

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: 31 DEC 26 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#: PARTS INQUIRY: 102939
Purchased Date: 05 AUG 23 :
Delivery Date: 18 AUG 23 :
InService Date: :
Serial#: 573TE3224P6645894 :

Job # Description JOB INFORMATION Type Bill To

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

Continued on page 2

Work Order : 10924

Job #	Description	JOB INFORMATION	Type	Bill To
		inside of the shop, out of the sun. Filled out warranty sheet sent from Furrion. Parts ordered per warranty.		
	CORRECTION:	. Replaced refer doors per warranty. Adjusted so latches work properly.		
WARR	COMPLAINT:	REAR EXTERIOR DOOR DOES NOT SHUT 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-	W	1020 GRAND
	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 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-	W	1020 GRAND
	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 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	W	1020 GRAND

Continued on page 3

Work Order : 10924

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: COMPLETE

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
WARR0	82201158	REFRIGERATOR FREEZER DOOR A	W-1020	1	353.56	353.56	
WARR0	822021215	REFRIGERATOR FRESHER DOOR A	W-1020	1	412.56	412.56	
2	82202729	DOOR CABINET 15MM 15 3/4 X	W-1020	1	71.62	71.62	

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		
ARR02	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.00	115.00	0.00		
ARR03	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.50	115.00	57.50		
1	WARR	MANUFACTURER WARRANTY NOK	W-1020	0.27	115.00	31.05		
2	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.05	115.00	5.75		
ARR02	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.00	115.00	0.00		
ARR01	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.50	115.00	57.50		
2	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.25	115.00	28.75		
ARR02	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.30	115.00	34.50		
ARR02	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.00	115.00	0.00		
ARR01	Z992	MISC LABOUR CODE (WARR NOK	W-1020	0.50	115.00	57.50		
1	WARR	MANUFACTURER WARRANTY NOK	W-1020	0.23	115.00	26.45		
ARR01	Z992	MISC LABOUR CODE (WARR RW	W-1020	0.50	140.00	70.00		
2	Z992	MISC LABOUR CODE (WARR MF	W-1020	0.50	140.00	70.00		

Continued on page 4

Work Order : 10924

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Job #  Excode   Description  EXTRAS      bill to    Qty    Price    Total
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ARR01  FRT        FREIGHT          W-1020    1.00   40.01   40.01
   2  FRT        FREIGHT          W-1020    0.00    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          837.74   439.00    0.00     40.01    0.00   1,316.75
      Totals      837.74   439.00    0.00     40.01    0.00   1,316.75
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&k2S
&k0S