

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

WORK ORDER # 10176

Date In: 08 MAR 24 Author: MGRAY  
Promised Date: 13 MAY 24 Stock No: 10949  
: Year: 2024  
Customer Name: 16898 - GAUTHIER, GARY Manufacturer: GRAND DESIGN  
Address: 3304 CUMBERLAND AVENUE Brand: REFLECTION 150 SERIES  
: STURGEON BAY, WI Model: 295RL  
Postal/Zip: 54235 Miles/Hrs: 0  
Phone#(res): 920-559-2703 Exterior Color:  
Phone#(bus): Unit Type: FW-FIFTH WHEEL  
Cell Phone: License#:  
Email: garyrg@sbcglobal.net Tag#: db 5/23  
Purchased Date: 13 JUN 23 :  
Delivery Date: 14 AUG 23 :  
InService Date: :  
Serial#: 573FR3421R3347614 :

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Job # Description JOB INFORMATION Type Bill To  
\*\*\*\*\*  
WARR COMPLAINT: WARRANTY REPAIR 1 - CMR HAS BEEN HAVING W 1020 GRAND  
ISSUES WITH REFER. TEMP WAS GOING UP AND  
DOWN. CMR HAS NOTED A 15 DEGREE VERIANCE  
THROUGH OUT A DAY. CALLED GD AND WAS  
INSTRUCTED TO RESET REFER. WHEN CMR DID  
THAT, HE NOTICED THAT THE BATTERY  
DISCONNECT TO THE REFER HAD NOT BEEN  
CONNECTED CORRECTLY. CMR IS UNSURE IF  
THAT IS PART OF THE ISSUE. SPOKE W/ GD  
AND STARTED A CLIAME WITH WITH THEM. GD  
CLAIM #00622102  
CAUSE: 5/9/24 Testing overnight with tempature  
probe in water per manufacturer best  
practices 5/10/24 Refer maintained  
32F overnight with an ambient  
temperature of 64.4F Tempature  
setting was set to coldest possible on  
refer panel  
CORRECTION: NPF, is customer using the "off grid"  
mode? When issues were present was the  
battery fully charged? Intermittent  
cooling, more often than not, has to do  
with the power source. Refer is  
working as it should for the 24hr test  
WARR COMPLAINT: WARRANTY REPAIR 2 - THERE IS SOMETHING W 1020 GRAND  
UNDER THE FLOORING IN THE BEDROOM. CMR  
BELIEVES IT IS A SCREW, WONDERING IF WE  
CAN REMOVE OR FIX SCREW FIX BUMP IN

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Work Order : 10176

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Job #   Description           JOB INFORMATION           Type Bill To
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                FLOOR. MARKED W/ BLUE TAPE.
CAUSE:   Manufacturer flaw, something trapped in
                floor under linoleum. 1 hour to pull
                trim, pull staples, reapply trim and
                Putty staple holes.
CORRECTION: Pulled trim from kick-board at foot of
                bed. Peeled back corner of linoleum
                where object was. Found a foreign piece
                of plastic trapped in flooring, see
                pictures.      Reapplied trim and applied
                putty to staple holes

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Job#  Lab Code  Description  LABOUR  Mech Bill to  Hrs  Rate  Total
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ARR01 Z992    MISC LABOUR CODE (WARR RW  W-1020  0.21  115.00  24.15
ARR02 Z992    MISC LABOUR CODE (WARR RW  W-1020  0.24  115.00  27.60
ARR01 Z992    MISC LABOUR CODE (WARR RW  W-1020  0.29  115.00  33.35
ARR02 Z992    MISC LABOUR CODE (WARR RW  W-1020  0.24  115.00  27.60
ARR02 Z992    MISC LABOUR CODE (WARR RW  W-1020  0.02  115.00  2.30

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                BILLINGS SUMMARY
Type Bill Id  Parts  Labour  Sublet  Extras  Tax  Total
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W  1020        0.00  115.00  0.00  0.00  0.00  115.00
                Totals  0.00  115.00  0.00  0.00  0.00  115.00

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&k2S  
&k0S