

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:	24 APR 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:      Whoever worked on this unit before never
          hooked the gate valve back up when they
          were working on the drain. The gate
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*****
Job #      Description      JOB INFORMATION      Type Bill To
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      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.

WARR      CORRECTION: ...
COMPLAINT: WARRANTY REPAIR 3 - CUSTOMER STATES THAT W      1020      GRAND
      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"

      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.

WARR      CORRECTION: ...
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

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OPERATING NOISY-

CAUSE: The hole the fridge sits in is about an inch out of square and it sits on wheels so there 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.

CORRECTION: ...

WARR 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.

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: I'm 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 W 1020 GRAND
THAT THE BACK REST CUSHION FOR THE KITCHEN TABLE HAS A SCREW LOOSE- CUSTOMER STATES THAT IT SCRATCHED THE WALL-

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 W 1020 GRAND
STAY UP-

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

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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.

12 CORRECTION: ...
 COMPLAINT: CUSTOMER STATES THAT THE WOOD TRIM ABOVE W 1020 GRAND
 THE RECLINER POPS UP AND NEEDS TO BE REATTACHED-
 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
 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 W 1020 GRAND
 LOOSE- WHEN YOU SIT ON THE TOILET IT SEEMS LIKE IT ROCKS BACK AND FORTH FROM SIDE TO SIDE-
 CAUSE: The nuts were a little loose. I tightened them down.
 CORRECTION: Done.

2 COMPLAINT: CUSTOMER STATES THAT GRAND DESIGN TOLD W 1020 GRAND
 THEM THAT THE INSULATION IN THE UNDERBELLY NEEDS TO BE REMOVED AND REPLACED WITH NEW THINGS-
 CAUSE: Their is no black tank leak and their is absolutely zero insulation in the underbelly.
 CORRECTION: Done.

3 COMPLAINT: CUSTOMER STATES THAT THERE IS WATER IN W 1020 GRAND
 THE REAR LIGHT ON THE ODS- RED REAR LIGHT-
 CAUSE: Water leaked into the light. I replaced the light.
 CORRECTION: Done.

 Job # Part No Description PARTS Bill to Qty Price Total

 11 711217025495 THIN SHADE COMPLETE UNIT W-1020 1 106.57 106.57

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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		
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		
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		
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		
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		
ARR01	Z992	MISC LABOUR CODE (WARR	JGK	W-1020		0.00	115.00	0.00		
ARR02	Z992	MISC LABOUR CODE (WARR		W-1020		0.00	115.00	0.00		

Job #	Excode	Description	EXTRAS	bill to	Qty	Price	Total

11	SSE	SHOP SUPPLIES - EXTERNAL		W-1020	1.00	0.00	0.00

BILLINGS SUMMARY							
Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total

W	1020	106.57	920.00	0.00	0.00	0.00	1,026.57
Totals		106.57	920.00	0.00	0.00	0.00	1,026.57

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&k0S