

GREENEWAY, INC.
8220 STATE HWY 13 SOUTH
WISCONSIN RAPIDS WI 54494
Ph: (715) 325-5170 Fax: (715) 325-5577
www.greenewayrv.com

W/O: 10218 MULVANEY MICHAEL

W/O: 10218 (Appointment Date: 17 APR 2024 - Time: 08:00am)

Customer Name: 16458 - MULVANEY,
MICHAEL
Address: 1426 RAINDANCE TRAIL, PO BOX
35

NEKOOSA, WI
Postal/Zip: 54457
Phone#(res): 414-333-0850
Phone#(bus):
Cell Phone:
Email:
KATHLEEN.MULVANEY@OUTLOOK.COM

Date In: 25 MAR 24
Promised Date: 24 APR 24

Purchased Date: 29 JUL 23
Delivery Date: 05 AUG 23
InService Date:
Serial#: 573FR3724P9924075

Author: KOTT
Stock No: 10908
Year: 2023
Manufacturer: GRAND DESIGN
Brand: REFLECTION FW
Model: 337RLS
Miles/Hrs:
Exterior Color:
Unit Type: FW-FIFTH WHEEL
License#:
Tag#: JESSE

Job #: WARR01 - Warranty

Status: C

GD CAES # 633106

CUSTOMER STATES THAT THE BLACK WATER TANK IS LEAKING- CUSTOMER STATES THAT THEY DUMPED THE TANK AND THEN HOOKED UP UNIT AND THERE IS A BUNCH OF BLACK WATER COMING OUT OF THE UNIT - CMR TRIED TO HAVE LOOKED AT, IN OTHER DEALERSHIP IN AZ AND THEY HAD HIM WAIT 5 HRS TO TELL HIM IT COULDN'T BE FIXED THAT DAY. - GD STATES THAT THE MEMBRANE UNDER CAMPER MAY NEED REPLACEMENT AND NEED SANATIZE.

Mechanic Cause: NPF.

I started filling the tank, and a section of the underbelly looked like it was about ready to fall down, so I took out a couple screws and looked inside while the tank was filling and nothing leaked. I let the tank sit full for four days and still no leaks. I took the unit out and dumped it.

Mechanic Correction: Done.

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.00
Punch In: 15:13:57	Punch Out: 15:29:30	Work Date: 24 APR 2024	
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.33
Punch In: 09:12:16	Punch Out: 09:32:21	Work Date: 23 APR 2024	
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.17
Punch In: 10:17:32	Punch Out: 10:55:58	Work Date: 23 APR 2024	
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.00
Punch In: 14:46:02	Punch Out: 14:50:21	Work Date: 24 APR 2024	

Job #: WARR02 - Warranty

Status: HW

CUSTOMER STATES THE FRONT GRAY WATER FOR THE KITCHEN SINK DUMP PULL HANDLE DOES NOT FEEL LIKE IT IS CONNECTED- CUSTOMER SAYS IT FEELS LIKE THE LEVER DOES NOT OPEN OR PULL-

Mechanic Cause: Whoever worked on this unit before never hooked the gate valve back up when they were working on the drain. The gate valve was just laying in the underbelly. And the underbelly was never properly re secured. I will have to take the drains apart and get the gate valve in. IT WILL NOT BE A QUICK EASY JOB.

Mechanic Correction: ...

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.46
Punch In: 15:31:02	Punch Out: 15:31:09	Work Date: 24 APR 2024	
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.04



Punch In: 10:56:07 Punch Out: 10:58:33
Z992 MISC LABOUR CODE (WARRANTY)
Punch In: Punch Out:

Work Date: 23 APR 2024
2.00
Work Date:

Job #: WARR03 - Warranty

Status: HW

WARRANTY REPAIR 3 - CUSTOMER STATES THAT THE KTICHEN ISLAND SEEMS LIKE IT IS WOBBLY- CUSTOMER STATES THAT WHEN YOU WALK BY IT THE COUNTER ALMOST "RATTLES"- OR "ROCKS BACK AND FORTH"

Mechanic Cause: The island has a little wobble if you grab and move it. Otherwise, it's secured. I would have to completely rip apart the interior of the island to add screws and it could still have a slight wobble. It's up to the manufacturer if they want me to try it.

Mechanic Correction: ...

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.50
Punch In: 11:04:44	Punch Out: 11:11:18	Work Date: 23 APR 2024	

Job #: WARR04 - Warranty

Status: HW

WARRANTY REPAIR 4 - CUSTOMER STATES THAT THE UNDER COUNTER TOP LIGHT ON THE BACK END OF THE COUNTER DOES NOT ALWAYS GO ON LIKE IT IS SUPPOSED TO- OPPOSITE THE REFER

Mechanic Cause: Their are two light strips, and one is very dim.
One will need to be replaced.

Mechanic Correction: ...

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.50
Punch In: 11:11:34	Punch Out: 11:15:35	Work Date: 23 APR 2024	

Job #: WARR05 - Warranty

Status: C

WARRANTY REPAIR 5 - CUSTOMER STATES THAT THE CD/DVD PLAYER DOES NOT WORK- CUSTOMER STATES THAT IT IS NOT CONNECTED- CUSTOMER STATES THAT IT POPS UP ON THE TV BUT DOES NOTHING ELSE-

Mechanic Cause: NPF
These model radios don't play video. They only play audio

Mechanic Correction: Done.

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.20
Punch In: 11:17:54	Punch Out: 11:41:54	Work Date: 23 APR 2024	

Job #: WARR06 - Warranty

Status: C

WARRANTY REPAIR 6 - CUSTOMER STATE THAT THE TV DOES NOT PICK UP CHANNELS- CUSTOMER WILL DO THE CHANNEL SCAN BUT WILL POP UP STATING THAT THERE IS NOT CONNECTABLE CHANNELS- CUSTOMER WAS ABLE TO PREVIOUSLY CONNECT TO CHANNELS-



Mechanic Cause: NPF

I pulled the unit outside, and it picked up 7 channels.

Mechanic Correction: Done.

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.20
Punch In: 14:50:34		Punch Out: 15:13:50	
Work Date: 24 APR 2024			

Job #: WARR07 - Warranty

Status: HW

WARRANTY REPAIR 7 - CUSTOMER STATES THAT THE REFRIGERATOR DOES NOT LOOK LEVEL-
CUSTOMER STATES THAT THE TOP OF THE REFER IS ALMOST LEANING BACKWARDS AND IS
OPERATING NOISY-

Mechanic Cause: The hole the fridge sits in is about an inch out of square and it sits on wheels so their is
no adjustments. The fridge is still operating fine, and the noise the customer hears is the compressor under
normal operation. We have to see what warranty says.

Mechanic Correction: ...

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.20
Punch In: 11:43:11		Punch Out: 11:58:31	
Work Date: 23 APR 2024			

Job #: WARR08 - Warranty

Status: C

WARRANTY REPAIR 8 - CUSTOMER STATES THAT THE WINDOW IN THE REAR OF THE UNIT-
WHEN TRYING TO OPEN MAKES A VERY LOUD SCREECHY NOISE-

Mechanic Cause: The frames are metal rubbing on metal so they have to be lubed once in a while. I lubed
the frame.

Mechanic Correction: Done.

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.50
Punch In: 11:59:05		Punch Out: 12:02:21	
Work Date: 23 APR 2024			

Job #: WARR09 - Warranty

Status: C

WARRANTY REPAIR 9 - THE FRONT RIGHT JACK WILL NOT LEVEL- CUSTOMER STATES WHEN
TRYING TO AUTO LEVEL THAT LEG IT THROWS AN ERROR-

Mechanic Cause: Im not sure what caused the code to appear.
I ran all the jacks down six inches and auto retracted them. I auto leveled the unit, and the code went away.
I retracted the rear jacks and ran the front jacks up and down to test it further, and the code never
appeared again.

Mechanic Correction: Done.

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.43
Punch In: 14:28:21		Punch Out: 14:45:42	
Work Date: 24 APR 2024			
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.07
Punch In: 09:12:02		Punch Out: 09:16:01	
Work Date: 24 APR 2024			



Job #: WARR10 - Warranty

Status: C

WARRANTY REPAIR 10 - CUSTOMER STATES THAT THE BACK REST CUSHION FOR THE KITCHEN TABLE HAS A SCREW LOOSE- CUSTOMER STATES THAT IT SCRATCHED THE WALL-

Mechanic Cause: The screw oullednout of the bracket that holds the cushion to the wall. I stuffed the screw hole with wood to give the screw something to bite into and touched up the scratch with putty.

Mechanic Correction: Done.

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.50
Punch In: 12:03:39	Punch Out: 12:28:45	Work Date: 23 APR 2024	

Job #: 11 - Warranty

Status: C

CUSTOMER STATES THE DOOR SHADE DOES NOT STAY UP-

Mechanic Cause: 1005 COMPONENT FAILURE.

I took the shade out, and I noticed the bottom plastic piece is pretty severely bent. I tried adding some tension to the strings and when I put the shade back in the bent piece won't stay in place. I went and got a new shade and when I went to take the existing window out I can not get the inner collar off. I looked it up online and I guess the only way the window will come out without damaging the door is with a set of LCI window keys which we do not have. So I just took the shade out of the new window and put it in the old window.

LCI will have to send another shade to complete the kit.

Mechanic Correction: ...

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.00
Punch In: 11:24:20	Punch Out: 11:24:23	Work Date: 24 APR 2024	
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.50
Punch In: 09:56:50	Punch Out: 11:09:44	Work Date: 24 APR 2024	

Parts

Part #	Description	Status	Qty
711217025495	THIN SHADE COMPLETE UNIT-	1.00 On Hand	1.00

Other Services

Code	Description	Qty
SSE	SHOP SUPPLIES - EXTERNAL	1.00

Job #: 12 - Warranty

Status: C

CUSTOMER STATES THAT THE WOOD TRIM ABOVE THE RECLINER POPS UP AND NEEDS TO BE REATTACHED-

Mechanic Cause: The nails pulled through.

Nailed the baton strip backbon and puttied the holes.

Mechanic Correction: Done.

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.50
Punch In: 11:39:27	Punch Out: 11:53:11	Work Date: 24 APR 2024	



Job #: 13 - Warranty

Status: C

CUSTOMER STATES THAT THE WOOD TRIM BELOW THE FIRE EXTINGUISHER NEEDS TO BE REATTACHED- PIECE OF TRIM IS IN THE TOP DRAWER DIRECTLY AFTER THE STEPS-

Mechanic Cause: The nails pulled through.
Nailed it back on and puttied the holes.

Mechanic Correction: Done.

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)	JGK	0.50
Punch In: 11:53:22	Punch Out: 11:59:59	Work Date: 24 APR 2024	

Job #: 1 - Warranty

Status: C

CUSTOMER STATES THAT THE TOILET SEEMS LOOSE- WHEN YOU SIT ON THE TOILET IT SEEMS LIKE IT ROCKS BACK AND FORTH FROM SIDE TO SIDE-

Mechanic Cause: The nuts were a little loose.
I tightened them down.

Mechanic Correction: Done.

Labor

Code	Description	Mechanic	Hrs
WARR	MANUFACTURER WARRANTY REPAIR	JGK	0.50
Punch In: 12:05:16	Punch Out: 12:08:58	Work Date: 24 APR 2024	

Job #: 2 - Warranty

Status: HW

CUSTOMER STATES THAT GRAND DESIGN TOLD THEM THAT THE INSULATION IN THE UNDERBELLY NEEDS TO BE REMOVED AND REPLACED WITH NEW THINGS-

Mechanic Cause: Their is no black tank leak and their is absolutely zero insulation in the underbelly.

Mechanic Correction: Done

Labor

Code	Description	Mechanic	Hrs
WARR	MANUFACTURER WARRANTY REPAIR	JGK	0.50
Punch In: 11:11:13	Punch Out: 11:11:22	Work Date: 24 APR 2024	

Job #: 3 - Warranty

Status: C

CUSTOMER STATES THAT THERE IS WATER IN THE REAR LIGHT ON THE ODS- RED REAR LIGHT-

Mechanic Cause: Water leaked into the light. I replaced the light.

Mechanic Correction: Done.

Labor

Code	Description	Mechanic	Hrs
WARR	MANUFACTURER WARRANTY REPAIR	JGK	0.50
Punch In: 13:16:36	Punch Out: 14:08:28	Work Date: 24 APR 2024	



Job #: WARR11 - Warranty

Status: In Progress

SAFETY RECALL 23V-455 CURT AXLE GREASE ZERK. PER MFG.

Labor

Code	Description	Mechanic	Hrs
Z992	MISC LABOUR CODE (WARRANTY)		0.20
Punch In:	Punch Out:	Work Date:	

Parts

Part #	Description	Status	Qty
822020074	AXLE GREASE ZERK STANDARD	0.00 On Hand	4.00

ALL WORK CASH ON DELIVERY

I am authorized to order the above listed work, including the labor, parts and materials for the vehicle described above. I agree to pay regular retail prices in cash or acceptable terms to you, upon the completion of the work ordered. If I fail to pay for the completed work, I understand Greenway RV will have a mechanics lien upon the vehicle to secure payment for the work and I expressly waive all rights to claim exemption under the State Laws. If collection is made by a suit or any other method required, I agree to pay interest until paid in full, also collection cost, including reasonable Attorneys fees.

I agree not to hold Greenway RV liable for loss or damage caused by theft, fire or any other cause beyond your Companys control to real or personal property delivered to the company for repair, sale or storage. Greenway RV employees and agents of Greenway RV may operate the above described vehicle and related motor vehicle for purpose of testing, inspection or delivery at my risk.

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED.

☐ SAVE ☐ DISCARD

THE RIGHT IS RESERVED TO SUBSTITUTE PARTS FOR THOSE CURRENTLY UNAVAILABLE. STORAGE CHARGES OF \$5.00 PER DAY WILL BE ADDED ON ALL ITEMS NOT PICKED UP WITHIN 10 WORKING DAYS AFTER NOTIFICATION OF COMPLETION OF SERVICE.

Customer Signature: _____

Date: 30 Apr 2024

