



8220 State Hwy 13 South
Wisconsin Rapids, WI 54494

(715) 325-5170
mail@greenewayrv.com
www.greenewayrv.com

[spreading the joy of the camping lifestyle]

W/O: 10321
Promised Date:
12 MAY 24



WO #: 10321 (Appointment Date: 15 APR 2024 - Time: 11:30am)

Customer Name: 113859 - MATHYS, LINDA
Address: 904 HONEY BEAR LANE
WAUPACA, WI

Postal/Zip: 54981

Phone#(res): 920-379-4443

Phone#(bus):

Cell Phone:

Email: LINDAMATHYS3@GMAIL.COM

Date In: 15 APR 24
Promised Date: 12 MAY 24

Purchased Date: 09 FEB 22

Delivery Date: 25 APR 22

InService Date:

Serial#: 573TE2221N3426979

Author: MGRAY

Stock No: 10295

Year: 2022

Manufacturer: GRAND DESIGN

Brand: IMAGINE XLS

Model: 17MKE

Miles/Hrs:

Exterior Color:

Unit Type: TT-TRAVEL TRAILER

License#:

Tag#: SUBMITTED TO WARR LINE

PENDING 5/14

Job #BBI - External

COMPLAINT: BRAKE AND BEARING INSPECTION - CMR STATES THAT THEY ARE CLOSE TO 15K MILES ON THE UNIT AFTER TAKING TO ARIZONA AND BACK.

CAUSE: Bearings and brakes inspection.

CORRECTION: Performed bearings and brakes inspection. All looks real good.

Labor

Job #	Description	Total
BBI	BEARING BRAKE INSPECTION 1 WHEEL (INSPECTION ONLY)	N/C

Other Services

Code	Description	Qty	Price	Total
SSE	SHOP SUPPLIES - EXTERNAL	1.00	N/C	N/C

Subtotal for Job #BBI: 0.00

Job #RI - Internal

COMPLAINT: PREFORM ROOF INSPECTION AND ADVISE IF REPAIR IS NEEDED.CMR DID SOME REPAIRS THEMSELVES - ONLY HAD SELF LEVELING.

CAUSE: Roof inspection.

CORRECTION: Perform roof inspection. All looks good.

Labor

Job #	Description	Total
RI	PREFORM ROOF INSPECTION	N/C

Subtotal for Job #RI: 0.00

Job #DIAG - Warranty

COMPLAINT: Diagnose customer concern, customer is concered with pull handle on foot rest broke and so foot rest can not be released. Check out for repair.

CMR HAS THE PART IN UNIT WILL BE TAGGED WITH LOCATION

Document finding in the work orded, inform service advise when diagnose has been completed. NO FIX at this time.

CAUSE: Recliner right side is inop. Would have to replace the whole recliner. The locking mechanism for

Customer #: 113859
MATHYS, LINDA



foot rest is falling apart. Tomaspayne edition with dual center cup holders.

CORRECTION: Removed defective recliner and install new one. Tested good.

Labor		
Job #	Description	Total
DIAG	MISC LABOUR CODE (WARRANTY)	172.50

Parts				
Part #	Description	Qty	Price	Total
822082990	SOFA LEFT ARM RECLINER SECT. LEVI PEBBLE HEAT/LIGHTS/MASSAGE	1.00	635.66	635.66

Other Services				
Code	Description	Qty	Price	Total
FRT	FREIGHT FOR DIAG SOFAARM	1.00	161.94	161.94

Subtotal for Job #DIAG: 970.10

Job #4 - External

COMPLAINT: LITHIUM battery issue - not holding charge as well as it should - would like to speak with matt about battery. Discussed further with Matt on drop off, if having more questions speak with Matt.

CAUSE: Check lithium battery for charge consumption and usage. Matt to assist with a devise to test battery.

CORRECTION: With solar panel there will be 5amp of charge w/ full sun, trickle charge. Running the refer while only on battery only will drain the battery as it is only trickle charging at 5amps. If CMR would like to run unit on battery only for extended periods of time we recommend adding additional solar panel to help, they would have longer charge on battery with out eletrical hook up. Additionally, the solar panel with not keep the battery fully charged at all times when in use.

Labor		
Job #	Description	Total
4	MISC LABOUR CODE (EXTERNAL)	N/C

Subtotal for Job #4: 0.00

Job #EUC-DCDC - External

COMPLAINT: Add DC-DC Charger to Charge Lithium Battery Bank from Tow Vehicle Charge Line.

CAUSE: 1001 CUSTOMER REQUESTED

CORRECTION: Installed in the ODS front storage compartment.

Pin is the last 6 of the vin

Installed on the switched side of the disconnect.

Done

Labor		
Job #	Description	Total
EUC-DCDC	Install DC-DC Charger	N/C

Parts				
Part #	Description	Qty	Price	Total
010054311175	ANGLE BRACKT TYPE 1-40AMP	1.00	N/C	N/C
82202120	Victron Orion-Tr Smart 12/12-18a Isolated DC-DC Charger	1.00	N/C	N/C

Other Services				
Code	Description	Qty	Price	Total
MEU11	Misc 8awg Cable, Connectors	0.00	N/C	N/C

Subtotal for Job #EUC-DCDC: 0.00

Job #5 - External

COMPLAINT: Customer states solar charge controller goes into an error state every morning and has to



manually be changed back to the lithium battery profile.

CAUSE: 1001 CUSTOMER REQUESTED

CORRECTION: Replaced Furrion charge controller with Victron charge controller
Done

Labor

Job #	Description	Total
5	MISC LABOUR CODE (EXTERNAL)	N/C

Parts

Part #	Description	Qty	Price	Total
8719076040804	SMARTSOLAR MPPT 75/15	1.00	N/C	N/C

Subtotal for Job #5: 0.00

Parts Total: 635.66
Labour Total: 172.50
Sublet Total: 0.00
Extras Total: 161.94

WORK ORDER TOTAL: 970.10

CUSTOMERS CLEAR RECEIPT

The above described property has been received, and after having examined the work done, the material furnished, both the work and material has been found to be satisfactory.
I agree that any goodwill repairs are in no way an admission that the vehicle suffers from any defect or issue, or that the repair should be covered under warranty.

Customer Signature : _____

Date: 14 Jun 2024

W/O: 10321
Promised Date: 12 MAY 24



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MATHYS, LINDA

