd wrinkles in the roof membrane behind the antenna. Nothing seems to be wrong im just noting in case it becomes an issue.

CORRECTION: ... REF LINE #1

WARR COMPLAINT: Check U bolt torque U bolts replaced W 1020 GRAND
 replaced by Lippert and RV tech

Continued on page 4

Work Order : 13347

installed while in Tucson,Az Should be at 90ft/lb

CAUSE: 1001 CUSTOMER REQUESTED The customer has a second set of nuts on all of the u-bolts so i took all of them off, checked the torque on the lug nuts and their all at 90 ft/lbs. I put the nuts back on when i was done.

CORRECTION: Done. request:1.0

WARR COMPLAINT: Replaced water pump to be reimbursed by W 1020 GRAND
GD

CAUSE: Done

CORRECTION: Done per warranty need to be handled by CMR not warranty.

WARR COMPLAINT: Repair/replace both tail lights due to W 1020 GRAND
moisture under lens on both sides

CAUSE: Water got inside the lights. I replaced both the lights. I tested them when i was done

CORRECTION: Done. request 2.0 APPROVED: .4

WARR COMPLAINT: Remove lump under flooring under the W 1020 GRAND
table in the slideout *DO NOT REPAIR IF LINOLEUM MUST BE CUT*

CAUSE: There are multiple chunks of wood under the vynel. This vynel is free floating so i was able to get my arm under the vynel and get the chunks out.

CORRECTION: Done. REQUEST:.2 APPROVED:.5

WARR COMPLAINT: Repair lose trim by left recliner see W 1020 GRAND
photo

CAUSE: The baton strip is too long. I had to move the recliners, take the baton off, cut it down, nail it back on, putty the holes and put the recliners back in place.

CORRECTION: Done. REQUEST:.7 APPROVED: .7

WARR COMPLAINT: Radio doesn't turn off - happened 3 W 1020 GRAND
times. Tried to remve a fuse but still didn't turn it off. Have to shut off the main battery disconnect to shut down. See attached photo

CAUSE: NPF. I turned the radio on and off multiple times with no issues.

CORRECTION: Done. REQUEST:.5 DECLINED

WARR COMPLAINT: Check all rack and pinion slides for W 1020 GRAND
proper adjustment - customer states gap is different on the left vs right side of the rooms.

CAUSE: Metal hanger is too short. The slides are all fine. The metal hanger before the ods slide is too short and its pulling the metal in causing a gap at

Continued on page 5

Work Order : 13347

the bottom of the t-molding. I re bent the hanger, pushed the metal out and re secured it.

WARR CORRECTION: Done. REQUEST: .2 APPROVED:.3
 COMPLAINT: Water leak bedroom slide front seal, W 1020 GRAND
 bedroom floor was wet after a few rain events.
 CAUSE: Water is getting in through the cut out around the bottom gear rack and the water is over-flowing the cup and it damaged the style on the inside. All the measurements for the bottom seal are correct. I put some silicone in the corner to help redirect the water but after a while some water gets past it. We have to see what the manufacturer suggests.

WARR CORRECTION: ... NEED RECOMMENDATION ON REPAIR
 REQUEST: 1.75 + ADDITONAL TIME ONCE DIRECTED HOW TO PROCEED. APPROVED: 1.0
 COMPLAINT: WARRANTY REPAIR 12 -trim on ods slideout W 1020 GRAND
 has come loose on the interior side
 CAUSE: The baton strip popped off. I nailed it back on and covered the holes with putty.

WARR CORRECTION: Done. REQUEST: .1 APPROVED: .1
 COMPLAINT: WARRANTY REPAIR 13 - cmr states that W 1020 GRAND
 there is some intermittent squeaking on the interior steps.
 CAUSE: The steps squeak when you step on them. The step recall brackets should take the squeak away.

WARR CORRECTION: ... iS UNIT INVOLVED IN RECALL? per
 warranty this is denied. this would be at CMR expense to install additional brackets.
 COMPLAINT: WARRANTY REPAIR 14 - cmr states they W 1020 GRAND
 found water damage on the interior side at floor level at the bedroom slideout
 CAUSE: Water damage. A style and a piece of facia are damaged. The style is 32 in long 3 3/8 wide. The facia is 58 9 1/16 long and 5 3/4 wide

WARR CORRECTION: ... REQUEST: .5 APPROV ED: .5
 COMPLAINT: WARRANTY REPAIR 16 - cmr states the ac W 1020 GRAND
 unit in the main cabin doesn't sound right. Sounds like something might be slightly rubbing on the fan above the roof line
 CAUSE: The interior shroud is vibrating. I turn the a/c on and i can instantly here a vibration. I took the interior shroud

Continued on page 6

Work Order : 13347

off to look inside and the noise stopped. I put the shroud back on and the noise is coming from the slider for the air dump. I tried sliding a piece of seal in there to act as a buffer and it didn't help. We will need a new interior shroud.

WARR CORRECTION: CMR WOULD LIKE DROP SHIPPED TO HIM
 COMPLAINT: WARRANTY REPAIR 15 - Customer says left side of front awning makes a chattering sound, primarily when retracting
 CAUSE: NPF. I ran the awning in and out and there are no abnormal noises.

WARR CORRECTION: Done. REQUEST:.1 APPROVED: .1
 COMPLAINT: WARRANTY REPAIR 17 - Rear awning makes snapping sound when nearly completely retracted.
 CAUSE: The rear outer arm is catching on the bottom of the inner arm. I bent the inner arm in so the outer arm will clear.

20 CORRECTION: Done. .2 APPROVED: .3
 COMPLAINT: The Entry Door Code is 8412
 CORRECTION: NOTING

1 COMPLAINT: reseal spots on roof
 CAUSE: Holes in the dicor. I touched up the problem areas and took pictures of some odd wrinkles in the roof membrane just in case they become a problem in the future
 CORRECTION: Done

| Job # | Part No | Description | PARTS | Bill to | Qty | Price | Total |
|-------|---------------|--------------------------|---------|---------|-----|--------|-------|
| WARR0 | 82201278 | TAIL LIGHT 6" OVAL W/RE | W-1020 | W-1020 | 2 | 19.89 | 39.78 |
| WARR0 | 851599003008 | NOVAFLEX PRO 10 OZ TRAN | W-1020 | W-1020 | 1 | 9.28 | 9.28 |
| 1 | 677917000333 | Dicor 501LSW-1 EPDM Sel | E-17657 | E-17657 | 0 | 11.28 | 0.00 |
| WARR0 | 822041338 | VERT. FACIA LEG 5.75 X | W-1020 | W-1020 | 2 | 47.11 | 94.22 |
| WARR0 | 822052299 | STILE 18MM X 4 X 9 FT S | W-1020 | W-1020 | 1 | 24.88 | 24.88 |
| WARR0 | 822040780 | SEAL SLIDE-OUT CORNER C | W-1020 | W-1020 | 1 | 2.51 | 2.51 |
| WARR0 | 82201118 | BUTYL TAPE 1/8"X1"X30' | W-1020 | W-1020 | 1 | 14.82 | 14.82 |
| WARR0 | 82201161 | SCREW 12 X 1 PAN QUAD T | W-1020 | W-1020 | 1 | 14.27 | 14.27 |
| WARR1 | 4895257103354 | FURRIION CHILL RV AC STA | W-1020 | W-1020 | 0 | 103.97 | 0.00 |
| WARR0 | 822084137 | SOFA CENTER CONSOLE SEC | W-1020 | W-1020 | 0 | 240.81 | 0.00 |

| Job# | Lab Code | Description | LABOUR | Mech | Bill to | Hrs | Rate | Total |
|-------|----------|------------------|-----------|------|---------|------|--------|-------|
| ARR01 | Z992 | MISC LABOUR CODE | (WARR JGK | | W-1020 | 0.71 | 140.00 | 99.40 |
| ARR02 | Z992 | MISC LABOUR CODE | (WARR JGK | | W-1020 | 0.28 | 140.00 | 39.20 |
| ARR03 | Z992 | MISC LABOUR CODE | (WARR JGK | | W-1020 | 0.50 | 140.00 | 70.00 |

Continued on page 7

Work Order : 13347

```

*****
Job#  Lab Code  Description      LABOUR    Mech Bill to      Hrs      Rate      Total
*****
  RI  Z991      PREFORM ROOF INSPECTIO JGK  I-PDI           0.30     70.00     21.00
ARR04 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR05 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR06 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.50    140.00     70.00
ARR07 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.39    140.00     54.60
ARR08 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.29    140.00     40.60
ARR09 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.07    140.00      9.80
ARR10 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.50    140.00     70.00
ARR11 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR12 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.50    140.00     70.00
ARR13 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.50    140.00     70.00
ARR14 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.48    140.00     67.20
ARR16 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR15 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.50    140.00     70.00
ARR17 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.42    140.00     58.80
ARR01 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR02 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
  RI  Z991      PREFORM ROOF INSPECTIO JGK  I-PDI           0.00     70.00      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         0.00    140.00      0.00
ARR06 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR07 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR08 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR09 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR10 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR11 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR12 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR13 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR14 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR16 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR15 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR17 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.00    140.00      0.00
ARR02 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.18    140.00     25.20
ARR02 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.04    140.00      5.60
ARR04 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.05    140.00      7.00
ARR04 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.45    140.00     63.00
ARR05 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.28    140.00     39.20
ARR05 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.22    140.00     30.80
ARR07 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.11    140.00     15.40
ARR08 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.21    140.00     29.40
ARR09 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.43    140.00     60.20
ARR16 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.33    140.00     46.20
ARR16 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.17    140.00     23.80
ARR17 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.08    140.00     11.20
ARR14 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.02    140.00      2.80
ARR01 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.25    140.00     35.00
ARR11 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.02    140.00      2.80
ARR11 Z992      MISC LABOUR CODE (WARR JGK  W-1020         0.48    140.00     67.20

```

Continued on page 8

Work Order : 13347

```
*****
Job#  Lab Code  Description  LABOUR  Mech Bill to    Hrs    Rate    Total
*****
ARR11 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
     1 Z990      RESEAL ROOF          JGK  E-17657   0.60   130.00   78.00
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    3.01   140.00  421.40
ARR16 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    0.00   140.00    0.00
     1 Z990      RESEAL ROOF          JGK  E-17657   0.00   130.00    0.00
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    0.16   140.00   22.40
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    2.05   140.00  287.00
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    1.56   140.00  218.40
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    0.20   140.00   28.00
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    1.20   140.00  168.00
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    0.44   140.00   61.60
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    0.45   140.00   63.00
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    1.67   140.00  233.80
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    0.43   140.00   60.20
ARR01 WARR      MANUFACTURER WARRANTY HOD  W-1020    0.33   140.00   46.20
ARR01 WARR      MANUFACTURER WARRANTY EG   W-1020    0.31   140.00   43.40
ARR01 WARR      MANUFACTURER WARRANTY JL   W-1020    0.30   140.00   42.00
ARR01 WARR      MANUFACTURER WARRANTY TD   W-1020    0.45   140.00   63.00
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    3.73   140.00  522.20
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    0.21   140.00   29.40
ARR01 SLIDEHYPERSLIDE OUT HYPER EXTEND JGK  W-1020    3.92   140.00  548.80
ARR01 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.84   140.00  117.60
ARR01 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.10   140.00   14.00
ARR01 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.20   140.00   28.00
*****
```

```
*****
Job #  Excode  Description  EXTRAS  bill to  Qty  Price  Total
*****
ARR01  FRT      FREIGHT FOR STILE #652299 W-1020  1.00  198.02  198.02
ARR01  FRT      FREIGHT FOR FASCIA TRIM #6 W-1020  1.00   46.31   46.31
ARR01  FRT      FREIGHT FOR BOTH S/O CORNE W-1020  1.00   16.82   16.82
*****
```

BILLINGS SUMMARY

```
*****
Type Bill Id      Parts  Labour  Sublet  Extras  Tax  Total
*****
E  17657          0.00   78.00   0.00   0.00   4.29   82.29
I  PDI            0.00   21.00   0.00   0.00   0.00   21.00
W  1020          199.76  4272.80  0.00  261.15  0.00  4,733.71

Totals          199.76  4371.80  0.00  261.15  4.29  4,837.00
*****
```

&k2S
&k0S