

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

WORK ORDER # 13859

Date In:	22 JUL 26	Author:	MDFERKEY
Promised Date:	30 JUL 26	Stock No:	11574
:	:	Year:	2026
Customer Name:	18035 - THOM, CHERI	Manufacturer:	GRAND DESIGN
Address:	236 FOUNTAIN HILLS BLV	Brand:	IMAGINE AIM
:	WAUSAU, WI	Model:	19MLA
Postal/Zip:	54403	Miles/Hrs:	:
Phone#(res):	7153056236	Exterior Color:	:
Phone#(bus):	:	Unit Type:	TT-TRAVEL TRAILER
Cell Phone:	:	License#:	:
Email:	ryancherit@yahoo.com	Tag#:	:
Purchased Date:	11 APR 26	:	:
Delivery Date:	30 APR 26	:	:
InService Date:	:	:	:
Serial#:	573TE222XT3445544	:	:

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*****
Job #   Description                JOB INFORMATION                Type Bill To
*****
WARR    COMPLAINT:  WARRANTY REPAIR 1 - PLASTIC FENDER          W    1020    GRAND
          SKIRTING DS OF UNIT WAS OVER TIGHTENED
          AND CRACKED.
          CAUSE:      Ds fender skirt is cracked. Need to
                     order new one. 68" x 9".
          CORRECTION: new fender skirt needed REQUEST 1 HR AND
                     FENDER SKIRT
WARR    COMPLAINT:  WARRANTY REPAIR 2 - EMERGENCY WINDOW IS    W    1020    GRAND
          NOT STAYING CLOSED DURING TRAVEL. LATCH
          CLOSEST TO THE FRONT OF THE UNIT IS THE
          ISSUE.
          CAUSE:      Check emergency window latches. Front
                     latch pops up. The bracket that's
                     screwed to the frame of window was
                     crooked.
          CORRECTION: Tighten the crooked latch, but doesn't
                     seem to help the friction of the latch.
                     Need new latch or whole new window. Pics
                     uploaded. REQUEST NEW LATCH/WINDOW LATCH
                     REQUEST .5 WINDOW REQUEST 1.75
WARR    COMPLAINT:  WARRANTY REPAIR 3 - CMR STATES " I also    W    1020    GRAND
          just noticed that when moving the couch
          from reclined to upright, it lifts up
          the countertop. The caulk is cracked to
          the behind the sink"
          CAUSE:      Check clearance of recliners by kitchen
                     counter top. Recliner hits when closing
                     recliner. Would need to unbolt from the
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*****
Job #   Description                JOB INFORMATION                Type Bill To
*****
      floor and move over about a half inch.
      Half hour labor.
      CORRECTION: need to unbolt recliner, move over, and
      rebolt to floor REQUEST .5
4      THERE ARE PHOTOS IN CRM OF ISSUES.                E      18035  THOM
1      COMPLAINT:  CUSTOMER STATES BOTTOM OF SHOWER        W      1020  GRAND
      CAULKING IS CRACKED
      CAUSE:        Check shower for caulk at the base.
      CORRECTION:  Shower base needs no caulk. There is a
      flang behind the surround.
2      CUSTOMER STATES OUTDOOR SPEAKER SOUNDS REALLY        W      1020  GRAND
      MUFFLED SOUNDS MUTED OR BROKEN
3      COMPLAINT:  CUSTOMER REQUEST PRICING AND            E      18035  THOM
      AVAILABILITY FOR REPLACING THE REAR
      CABINET DOORS. CURRENTLY THE CUSTOMERS
      UNIT HAS 2 SEPARATE DOORS IN THE REAR
      ODS UPPER CABINET CORNERS. SHE WOULD
      LIKE THE BIFOLD CABINET DOOR WITH NO
      COMPARTMENT SEPARATION "LIKE OUR NEW ONE
      HAS". SEE RANDALL & PHOTOS FOR
      CLARIFICATION - RB
      CAUSE:        CUSTOMER REQUEST
      CORRECTION:  PART INQUIRY # 117564

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Job # Part No   Description      PARTS      Bill to   Qty      Price      Total
*****
WARR0 822070396 TRIM ABS TANDEM FENDER SKIR W-1020      0      48.04      0.00
3      822064641 DOOR CABINET 12 X 21 1/4 NA E-18035      0      66.40      0.00
3      822063385 HINGE CABINET SOFT CLOSE CO E-18035      0      4.21      0.00
WARR0 822080227 WINDOW ESCAPE LATCH BLACK P W-1020      0      4.54      0.00

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Job#  Lab Code  Description      LABOUR      Mech Bill to      Hrs      Rate      Total
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ARR01 Z992      DIAG                        W-1020      0.00      0.00      0.00
ARR02 Z992      DIAG                        W-1020      0.00      0.00      0.00
ARR03 Z992      DIAG                        W-1020      0.00      0.00      0.00
1 WARR      DIAG                        TD W-1020      0.00      140.00      0.00
ARR01 Z992      DIAG                        TD W-1020      0.06      140.00      8.40
ARR02 Z992      DIAG                        TD W-1020      0.32      140.00      44.80
ARR03 Z992      DIAG                        TD W-1020      0.48      140.00      67.20
1 WARR      DIAG                        TD W-1020      0.00      140.00      0.00
3 RV32A-2  CABINET DOOR R&R RVDA      E-18035      0.00      130.00      0.00

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Job #  Excode   Description      EXTRAS      bill to   Qty      Price      Total
*****
4  SSE         SHOP SUPPLIES - EXTERNAL  E-18035      1.00      0.00      0.00

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*****
Job #  Excode   Description  EXTRAS      bill to      Qty      Price      Total
*****
   3   FRT      FREIGHT          E-18035     0.00      0.00      0.00
   3   FRT      FREIGHT FOR JOB 3    E-18035     1.00     18.36     18.36
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CUSTOMER COMMENTS

I Looked on Saturday 07/25 when the customer called about it for a part
in Grand Design's Dealer portal but couldnt find what I was looking for.
Going to need pricing from parts. - RB
Called customer and got auth for external cabinet modification, customer
is going to pickup unit and we will call when warranty and cabinet parts
arrive. - MDF 7/29/26

BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
E	18035	0.00	0.00	0.00	18.36	1.02	19.38
W	1020	0.00	120.40	0.00	0.00	0.00	120.40
	Totals	0.00	120.40	0.00	18.36	1.02	139.78

&k2S
&k0S