

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

WORK ORDER # 10271

Date In: 06 APR 24 Author: KOTT
Promised Date: 25 DEC 24 Stock No:
: Year: 2023
Customer Name: 17256 - PISCHKE, MANDY Manufacturer: GRAND DESIGN
Address: W6470 HIDDEN SPRINGS D Brand: SOLITUDE
: NESHKORO, WI Model: 390RK
Postal/Zip: 54960 Miles/Hrs:
Phone#(res): (920) 229-7123 Exterior Color:
Phone#(bus): Unit Type: FW-FIFTH WHEEL
Cell Phone: License#:
Email: PISCHKE163@YAHOO.COM Tag#:
Purchased Date: :
Delivery Date: :
InService Date: :
Serial#: 573FS4421PAA15100 :

Job # Description JOB INFORMATION Type Bill To

2 COMPLAINT: CMR STATES THT THE REFER IS NOT W 1020 GRAND
OPERATING- CMR STATES THAT THREE OF THE
PLASTIC DOOR SHELVES ARE CRACKED AND
NEED TO BE REPLACED- THERE IS ALSO A
CRACK IN THE DOOR ITSELF- CUSTOMER ALSO
STATES THAT IT IS NOT COOLING- CUSTOMER
COULD NOT GET THE REFER TO GO BELOW 58
DEGREES- REFER MODEL #: FCR20DCAFA
CAUSE: I turned the fridge on, put a
thermometer in a glass of water, and let
the fridge run over the weekend. When I
checked the temperature, it was at 40
degrees, and the fridge wasn't set on
the coldest setting. I turned it to the
coldest setting and let it run longer. I
checked it an hour and a half later, and
it was at 39 degrees. NPF Their are
faint scratches in the main fridge door
on the left side and scratches in the
door in the middle. So we will have to
order TWO new doors. The interior bottom
door shelf is cracked and needs
replacement.
CORRECTION: ... installed new doors and drawers
4 COMPLAINT: CUSTOMER STATES THAT THE BLINDS ARE W 1020 GRAND
PULLING APART AT THE BOTTOM WOULD LIKE
TO HAVE LOOKED AT-
CAUSE: 1005 COMPONENT FAILURE The windows have

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Job #	Description	JOB INFORMATION	Type	Bill To
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a wooden valence around them with no way to remove it to easily remove and install the new shades. Three of the shades had the clips installed on top of the valence with the release button pressed tight against the inside of the valence. I had to use two small pry bars to get the shades loose. When it came to install them their is literally zero room for my hand and in the shade inside the valence. Every shade went in differently. The two shades in the bedroom had the clips on the side and I had to use force to get them in and out.

CORRECTION: Done.

WARR	COMPLAINT:	WARRANTY REPAIR 1 - STANDING WATER IN FRONT PASS THROUGH STORAGE COMPARTMENT.	W	1020	GRAND
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CAUSE: I air tested the unit, and it didn't show any leaks. I hooked water up and cycled it through the fixtures in the bathroom since it's right above the storage compartment, and I don't see any leaks. I turned the hot water on and loaded up the lines and let the system sit pressurized for 3 hours with no leaks. I opened up the wall in the front storage and checked behind the panel and didn't see any leaks. I put water in the tray that's under the distribution panel to see if the water was getting past that somehow, and it isn't. I air tested the unit, and it didn't show any leaks. I hooked water up to the unit and went into the bathroom and ran water since it's right above the storage, and I don't see any leaks. I opened up the wall in the front storage and checked the back side of the water distribution panel, and I still don't see any leaks. I turned the water heater on and put hot water in the lines, and I just let the unit sit while the water system is pressurized.

CORRECTION: Done.

WARR	COMPLAINT:	WARRANTY REPAIR 2 - STRESS FRACTURE BY THE DS CORNER OF FW. PICTURES IN ORDER.	W	1020	GRAND
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CAUSE: I'm not really sure what caused the cracks. It doesn't really look like anything is pushing out. We have to see

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what warranty wants to do. Whatever warranty decides to do the unit will need a decal

CORRECTION: ...

WARR COMPLAINT: WARRANTY REPAIR 3 - REAR COMPARTMENT DOOR IS WARPPED. PULLING AWAY ON DS OF DOOR. COMPARTMENT ON THE BACK OF UNIT. W 1020 GRAND

CAUSE: The rear cargo door is warped. There are no identification tags on the door. The door is 57 1/4 in wide and 35 in tall. We received the new door, I cut the silicone, removed the screws and removed the old door. I transferred the tumblers and magnets, puttied the door, and put it on. When I closed the door for the first time the edge of the door caught the screws on the inside of the frame and put two small knicks in the frame. I touched it up with a marker. I sealed around the door when I was done. If the customer doesn't like the small knicks in the frame we will re order the door.

CORRECTION: We received the new door, I cut the silicone, removed the screws and removed the old door. I transferred the tumblers and magnets, puttied the door, and put it on. When I closed the door for the first time the edge of the door caught the screws on the inside of the frame and put two small knicks in the frame. I touched it up with a marker. I sealed around the door when I was done.

WARR COMPLAINT: WARRANTY REPAIR 4 - The trim that hides the side of the facia on the front of the ds slide is falling off and a baton strip by the stairs fell off. W 1020 GRAND

CAUSE: The trim fell off. I nailed it on

CORRECTION: Done.

3 COMPLAINT: ESTIMATE TO TRANSPORT UNIT TO 1848 CTY RD J GREEN LAKE, WI E 17256 PISCH

CORRECTION: DECLINED

5 COMPLAINT: CURT AXLE RECAL # 23V-490/2023-395-910039 W 1020 GRAND

CAUSE: Recall. The u-bolts were all at 90lbs

CORRECTION: Done.

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
2	822021344	REFRIGERATOR LOWER SHELF	W-1020		1	72.72	72.72
2	822021273	REFRIGERATOR DOOR ASSEMB	W-1020		1	556.11	556.11
2	822021274	REFRIGERATOR FREEZER DRA	W-1020		0	241.44	0.00

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Job # Part No      Description      PARTS      Bill to      Qty      Price      Total
*****
4      82201982      SHADE 26 X 52 BLACK W/RE W-1020      5      58.80      294.00
WARR0 82201086      DOOR BAGGAGE DRLUG08 56 W-1020      1      380.55      380.55
WARR0 677917009992 BUTYL TAPE GREY      W-1020      1      10.97      10.97
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Job#  Lab Code  Description      LABOUR      Mech Bill to      Hrs      Rate      Total
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2  WARR      MANUFACTURER WARRANTY JGK W-1020      0.00      115.00      0.00
2  WARR      MANUFACTURER WARRANTY JGK W-1020      0.00      115.00      0.00
4  WARR      MANUFACTURER WARRANTY JGK W-1020      0.00      115.00      0.00
4  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
ARR01 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.00      115.00      0.00
ARR01 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.00      115.00      0.00
ARR02 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.41      115.00      47.15
ARR02 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.09      115.00      10.35
ARR03 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.18      115.00      20.70
ARR03 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.24      115.00      27.60
ARR04 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.20      115.00      23.00
3  DEL      DELIVERY BACK TO PROPE E-17256      0.00      140.00      0.00
5  Z992      MISC LABOUR CODE (WARR JGK W-1020      0.70      115.00      80.50
ARR03 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.58      115.00      66.70
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Job #  Excode      Description      EXTRAS      bill to      Qty      Price      Total
*****
2  FRT      FREIGHT      W-1020      1.00      12.42      12.42
2  FRT      FREIGHT      W-1020      1.00      25.67      25.67
2  FRT      FREIGHT      W-1020      1.00      28.14      28.14
4  FRT      FREIGHT      W-1020      1.00      12.44      12.44
ARR03 FRT      FREIGHT FOR BAGGAGE DOOR W-1020      1.00      162.71      162.71
3  M      MILEAGE      E-17256      0.00      0.00      0.00
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BILLINGS SUMMARY

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Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
W      1020      1314.35      333.50      0.00      241.38      0.00      1,889.23
Totals      1314.35      333.50      0.00      241.38      0.00      1,889.23
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&k2S
&k0S