

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

WORK ORDER # 10924

Date In: 03 AUG 24 Author: MGRAY  
Promised Date: 14 AUG 24 Stock No: 10911  
: Year: 2023  
Customer Name: 16989 - REINDL, MICHAEL Manufacturer: GRAND DESIGN  
Address: 4135 S WILSHIRE DRIVE Brand: IMAGINE  
: NEW BERLIN, WI Model: 2800BH  
Postal/Zip: 53151 Miles/Hrs:  
Phone#(res): 2622109102 Exterior Color:  
Phone#(bus): Unit Type: TT-TRAVEL TRAILER  
Cell Phone: License#:  
Email: mreindl2008@wi.rr.com Tag#: UNIT HERE- DEADBOLT UN  
Purchased Date: 05 AUG 23 :  
Delivery Date: 18 AUG 23 :  
InService Date: :  
Serial#: 573TE3224P6645894 :

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Job # Description JOB INFORMATION Type Bill To  
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WARR COMPLAINT: REFER HAS A LOT OF CONDENSATION. W 1020 GRAND  
INTERMITTEN. HAS HAPPENED WHEN HEAT IS  
IN THE 70'S AS WELL AS THE 80S. ADJUSTED  
COOLING TEMP AND STILL SEEING  
CONDENSATION- THERE IS MORE CONDENSATION  
WHEN IT IS FULL- CUSTOMER STATES THAT IT  
WAS KEEPING UP WITH STAYING COOL-  
CAUSE: Before running the fridge, I wanted to  
check the door seals. I used a dollar  
bill and closed the door on the dollar  
in several different places and tried to  
pull it out. There is a good seal on the  
top and bottom and on the side opposite  
of the hinge on both the freezer and  
fridge doors. There is about 6-8" on the  
freezer door and about 12" or more on  
the fridge door on the hinge side where  
the door is not sealing properly. The  
doors do not seem warped or abnormal.  
Maybe need to replace doors or seals?  
Pictures uploaded of serial and product  
information. Ran the fridge overnight  
with the thermostat set about half way.  
The next morning when I checked the rear  
interior wall of the fridge is all wet.  
Pictures uploaded. The outside  
temperature is 78, and the humidity is  
relatively low. The camper has been

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Job #   Description           JOB INFORMATION           Type Bill To
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        inside of the shop, out of the sun. WILL
        NEED 1.5 HR FOR REPAIR.
CORRECTION: WILL NEED TO KNOW WHAT MFG WOULD LIKE US
            TO DO FOR REPAIR, EITHER DOORS OR SEALS
            FOR REFER.
WARR    COMPLAINT: REAR EXTERIOR DOOR DOES NOT SHUT           W    1020    GRAND
        SMOOTHLY. SOMETIMES SEEMS LIKE THE DEAD
        BOLT IS OUT AND DOESN'T LINE UP.
        SOMETIMES HAVE TO HOLD THE HANDLE OPEN
        TO CLOSE OR PUSH HARD THE GET THE LATCH
        TO OPEN. WHEN YOU TRY TO LOCK IT FROM
        THE OUTSIDE, THE KEY KEEPS SPINNING-
CAUSE:   Upon initial inspection, the door is a
        little difficult to close, and open.
        Also the deadbolt does not function. I
        sprayed lubricant in the handle
        mechanism which helped the door close
        without having to slam it. Then I took
        the handle/lock off to inspect and/or
        replace, and noticed 2 screws loose on
        the backside of the lock. I tightened
        them up and reinstalled the handle/lock.
        The deadbolt functions again. WILL NEED
        .50 FOR REPAIRS.
CORRECTION: DEADBOLT IS WORKING CORRECTLY.
WARR    COMPLAINT: STARTED END OF JUNE TENSION ARM ON THE     W    1020    GRAND
        AWNING NEAR THE FRONT OF THE UNIT. DOES
        NOT GO BACK THE CORRECT POSTION WHEN ITS
        OPEN. HAVE TO GUIDE TO CORRECTLY SHUT
        WHEN CLOSING AS WELL. TRIED TIGHTENING
        THE NUT ON THE OUTSIDE OF THE ARM TO
        TIGHTEN GET IT TO STAY AND IT DID NOT
        HELP. CUSTOMER EMAILED MICHELLE
        PICTURES-
CAUSE:   There is not enough friction at the
        pivoting point where you adjust the
        pitch of the awning to hold it in
        place. See pictures Removed a washer at
        this pivot point and replaced with a
        star washer to add more holding
        friction. We have done this in the past,
        and it works well. WILL NEED .80 FOR
        REPAIRS
CORRECTION: REPLACED REGULAR WASHER WITH STAR WASHER
            AND IT IS NOW WORKING WELL.
1       COMPLAINT: CUSTOMER STATES THAT THE LAST TWO TIMES   W    1020    GRAND
        THEY HAVE HAD THE SLIDE OUT OUT AND IT
        RAINED THERE WAS WATER ON THE FLOOR ON
        THE RIGHT HAND SIDE IF YOU ARE STANDING
    
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IN FRONT OF THE SLIDE OUT LOOKING INTO IT. CUSTOMER STATES THAT ALL OF THE WIPER SEALS WERE FLIPPED-

CAUSE: COULD NOT FIND LEAK OR REPRODUCE ISSUES REPORTED. CUSTOMER NEEDED UNIT FOR PLANNED TRIP. CUSTOMER STATED HE WILL TAKE PICS AND VIDEO IF PROBLEM HAPPENS AGAIN. JUST NOTING FOR NOW.

CORRECTION: NO CORRECTION, JUST NOTING AT THIS TIME.

2 COMPLAINT: CUSTOMER STATES THAT THERE IS WARPING ON W 1020 GRAND ONE OF THE CUPBOARD DOOR- IT IS THE CUPBOARD TO THE LEFT OF THE MICROWAVE- IT IS THE CUPBOARD DOOR THAT OPENS UP TO THE RIGHT-

CAUSE: The cabinet door to the left of the microwave has a very slight bow, very difficult to show on camera, let alone to see without a straight edge. I adjusted the doors to close more evenly.. Pictures uploaded WILL NEED .20 FOR REPAIRS.

CORRECTION: ADJUSTED DOOR TO CLOSE AS EVEN AS I COULD WILL NEED TO KNOW IF MFG WANTS DOOR REPLACED.

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Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
ARR01	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.00	115.00	0.00		0.00
ARR02	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.00	115.00	0.00		0.00
ARR03	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.50	115.00	57.50		
	1 WARR	MANUFACTURER WARRANTY	NOK W-1020	0.00	115.00	0.00		
	2 Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.00	115.00	0.00		
ARR02	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.34	115.00	39.10		
ARR01	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.11	115.00	12.65		
	2 Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.50	115.00	57.50		
ARR02	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.16	115.00	18.40		
ARR02	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.00	115.00	0.00		
ARR01	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.39	115.00	44.85		

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BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
W	1020	0.00	230.00	0.00	0.00	0.00	230.00
Totals		0.00	230.00	0.00	0.00	0.00	230.00

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