

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

WORK ORDER # 10435

Date In: 06 MAY 24 Author: MGRAY
Promised Date: 13 MAY 24 Stock No: 10949
: Year: 2024
Customer Name: 1020 - GRAND DESIGN Manufacturer: GRAND DESIGN
Address: 11333 COUNTY RD 2 Brand: REFLECTION 150 SERIES
: MIDDLEBURY, IN Model: 295RL
Postal/Zip: 46540 Miles/Hrs: 0
Phone#(res): 888-825-2820 Exterior Color:
Phone#(bus): Unit Type: FW-FIFTH WHEEL
Cell Phone: License#:
Email: NONE Tag#: RYAN
Purchased Date: 13 JUN 23 :
Delivery Date: 14 AUG 23 :
InService Date: :
Serial#: 573FR3421R3347614 :

Job # Description JOB INFORMATION Type Bill To

1 COMPLAINT: CHECK THE GREASE FITTINGS. GREASE IF W 1020 GRAND
NEEDED.
CAUSE: Request inspection of suspension
lubrication
CORRECTION: Upon inspection of wet-bolt suspension,
found greased fittings to be properly
and sufficiently lubricated. Some signs
of grease recently applied and noticed
grease throughout bolt assemblies.
2 COMPLAINT: NEAR THE HITCH PIN THERE IS INSULATION W 1020 GRAND
COMING DOWN. WOULD LIKE COVERED IF
POSSIBLE. THERE IS TAPE NEAR WHERE
INSULATION WAS HANGING OUT. CMR UNSURE
IF IT BLEW OUT OR BACK UP ON DRIVE HERE.
CAUSE: Insulation drifted around. 20 minutes to
correct
CORRECTION: The insulation that is near the pin box
is supposed to be there. It insulates
the floor in the bedroom above the pin
box. I loosened the bodypanel and
tucked it back slightly to be out of
sight.
3 COMPLAINT: DOOR ADJUSTMENT. CLOSING AND OPENING W 1020 GRAND
HARD.
CAUSE: Latch needed lubrication, 15 minutes
CORRECTION: Removed door latch cover plate. Shot
some penetrating lubrication w/PTFE in

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the mechanism. Worked it into the
mechanism. Replaced cover plate and
tested door 6 times.      Opening and
closing smoothly now. Was a rough metal
on metal feeling previously.
4      COMPLAINT:  WENT TO FLORIDA, ON THE WAY DOWN ONE      W      1020      GRAND
          BRAKE (ODS REAR TIRE) GOT REALLY HOT.
          CHECK OVER BRAKES AND MAKE SURE THEWY
          AREN'T BURNT OR DAMAGED
CAUSE:    ODS break overheated during transit,
          inspect and report. 45minutes to Jack up
          axle, support, remove wheel, remove axle
          nut, remove brake drum, inspect and
          possibly fix or reinstall previously
          mentioned. Upon inspection of rear
          axle ODS wheel hub/brake. Signs of
          overheating are apparent on drum and
          brake assembly. Attempting to manually
          actuate brake shoes cause shoe on rear
          to stick in position, highly likely this
          is the issue. Spring tension is fine all
          components are intact. Defective brake
          assembly, needs replacement. Pictures
          taken, needs to be submitted to
          warranty. Left hand 12"x2" w/ABS, needs
          to be ordered. ABS is new feature likely
          not yet stocked. Reassembled and
          reinstalled wheel for now, torqued
          lugnuts to factory specifications
CORRECTION: ...
5      COMPLAINT:  BEDROOM WINDOW IS NOT LATCHING. CAN HEAR W      1020      GRAND
          WHISTLING WHEN WINDOW CLOSED.
CAUSE:    States window not latching won't close.
          Couldn't find an issue. Trying to close
          window with lock still engaged?
CORRECTION: Closed window on first try. Lubricated
          window slide with silicone spray, seemed
          a bit resistant. NPF.
6      COMPLAINT:  WHEN HOOKED UP TO TRUCK THE TAILLIGHTS      W      1020      GRAND
          ARE NOT WORKING PROPERLY. WHEN
          EVERYTHING IS TURNED OFF THE TAILLIGHTS
          ARE STILL FLICKERING. UNSURE IF TRUCK
          ISSUE OR TRAILER ISSUE. INSTRUCTED CMR
          TO CHECK FUSES IN VEHICLE.
CAUSE:    States taillights are flickering when
          not hooked up
CORRECTION: Hooked up 7pin connector and tested OK
          NPF, issue with customers tow vehicle.
          Or, could have something to do with the

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8 COMPLAINT: custom installed camera.
 ONE CABINET DOORS IS NOT LATCHING W 1020 GRAND
 PROPERLY. HAVE TO PUSH UP TO GET TO
 CLOSE CORRECTLY. CABINET IN UNIT IS
 TAPED.
 CAUSE: Bedroom over bed cabinet, stay latch
 misaligned. 15 minutes to correct
 CORRECTION: Adjusted latch on door side up 1/4".
 Cabinet latches without added effort now

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
1	Z992	MISC LABOUR CODE (WARR RW	W-1020			0.30	115.00	34.50
2	Z992	MISC LABOUR CODE (WARR RW	W-1020			1.00	115.00	115.00
3	S110	DOOR, ENTRANCE, ADJUST RW	W-1020			0.40	115.00	46.00
4	Z990	MISC LABOUR CODE (EXTE RW	W-1020			0.00	115.00	0.00
5	Z990	ADJUST WINDOW FOR PROP RW	W-1020			0.50	115.00	57.50
6	Z992	MISC LABOUR CODE (WARR RW	W-1020			0.50	115.00	57.50
8	Z992	MISC LABOUR CODE (WARR RW	W-1020			0.50	115.00	57.50
4	Z990	MISC LABOUR CODE (EXTE RW	W-1020			0.20	115.00	23.00
4	Z990	MISC LABOUR CODE (EXTE RW	W-1020			0.00	115.00	0.00

Job #	Excode	Description	EXTRAS	bill to	Qty	Price	Total
4	SSE	SHOP SUPPLIES - EXTERNAL	W-1020		1.00	0.00	0.00

CUSTOMER COMMENTS

When stating a cabinet please specify which one or a location

BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
W	1020	0.00	391.00	0.00	0.00	0.00	391.00
	Totals	0.00	391.00	0.00	0.00	0.00	391.00

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