

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

WORK ORDER # 10354

Date In:	22 APR 24	Author:	KOTT
Promised Date:	25 DEC 24	Stock No:	10571
:	:	Year:	2022
Customer Name:	16673 - SNYDER, JOHN	Manufacturer:	GRAND DESIGN
Address:	1422 PINEHURST CT	Brand:	TRANSCEND XPLORE
:	ALTOONA, WI	Model:	231RK
Postal/Zip:	54720	Miles/Hrs:	:
Phone#(res):	715-495-8474	Exterior Color:	:
Phone#(bus):	:	Unit Type:	TT-TRAVEL TRAILER
Cell Phone:	:	License#:	:
Email:	JANICEMSNYDER@YAHOO.CO	Tag#:	:
Purchased Date:	30 MAR 23	:	:
Delivery Date:	16 MAY 23	:	:
InService Date:	:	:	:
Serial#:	573TT2924N8822550	:	:

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Job #  Description                JOB INFORMATION                Type Bill To
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1      COMPLAINT:  Transferred to GRV*10354B on 21 MAY 24   E    16673  SNYDE
      Estimate amount was 0.00 I need the
      wheel bearings repacked. And when they
      do it can they just swap tires front to
      back as long as they have them off
      CAUSE:        Bearing repack.
      CORRECTION:   Repacked all bearings. Also installed
      new grease seals.
2      COMPLAINT:  The front door is really hard to close.  W    1020   GRAND
      We have to slam it which is annoying to
      other campers. :( It will close but
      doesn't latch properly without slamming.
      Once it's latched and locked from the
      inside it will come loose to the first
      notch after we drive or sometimes when
      parked for a couple days.
      CAUSE:        Adjust front entrance door for smoother
      operation.
      CORRECTION:   Adjusted bow in door and lubricated door
      for smoother operation.
3      COMPLAINT:  I'll attach pics of the table seat      W    1020   GRAND
      cushions. We can't get the creases out
      of them, even after not sitting on them
      for a few days.
      CAUSE:        Dinette cushions have bulges in them
      CORRECTION:   Took pics of cushion tags. Install new
      cushion covers.
4      COMPLAINT:  The recliner nearest the fridge is hard  W    1020   GRAND
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Job #   Description           JOB INFORMATION           Type Bill To
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to recline. When we picked it up new
Cody said it would get better but it
hasn't. I've lubed everything
underneath. I can't tell if maybe it's
rubbing on the back wall? It's screwed
to the floor so I don't want to mess
with it.
CAUSE:      Recliner next to refer is hard to
            operate.
CORRECTION: Adjusted recliner out away from back
            wall for smoother operation.
5 COMPLAINT: The holding tank sensors always show at W      1020      GRAND
            least 1/3 full and now this last time I
            dumped them they all show 2/3 full.
            We're nice and level and I let them
            drain to a trickle. I got some cleaner
            that's supposed to help. I'll try that
            before we drop off the trailer and let
            you know.
CAUSE:      Probe tank clean
CORRECTION: Customer to try.
6 COMPLAINT: I don't know what can even be done but W      1020      GRAND
            rarely there is a small amount of water
            under the bathroom sink in the cabinet.
            After I've seen it I checked hot and
            cold supply lines and drain pipes and
            everything has been dry. And rarely we
            get air in the hot line in the bathroom
            sink. Not sure if they're related but
            thought I'd mention it in case you've
            seen this before.
CAUSE:      Possible water leak under bathroom sink.
CORRECTION: Checked the fittings going to faucet and
            those I snugged up. Also water tested
            the p-trap for leaks and none.
7 COMPLAINT: Transferred to GRV*10354B on 21 MAY 24 E      16673      SNYDE
            Estimate amount was 0.00 CUSTOMER
            REQUESTS HAVING THE FRAME INSPECTED ON
            FOR ANY CRACKS-
CAUSE:      Frame inspection.
CORRECTION: Performed frame inspection. All looks
            good.
8 Transferred to GRV*10354B on 21 MAY 24 Estimate E      16673      SNYDE
            amount was 0.00 CUSTOMER REQUESTS HAVING THE WEIGHT
            DISTRIBUTION ADJUSTED FOR NEW TRUCK AT THE TIME OF
            PICK UP-
9 COMPLAINT: CUSTOMER REQUESTS HAVING THE ODS PROPANE W      1020      GRAND
            TANK HOSE CHECKED FOR HOLES OR LEAKS-
            CUSTOMER OCCASIONALLY SMELLS PROPANE

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CAUSE: Lp gas leak at quick disconnect on ds front frame.

CORRECTION: Found a Crack in the quick disconnect in the threads . Replaced quick disconnect. Performed a drop pressure test after install. Tested good for no leaks.

10 COMPLAINT: CUSTOMER STATES THAT THE REAR WINDOW- W 1020 GRAND
WHEN IN THE SUN, THE CMR CANT GET THE WINDOW TO OPEN-

CAUSE: Test window for operation. Customer states it won't open when the sun is hitting it.

CORRECTION: Lubricated window with silicone.

11 COMPLAINT: CUSTOMER STATES THAT ON EACH SIDE OF THE W 1020 GRAND
BED, YOU CAN SEE LIGHT COMING IN FROM THE STORAGE AREA- THE STORAGE COMPARTMENTS THAT YOU GAIN ACCESS TO FROM THE OUTSIDE

CAUSE: Customer sees day coming in next to the front of bed where the frame is fastened to the front wall.

CORRECTION: That's normal to see that because the front wall is arched and the frame of the bed is square.

12 COMPLAINT: CUSTOMER STATES THAT THERE ARE TWO W 1020 GRAND
PLACES IN THE BEDROOM THAT THE PANELING IS COMING LOOSE-

CAUSE: The paneling in bedroom ods by window has loose seams.

CORRECTION: Renail seams with pin nailer.

13 COMPLAINT: CUSTOMER STATES THAT THE LAST TIME IT W 1020 GRAND
RAINED, THERE WAS WATER IN THE CORNER OF THE SLIDE THAT IS NEXT TO THE FRIDGE- THE CARPET WAS ALSO WET- OPPOSITE THE WINDOW-

CAUSE: Water leaked in past sweeper seal on rear of slide.

CORRECTION: The sweeper seal wasn't flipped out all the way allowing water to get behind the seal during a moderate rain event. Need to make sure all sweeper seals are all the way out. Pics uploaded.

14 COMPLAINT: CUSTOMER STATES THAT THE SLIDING DOOR W 1020 GRAND
FROM THE KITCHEN TO BATHROOM- THE FINISH IS STARTING TO COME OFF-

CAUSE: Slider door for bathroom is peeling. Need to order new door 36" x72"

CORRECTION: Installed new door.

15 COMPLAINT: Transferred to GRV*10354B on 21 MAY 24 E 16673 SNYDE
Estimate amount was 0.00 CUSTOMER STATES THAT WHEN THE JACKS ARE DOWN, AND THE OWNERS SPOUSE IS WALKING THROUGH THE

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UNIT- THE WHOLE UNIT MOVES-

CAUSE: Check for defective stabilizer jacks.

CORRECTION: No defects found.

RI COMPLAINT: PREFORM ROOF INSPECTION AND ADVISE IF I SEP POLIC
REPAIR IS NEEDED.

CAUSE: Roof inspection.

CORRECTION: Roof inspection all good. No repairs
needed.

16 COMPLAINT: CUSTOMER STATES THAT THE COUNTER TOP IN W 1020 GRAND
THE BATHROOM IS STARTING TO PULL AWAY-
UNSURE IF THERE IS ANYTHING THAT CAN BE
DONE-

CAUSE: Counter top in bathroom is starting to
peal.

CORRECTION: Need to order new one. Pics up loaded of
size dimensions.6 1/2" x 21 3/4 x 46
1/2". Do counter when customer brings
back. *** customer has decided not to
do the counter top at this time- we are
to put the part in stock to see if the
customer decideds to do it in the
future**** 7/16

17 COMPLAINT: THE DOOR SIDE WINDOW TRIM IS TOO SHORT- W 1020 GRAND
WOULD LIKE LOOKED AT-

CAUSE: Window seal ds shrank.

CORRECTION: Installed new window seal. 6'.

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
1	822058846	Grease Seal - Double Lip	E-16673		0	9.01	0.00
3	822083190	CUSHION SEAT COVER ONLY	W-1020		1	141.90	141.90
9	014717598538	LOW PRSSURE QUICK CNNCT	W-1020		1	55.34	55.34
14	822063919	DOOR PASSAGE 1 3/8 x 36	W-1020		1	142.44	142.44
17	82200232	WINDOW SEAL NEW VINTL NO	W-1020		7	3.46	24.22
16	822071519	COUNTERTOP 1 1/4 X 21 3/	W-1020		1	103.75	103.75

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
1	R735	BEARINGS, PACK (TANDEM	TD		E-16673	0.00	140.00	0.00
1	R735	BEARINGS, PACK (TANDEM	TD		E-16673	0.00	140.00	0.00
2	WARR	MANUFACTURER WARRANTY	TD		W-1020	0.50	115.00	57.50
3	WARR	MANUFACTURER WARRANTY	TD		W-1020	0.50	115.00	57.50
3	WARR	MANUFACTURER WARRANTY	TD		W-1020	0.50	115.00	57.50
4	WARR	MANUFACTURER WARRANTY	TD		W-1020	0.00	115.00	0.00
4	WARR	MANUFACTURER WARRANTY	TD		W-1020	0.50	115.00	57.50
5	WARR	MANUFACTURER WARRANTY	TD		W-1020	0.50	115.00	57.50
6	WARR	MANUFACTURER WARRANTY	TD		W-1020	0.50	115.00	57.50
7	Z990	MISC LABOUR CODE (EXTE	TD		E-16673	0.00	130.00	0.00
8	Z990	MISC LABOUR CODE (EXTE	RW		E-16673	0.00	140.00	0.00
9	Z990	MISC LABOUR CODE (EXTE	TD		W-1020	0.03	115.00	3.45

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Job#  Lab Code  Description    LABOUR    Mech Bill to      Hrs      Rate      Total
*****
   9  Z990      MISC LABOUR CODE (EXTE TD    W-1020      0.47    115.00     54.05
  10  WARR      MANUFACTURER WARRANTY TD    W-1020      0.29    115.00     33.35
  10  WARR      MANUFACTURER WARRANTY TD    W-1020      0.21    115.00     24.15
  11  WARR      MANUFACTURER WARRANTY TD    W-1020      0.50    115.00     57.50
  12  WARR      MANUFACTURER WARRANTY TD    W-1020      0.50    115.00     57.50
  13  WARR      MANUFACTURER WARRANTY TD    W-1020      0.50    115.00     57.50
  14  WARR      MANUFACTURER WARRANTY TD    W-1020      0.50    115.00     57.50
  14  WARR      MANUFACTURER WARRANTY TD    W-1020      0.00    115.00       0.00
  15  Z990      MISC LABOUR CODE (EXTE TD    E-16673     0.00    130.00       0.00
  RI  Z991      PREFORM ROOF INSPECTIO TD    I-SEP       0.30     70.00     21.00
  16  WARR      MANUFACTURER WARRANTY TD    W-1020      0.38    115.00     43.70
  16  WARR      MANUFACTURER WARRANTY TD    W-1020      0.12    115.00     13.80
  17  WARR      MANUFACTURER WARRANTY TD    W-1020      0.50    115.00     57.50
  14  WARR      MANUFACTURER WARRANTY TD    W-1020      0.50    115.00     57.50
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Job #  Excode    Description    EXTRAS      bill to      Qty      Price      Total
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   1  SSE        SHOP SUPPLIES - EXTERNAL E-16673     0.00       0.00       0.00
   3  FRT        FREIGHT      W-1020      1.00     12.44     12.44
  14  FRT        FREIGHT      W-1020      1.00    162.16    162.16
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                                BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
I      SEP          0.00      21.00       0.00       0.00       0.00      21.00
W      1020        467.65    862.50       0.00     174.60       0.00    1,504.75

      Totals      467.65    883.50       0.00     174.60       0.00    1,525.75
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