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[spreading the joy of the camping lifestyle]

W/O: 10412
Promised Date:
25 DEC 24



WO #: 10412 (Appointment Date: 01 MAY 2024 - Time: 01:00pm)

Customer Name: 16716 - BURLETON,
GEORGE

Address: 5179 W Century Farm Blvd
Appleton, WI

Postal/Zip: 54913

Phone#(res): 9207342039

Phone#(bus):

Cell Phone: 920-850-7504

Email: NONE

Date In: 01 MAY 24

Promised Date: 25 DEC 24

Purchased Date: 22 NOV 22

Delivery Date: 17 MAY 23

InService Date:

Serial#: 573TE3027P5510062

Author: KOTT

Stock No: 10540

Year: 2023

Manufacturer: GRAND DESIGN

Brand: IMAGINE

Model: 2600RB

Miles/Hrs:

Exterior Color:

Unit Type: TT-TRAVEL TRAILER

License#:

Tag#:

Job #WARR01 - Warranty

COMPLAINT: WARRANTY REPAIR 1 - CUSTOMER STATES THAT THE HANGING BARN DOORS IN THE UNIT THAT GO TO THE BEDROOM/BATHROOM ARE HUNG CROOKED- CUSTOMER STATES THAT THE DOORS RUB- WOULD LIKE TO HAVE LOOKED AT GAP BETWEEN DOOR AND WALL IN BATHROOM AND BEDROOM SLIDE DOORS.

CAUSE: The partial wall going into the bedroom is warped. I adjusted the door so it was even, but their is still a gap in the middle, and now the top edge of the door is visible. After i fixed the trim on the door jam, the door is flush when open.

To fix the wall, I will have to remove the door, the track the door sits in, the decorative pieces that hide the track, and the plastic trim. After all that's removed, I will have to shim the wall out with paneling and put it all back together. The job could take 2-3 hours depending on how poorly it's constructed.

I adjusted the bathroom door until it was flush when closed and fixed the door jam trim.

I removed the decorative piece that hid the track, removed the door, and removed the track. I carefully pried up the plastic door jam cover and cut the sealant. After the plastic piece was removed, I cut off the sealant on the wall stud and plastic cover. We don't have thin enough paneling so I cut a piece and sanded it down. I glued it to the wall, put 3m tape on the plastic door jam cover and stuck it on. I put the track back on, hung the door and put the decorative piece back on so I can see how the door sits. For the most part it's flush except when your in the bedroom you can see the top front edge of the door. I adjusted the door until the top edge is hidden and squared it up the best I could while it's open and closed.

CORRECTION: Done.

Labor

Job #	Description	Total
WARR01	MULTIPLE LABOR CODES	287.50

Subtotal for Job #WARR01: 287.50

Job #WARR02 - Warranty

COMPLAINT: WARRANTY REPAIR 2 - CUSTOMER STATES THAT THE CURTAINS IN THE BEDROOM ARE HUNG CROOKED- CUSTOMER WOULD LIKE TO HAVE THEM STRAIGHTENED OUT- WHEN CURTIAN IS PULLED DOWN, THERE IS A GAP THAT LIGHT COMES IN IN BEDROOM DOOR SIDE CURTAIN

CAUSE: The shade was a little off center.

I straightened it out.

The job took .2 to complete

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CORRECTION: Done.

Labor		
Job #	Description	Total
WARR02	MISC LABOUR CODE (WARRANTY)	23.00
Subtotal for Job #WARR02:		23.00

Job #WARR03 - Warranty

COMPLAINT: WARRANTY REPAIR 3 - CUSTOMER STATES THAT THE REFER WHEN RUNNING HAS A VERY LOUD "OPERATING NOISE" ALMOST LIKE A VIBRATION OR A RATTLE/HUMMING - WOULD LIKE TO HAVE DIAGNOSED/LOOKED AT- CMR STATES IT IS LOUD ENOUGH TO KEEP YOU UP AT NIGHT.

CAUSE: The furrion refrigerators are an absolutely terrible appliance, and they all make noise, but this one is extremely loud to the point that's all you hear while you're in the unit. The vibration is coming from underneath the refrigerator. We need to know what the manufacturer wants done about it. I'm not sure why, but the manufacturer wants me to pull it out of the hole and run it, so I did, and now it's just loud outside of the hole instead of inside the hole. Now we have to see what other brilliant advice they have. I removed the old fridge, put the new fridge in, transferred the door panels, and turned the fridge on to test it.

CORRECTION: Done.

Labor				
Job #	Description			Total
WARR03	MULTIPLE LABOR CODES			230.00
Parts				
Part #	Description	Qty	Price	Total
82200867	REFRIGERATOR 10 CF BLACK RH 12V W/GLASS SHELVES (FURRIION FCR10DCGTA-BL	1.00	2,008.25	2,008.25
Subtotal for Job #WARR03:				2,238.25

Job #WARR04 - Warranty

COMPLAINT: WARRANTY REPAIR 4 - BATHROOM WINDOW IS LEAKING FROM TOP OF THE WINDOW DOWN. CMR IS WIPING UNDER UNIT TO PREVENT WATER DAMAGE.

CAUSE: NPF.

I didn't see anything obviously wrong with the outside of the window, but I cleaned the area and sealed around it. After the sealant dried, I sprayed it with water, went inside, and checked the window, and the top of the window frame was pretty dusty, and I didn't see any water leak.
I need more information.

CORRECTION: ...

Labor		
Job #	Description	Total
WARR04	MISC LABOUR CODE (WARRANTY)	57.50
Subtotal for Job #WARR04:		57.50

Job #WARR05 - Warranty

COMPLAINT: WARRANTY REPAIR 5 - WINDOWS ON THE SLIDE OUT SIDE ARE LEAKING. LEAKING FROM TOP LIKE BATHROOM WINDOWS, BUT NOT AS HEAVILY. NOT WINDOWS ON THE SIDE OF SLIDE OUT, WINDOWS ON THE EXTERIOR OF THE SLIDEOUT.

***CMR added that the leak happened when the rain was very heavy and blowing back towards the rear of the unit. ***

CAUSE: NPF.

I inspected both of the windows, and the sealant looks good. I sprayed both windows multiple times with a hose and went inside, and everything was dry with no evidence of any water getting in. The windows

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weren't closed all the way so I don't know if this is the reason the customers seen water or not.

CORRECTION: Done

Labor		
Job #	Description	Total
WARR05	MISC LABOUR CODE (WARRANTY)	57.50
Subtotal for Job #WARR05:		57.50

Job #WARR06 - Warranty

COMPLAINT: WARRANTY REPAIR 6 - TRIM AROUND BATHROOM AND BEDROOM IS LOOSE AND COMING OFF.

CAUSE: The manufacturer used one small bead of silicone along the whole length of each of the door jams to whole the trim on.

I peeled all four of them off, cut the silicone off, loosened the bottom door holder brackets, put multiple strips of 3m tape on the back side of the trim, stuck all of them on and tightened down the door brackets. I didn't fix the one in the bedroom with the warped wall. That repair will be on another line.

CORRECTION: Done

Labor		
Job #	Description	Total
WARR06	MISC LABOUR CODE (WARRANTY)	57.50
Subtotal for Job #WARR06:		57.50

Job #SUM - External

COMPLAINT: SUMMERIZE CAMPER AND DEWINTERIZE

CAUSE: 1001 CUSTOMER REQUESTED
Done.

CORRECTION: Done.
Quoted Amount: 55.00

Labor				
Job #	Description			Total
SUM	SUMMERIZE			N/C
Other Services				
Code	Description	Qty	Price	Total
SSE	SHOP SUPPLIES - EXTERNAL	1.00	N/C	N/C
J-ADJ	QUOTE ADJUSTMENT	1.00	N/C	N/C
Subtotal for Job #SUM:				0.00

Job #RI - Internal

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

CAUSE: Everything looks good.

CORRECTION: Done.

Labor		
Job #	Description	Total
RI	PREFORM ROOF INSPECTION	N/C
Subtotal for Job #RI:		0.00

Job #1 - External

COMPLAINT: CHECK TIRE PRESSURE, TIRE WEAR, AND ANY OTHER CONCERNS. `

CAUSE: 1001 CUSTOMER REQUESTED
I aired up all four tires and the spare. The tread depth is at

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7- 32nds so they're good yet. The rest of the tires look good.

CORRECTION: Done.

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

Parts				
Part #	Description	Qty	Price	Total
014717116305	2pk WATER HEATER DRAIN PL	1.00	N/C	N/C

Subtotal for Job #1: 0.00

Parts Total: 2,008.25
Labour Total: 713.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 2,721.25

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: 04 Jun 2024

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