



8220 State Hwy 13 South
Wisconsin Rapids, WI 54494

[spreading the joy of the camping lifestyle]

[715] 325-5170
mail@greenwayrv.com
www.greenwayrv.com

W/O: 10354
Promised Date:
21 MAY 24

WO #: 10354 (Appointment Date: 23 APR 2024 - Time: 08:00am)

Customer Name: 16673 - SNYDER, JOHN
Address: 1422 PINEHURST CT
ALTOONA, WI

Postal/Zip: 54720
Phone#(res): 715-495-8474
Phone#(bus):
Cell Phone:
Email: JANICEMSNYDER@YAHOO.COM

Date In: 22 APR 24
Promised Date: 12 MAY 24

Purchased Date: 30 MAR 23
Delivery Date: 16 MAY 23
InService Date:
Serial#: 573TT2924N8822550

Author: KOTT
Stock No: 10571
Year: 2022
Manufacturer: GRAND DESIGN
Brand: TRANSCEND XPLOR
Model: 231RK
Miles/Hrs:
Exterior Color:
Unit Type: TT-TRAVEL TRAILER
License#:
Tag#: updated cmr 5/2

Job #1 - External

COMPLAINT: Transferred to GRV*10354B on 21 MAY 24

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.

Labor

Job #	Description	Total
1	BEARINGS, PACK (TANDEM AXLE)	N/C

Other Services

Code	Description	Qty	Price	Total
SSE	SHOP SUPPLIES - EXTERNAL	0.00	N/C	N/C

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: The front door is really hard to close. 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.

Labor

Job #	Description	Total
2	MANUFACTURER WARRANTY REPAIR	57.50

Subtotal for Job #2: 57.50

Job #3 - Warranty

COMPLAINT: I'll attach pics of the table seat 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

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CORRECTION: Took pics of cushion tags...WILL NEED TO REPLACE THE COUCH CUSHIONS.
LABOR: .5 HOURS

Labor		
Job #	Description	Total
3	MANUFACTURER WARRANTY REPAIR	57.50
Subtotal for Job #3:		57.50

Job #4 - Warranty

COMPLAINT: The recliner nearest the fridge is hard 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.

Labor		
Job #	Description	Total
4	MANUFACTURER WARRANTY REPAIR	57.50
Subtotal for Job #4:		57.50

Job #5 - Warranty

COMPLAINT: The holding tank sensors always show at 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.

CORRECTION: NOITNG

Labor		
Job #	Description	Total
5	MANUFACTURER WARRANTY REPAIR	0.00
Subtotal for Job #5:		0.00

Job #6 - Warranty

COMPLAINT: I don't know what can even be done but 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.

Labor		
Job #	Description	Total
6	MANUFACTURER WARRANTY REPAIR	57.50
Subtotal for Job #6:		57.50

Job #7 - External

COMPLAINT: Transferred to GRV*10354B on 21 MAY 24
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.

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Labor		
Job #	Description	Total
7	MISC LABOUR CODE (EXTERNAL)	N/C
Subtotal for Job #7:		0.00

Job #8 - External

Transferred to GRV*10354B on 21 MAY 24

Estimate amount was 0.00

CUSTOMER REQUESTS HAVING THE WEIGHT DISTRIBUTION ADJUSTED FOR NEW TRUCK AT THE TIME OF PICK UP-

Labor		
Job #	Description	Total
8	MISC LABOUR CODE (EXTERNAL)	N/C
Subtotal for Job #8:		0.00

Job #9 - Warranty

COMPLAINT: CUSTOMER REQUESTS HAVING THE ODS PROPANE TANK HOSE CHECKED FOR HOLES OR LEAKS- CUSTOMER OCCASIONALLY SMELLS PROPANE

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.

Labor		
Job #	Description	Total
9	MISC LABOUR CODE (EXTERNAL)	57.50

Parts				
Part #	Description	Qty	Price	Total
014717598538	LOW PRSSURE QUICK CNNCT V	1.00	55.34	55.34
Subtotal for Job #9:				112.84

Job #10 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE REAR WINDOW- 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.

Labor		
Job #	Description	Total
10	MANUFACTURER WARRANTY REPAIR	57.50
Subtotal for Job #10:		57.50

Job #11 - Warranty

COMPLAINT: CUSTOMER STATES THAT ON EACH SIDE OF THE 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.

Labor		
Job #	Description	Total
11	MANUFACTURER WARRANTY REPAIR	57.50





Subtotal for Job #11: 57.50

Job #12 - Warranty

COMPLAINT: CUSTOMER STATES THAT THERE ARE TWO 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.

Job #	Description	Total
12	MANUFACTURER WARRANTY REPAIR	57.50

Subtotal for Job #12: 57.50

Job #13 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE LAST TIME IT 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.

Job #	Description	Total
13	MANUFACTURER WARRANTY REPAIR	57.50

Subtotal for Job #13: 57.50

Job #14 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE SLIDING DOOR 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: ...
REQUEST 1 HOUR LABOR

Job #	Description	Total
14	MANUFACTURER WARRANTY REPAIR	57.50

Subtotal for Job #14: 57.50

Job #15 - External

COMPLAINT: Transferred to GRV*10354B on 21 MAY 24
Estimate amount was 0.00

CUSTOMER STATES THAT WHEN THE JACKS ARE DOWN, AND THE OWNERS SPOUSE IS WALKING THROUGH THE UNIT- THE WHOLE UNIT MOVES-

CAUSE: Check for defective stabilizer jacks.

CORRECTION: No defects found.

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



Subtotal for Job #15: 0.00

Job #RI - Internal

COMPLAINT: PREFORM ROOF INSPECTION AND ADVISE IF REPAIR IS NEEDED.

CAUSE: Roof inspection.

CORRECTION: Roof inspection all good. No repairs needed.

Labor

Job #	Description	Total
RI	PREFORM ROOF INSPECTION	N/C

Subtotal for Job #RI: 0.00

Job #16 - Warranty

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

CAUSE: Counter top in bathroom is starting to peel.

CORRECTION: Need to order new one. Pics up loaded of size dimensions.6 1/2" x 21 3/4 x 46 1/2"...
REQUEST 1.5 HOURS LABOR

Labor

Job #	Description	Total
16	MANUFACTURER WARRANTY REPAIR	13.80

Subtotal for Job #16: 13.80

Parts Total: 55.34
 Labour Total: 588.80
 Sublet Total: 0.00
 Extras Total: 0.00

WORK ORDER TOTAL: 644.14

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: 21 May 2024



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