

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: 1020 - GRAND DESIGN Manufacturer: GRAND DESIGN
Address: 11333 COUNTY RD 2 Brand: REFLECTION 150 SERIES
: MIDDLEBURY, IN Model: 295RL
Postal/Zip: 46540 Miles/Hrs: 0
Phone#(res): 888-825-2820 Exterior Color:
Phone#(bus): Unit Type: FW-FIFTH WHEEL
Cell Phone: License#:
Email: NONE Tag#: APT 5/6 11:20
Purchased Date: 13 JUN 23 :
Delivery Date: 14 AUG 23 :
InService Date: :
Serial#: 573FR3421R3347614 :

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
*****
      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
*****
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