

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

WORK ORDER # 10218

Date In:	25 MAR 24	Author:	KOTT
Promised Date:	12 MAY 24	Stock No:	10908
:	:	Year:	2023
Customer Name:	16458 - MULVANEY, MICH	Manufacturer:	GRAND DESIGN
Address:	1426 RAINDANCE TRAIL,	Brand:	REFLECTION FW
:	NEKOOSA, WI	Model:	337RLS
Postal/Zip:	54457	Miles/Hrs:	:
Phone#(res):	414-333-0850	Exterior Color:	:
Phone#(bus):	:	Unit Type:	FW-FIFTH WHEEL
Cell Phone:	:	License#:	:
Email:	KATHLEEN.MULVANEY@OUTL	Tag#:	JESSE
Purchased Date:	29 JUL 23	:	:
Delivery Date:	05 AUG 23	:	:
InService Date:	:	:	:
Serial#:	573FR3724P9924075	:	:

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Job #   Description          JOB INFORMATION          Type Bill To
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WARR    COMPLAINT:  GD CAES # 633106 CUSTOMER STATES THAT      W    1020    GRAND
          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.
          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.
          CORRECTION: Done.
WARR    COMPLAINT:  CUSTOMER STATES THE FRONT GRAY WATER FOR W    1020    GRAND
          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-
          CAUSE:      The gate valve broke into multiple
          pieces. At first glance, I thought
          their wasn't even a gate valve
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Job #	Description	JOB INFORMATION	Type	Bill To

connected. I cut an access panel in the underbelly, and I can see that there is still a gate valve in place, but it's in multiple pieces. I have never seen a gate valve grenade like this. I opened up the wall in the front storage, disconnected the gate valve cable and I can see that it's zip tied to other wires and secured to the floor in multiple spots. I cut the zip ties and pulled the cable out. I took the nuts off of the gate valve and when the manufacturer installed the gate valve they positioned the bolt heads towards the reducer on the tank so the top two bolts won't slide out to remove the gate valve. I got a small grinder and cut both of the bolts. I put my foot on the gray tank, grabbed the drain and yanked on it until the gate valve fell out. I ran and secured the cable, put a ratchet strap around the drain, ran the other end to the frame and separated the two pipes enough to where I can get the new gate valve in. I secured the valve, turned the water on and filled the tank to full to check the valve for leaks. I waited a few minutes after the tank was full and no leaks appeared. I secured some of the wires in the underbelly so they were out of my way, I cut a piece of plywood into three strips and placed them in the underbelly along the edges of the access panel I cut. I secured the underbelly with screws and washers and filled any gaps with black silicone. The underbelly has some sag in it so I removed the screws from the steps to the front corner, braced up the center and ran new/more screws in to secure it.

CORRECTION: Done.

WARR	COMPLAINT:	WARRANTY REPAIR 3 - CUSTOMER STATES THAT W	1020	GRAND
		THE KITCHEN ISLAND SEEMS LIKE IT IS		
		WOBBLY- CUSTOMER STATES THAT WHEN YOU		
		WALK BY IT THE COUNTER ALMOST "RATTLES"-		
		OR "ROCKS BACK AND FORTH"		

CAUSE:	The island has a little wobble if you grab and move it. Otherwise, it's secured. I would have to completely rip
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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.

WARR CORRECTION: ... NEED WARRANTY DIRECTION
 COMPLAINT: WARRANTY REPAIR 4 - CUSTOMER STATES THAT W 1020 GRAND
 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
 CAUSE: Their are two light strips, and one is very dim. One will need to be replaced.

WARR CORRECTION: ...
 COMPLAINT: WARRANTY REPAIR 5 - CUSTOMER STATES THAT W 1020 GRAND
 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-
 CAUSE: NPF These model radios don't play video. They only play audio

WARR CORRECTION: Done.
 COMPLAINT: WARRANTY REPAIR 6 - CUSTOMER STATE THAT W 1020 GRAND
 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-
 CAUSE: NPF I pulled the unit outside, and it picked up 7 channels.

WARR CORRECTION: Done.
 COMPLAINT: WARRANTY REPAIR 7 - CUSTOMER STATES THAT W 1020 GRAND
 THE REFRIGERATOR DOES NOT LOOK LEVEL- CUSTOMER STATES THAT THE TOP OF THE REFER IS ALMOST LEANING BACKWARDS AND IS OPERATING NOISY-
 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.

WARR CORRECTION: ...
 COMPLAINT: WARRANTY REPAIR 8 - CUSTOMER STATES THAT W 1020 GRAND
 THE WINDOW IN THE REAR OF THE UNIT- WHEN TRYING TO OPEN MAKES A VERY LOUD SCREECHY NOISE-
 CAUSE: The frames are metal rubbing on metal so they have to be lubed once in a while. I lubed the frame.
 CORRECTION: Done.

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WARR	COMPLAINT:	WARRANTY REPAIR 9 - THE FRONT RIGHT JACK W	1020	GRAND
		WILL NOT LEVEL- CUSTOMER STATES WHEN TRYING TO AUTO LEVEL THAT LEG IT THROWS AN ERROR-		
	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.		
	CORRECTION:	Done.		
WARR	COMPLAINT:	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-	W 1020	GRAND
	CAUSE:	The screw pulled out 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.		
	CORRECTION:	Done.		
11	COMPLAINT:	CUSTOMER STATES THE DOOR SHADE DOES NOT STAY UP-	W 1020	GRAND
	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.		
	CORRECTION:	...		
12	COMPLAINT:	CUSTOMER STATES THAT THE WOOD TRIM ABOVE THE RECLINER POPS UP AND NEEDS TO BE REATTACHED-	W 1020	GRAND
	CAUSE:	The nails pulled through. Nailed the baton strip backbon and puttied the holes.		
	CORRECTION:	Done.		
13	COMPLAINT:	CUSTOMER STATES THAT THE WOOD TRIM BELOW	W 1020	GRAND

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		THE FIRE EXTINGUISHER NEEDS TO BE REATTACHED- PIECE OF TRIM IS IN THE TOP DRAWER DIRECTLY AFTER THE STEPS-			
	CAUSE:	The nails pulled through. Nailed it back on and puttied the holes.			
	CORRECTION:	Done.			
1	COMPLAINT:	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-	W	1020	GRAND
	CAUSE:	The nuts were a little loose. I tightened them down.			
	CORRECTION:	Done.			
2	COMPLAINT:	CUSTOMER STATES THAT GRAND DESIGN TOLD THEM THAT THE INSULATION IN THE UNDERBELLY NEEDS TO BE REMOVED AND REPLACED WITH NEW THINGS-	W	1020	GRAND
	CAUSE:	Their is no black tank leak and their is absolutely zero insulation in the underbelly.			
	CORRECTION:	REQUESTING APPROVAL TO REPLACE UNDERBELLY AS GRAND DESIGN TOLD CUSOTMER THAT THEY WOULD REPLACE DUE TO THE WATER LEAK AND THE TEARING OF THE BOLTS ALONG THE OUT EDGE-			
3	COMPLAINT:	CUSTOMER STATES THAT THERE IS WATER IN THE REAR LIGHT ON THE ODS- RED REAR LIGHT-	W	1020	GRAND
	CAUSE:	Water leaked into the light. I replaced the light.			
	CORRECTION:	Done.			
WARR	COMPLAINT:	SAFETY RECALL 23V-455 CURT AXLE GREASE ZERK. PER MFG. ** NEED PIC OF AXLE TAG**	W	1020	GRAND
	CAUSE:	Checked, and everything looks good. When I pulled the first cap off the dust cap was laying inside the hub cap. I took the tire off, inspected the zerk, put the cap back on, put the tire on and torqued it down.			
	CORRECTION:	Done.			
4	COMPLAINT:	CUSTOMER STATES THAT THE DS AND ODS PROPANE COMPARTMENT DOORS SEEM LOOSE- CUSTOMER STATES THAT THEY COME OPEN IN TRAVEL-	W	1020	GRAND
	CAUSE:	The bottom latch on the ds and the top latch on the ods are to short. I got longer ones and I had to change the shape of them a little bit to get the doors to latch properly.			
	CORRECTION:	Done.			
WARR	COMPLAINT:	CUSTOMER WAS IN CONTACT WITH JANET AT GD. GD IS WANTING PICTURES OF THE	W	1020	GRAND

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UNDERBELLY AND SCREWS HOLDING IT UP.
 UNDERBELLY WAS DAMAGED FROM LEAKING
 BLACKTANK. CASE # 633106

CAUSE: LEAKING BLACK TANK CAUSED WATER TO
 PUDDLE IN UNDER BELLY. THE WEIGHT FROM
 THE WATER PULLED UNDERBELLY DOWN AND
 STRESSED THE MATERIAL WHERE THE SCREWS
 ARE HOLDING UNDERBELLY TO FRAME.
 MEMBRANE ACTUALLY RIPPED AT SOME OF THE
 SCREW HOLES, REQUIRING NEW SCREW HOLES
 TO BE MADE TO SECURE UNDERBELLY.

CORRECTION: DUE TO STRETCHING AND PULLING OF
 UNDERBELLY MATERIAL FROM WATER PUDDLING.
 I WOULD SUGGEST AN UNDERBELLY
 REPLACEMNT. THE CURRENT MATERIAL IS
 STRETCHED TO MUCH NOW TO EVER HOLD
 ANYTHING SECURELY OR SAFELY.

 Job # Part No Description PARTS Bill to Qty Price Total

 11 711217025495 THIN SHADE COMPLETE UNIT W-1020 1 106.57 106.57
 WARR1 822020074 AXLE GREASE ZERK STANDAR W-1020 0 1.18 0.00
 WARR0 040472103656 11/2HX11/2S TERM VLV W/7 W-1020 1 98.48 98.48
 4 822060727 DOOR BAGGAGE BD CAM FING W-1020 2 2.50 5.00
 WARR0 8220122020 Vbakor RV Awning Led Lig W-1020 1 33.79 33.79

 Job# Lab Code Description LABOUR Mech Bill to Hrs Rate Total

 ARR01 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.00 115.00 0.00
 ARR01 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.33 115.00 37.95
 ARR01 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.17 115.00 19.55
 ARR01 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.00 115.00 0.00
 ARR02 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.46 115.00 52.90
 ARR02 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.04 115.00 4.60
 ARR02 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.00 115.00 0.00
 ARR02 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.00 115.00 0.00
 ARR03 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.50 115.00 57.50
 ARR03 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.00 115.00 0.00
 ARR04 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.50 115.00 57.50
 ARR04 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.00 115.00 0.00
 ARR05 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.50 115.00 57.50
 ARR06 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.50 115.00 57.50
 ARR07 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.50 115.00 57.50
 ARR08 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.50 115.00 57.50
 ARR09 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.43 115.00 49.45
 ARR09 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.07 115.00 8.05
 ARR10 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.50 115.00 57.50
 11 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.00 115.00 0.00
 11 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.50 115.00 57.50
 12 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.50 115.00 57.50

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Job#  Lab Code  Description   LABOUR   Mech Bill to    Hrs    Rate    Total
*****
   13 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.50   115.00   57.50
   1  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   115.00   57.50
   2  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   115.00   57.50
   3  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   115.00   57.50
ARR11 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.20   115.00   23.00
ARR11 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   115.00    0.00
   4  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.50   115.00   57.50
   4  WARR      MANUFACTURER WARRANTY  JGK  W-1020    0.00   115.00    0.00
ARR02 Z992      MISC LABOUR CODE (WARR JGK  W-1020    2.00   115.00  230.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.50   115.00   57.50
ARR04 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.50   115.00   57.50
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   115.00    0.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   115.00    0.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   115.00    0.00
ARR12 Z992      MISC LABOUR CODE (WARR      W-1020    0.00   115.00    0.00

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Job #  Excode    Description   EXTRAS      bill to    Qty    Price    Total
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   11  SSE       SHOP SUPPLIES - EXTERNAL  W-1020    1.00    0.00    0.00

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                        BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
W      1020        243.84    1345.50      0.00      0.00      0.00    1,589.34
      Totals      243.84    1345.50      0.00      0.00      0.00    1,589.34

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&k2S
&k0S