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W/O: 10597
Promised Date:
JUN 04 2024



WO #: 10597 (Appointment Date: 04 JUN 2024 - Time: 10:30am)

Customer Name: 17268 - GIOMBI, JOSEPH
Address: 1808 LINDEN ST
STEVENS POINT, WI

Postal/Zip: 54481

Phone#(res): 7158834446

Phone#(bus):

Cell Phone:

Email: GIOMBI1301@GMAIL.COM

Date In: 04 JUN 24

Promised Date: 25 DEC 24

Purchased Date: 22 MAR 24

Delivery Date: 29 MAR 24

InService Date:

Serial#: 573TE2527P3434616

Author: KOTT

Stock No: 10920

Year: 2023

Manufacturer: GRAND DESIGN

Brand: IMAGINE XLS

Model: 21BHE

Miles/Hrs:

Exterior Color:

Unit Type: TT-TRAVEL TRAILER

License#:

Tag#:

Job #WARR01 - Warranty

COMPLAINT: WARRANTY REPAIR 1 - CUSTOMMER STATES THAT THE FRONT DOOR "STICKS"-
CUSTOMER STATES THAT THEY HAVE TO SLAM IT TO SHUT- CUSTOMER STATES THAT IT IS
ALMOST AS IF THE DOOR DOES NOT FIT INTO THE DOOR FRAME- ONLY HAPPENS WHEN IT IS
HUMID OUT-

CAUSE: The metal plates on the door frame were rubbing on each other when the door opened and closed.
I flattened them with a rubber mallet.

CORRECTION: Done.

Labor

Job #	Description	Total
WARR01	MISC LABOUR CODE (WARRANTY)	23.00

Subtotal for Job #WARR01: 23.00

Job #WARR02 - Warranty

COMPLAINT: WARRANTY REPAIR 2 - CUSTOMER STATES THAT THE WINDOW BY THE SINK DOES
NOT LOCK- CUSTOMER STATES IT DOES NOT GO ALL THE FORWARD TO THE LOCK POSITION-
CUSTOMER STATES THAT IT IS HARD TO OPEN AND MAKES A SCREECHING NOISE

CAUSE: Faulty window.

I tried lubing the window track, and when the window did close all the way, it became stuck and hard to
open. It will need a whole new window. L= 25 1/4 x H=16 1/4

CORRECTION: ...

REQUEST: 3 HOURS OF LABOR

Labor

Job #	Description	Total
WARR02	MULTIPLE LABOR CODES	34.50

Subtotal for Job #WARR02: 34.50

Job #WARR03 - Warranty

COMPLAINT: WARRANTY REPAIR 3 - CUSTOMER STATES THAT THE REFRIGERATOR DOOR WAS
PREVIOUSLY REPLACED AND NOW THE DOOR HANDLE HAS SHARP EDGES AND STICKS IN THE
"OPENING" POSITION- CUSTOMER STATES THAT IN ORDER TO GET THE DOOR LATCH TO CLOSE
YOU HAVE TO PUSH IT- only happens when its above 60 degrees out

CAUSE: The spring in the handle popped out of place.



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I reset the spring. I sanded down the rough edges of the latch. The temperature had nothing to do with the issue.

CORRECTION: Done.

Labor

Job #	Description	Total
WARR03	MISC LABOUR CODE (WARRANTY)	23.00

Subtotal for Job #WARR03: 23.00

Job #WARR04 - Warranty

COMPLAINT: WARRANTY REPAIR 4 - CUSTOMER STATES THAT THE SPACE BETWEEN THE SHOWER AND THE COUNTER, THERE A PIECE OF TRIM MISSING, EXPOSING BARE WOOD- WOULD LIKE TO HAVE LOOKED AT

CAUSE: NPF.
It's by manufacturer design

CORRECTION: Done.

Labor

Job #	Description	Total
WARR04	MISC LABOUR CODE (WARRANTY)	11.50

Subtotal for Job #WARR04: 11.50

Job #1 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE DS STORAGE COMPARTMENT DOOR- THE LOCK KEEPS COMING LOOSE- CUSTOMER CANNOT OPEN IT WITHOUT JIGGLING THE KEY-

CAUSE: The latch on the lock was turned the wrong way, and the frame was slightly bent. I swapped the latch around, lubed the lock, and straightened the frame.

CORRECTION: Done.

Labor

Job #	Description	Total
1	MANUFACTURER WARRANTY REPAIR	11.50

Subtotal for Job #1: 11.50

Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THAT WINDOW ABOVE THE DS COMPARTMENT DOOR- RIGHT NEXT TO THE ENTRY DOOR IS BENT IN THE TOP LEFT CORNER OF THE WINDOW IF YOU ARE IN THE UNIT LOOKING OUT THE WINDOW - THERE IS ALSO SOME CAULK THAT IS MISSING ON THE OUTSIDE OF THIS WINDOW- CUSTOMER CURRENTLY HAS TAPE OVER IT

CAUSE: The outside seal shrunk, the sealant cracked and when the manufacturer secured the metal ring for the window they must not of been able to get the screw to grab so they ran it in multiple times causing a larger hole in the frame. Now their is a visible gap in between the ring and window. The only way I got the screw to hit anything solid was by running it up had a hard angle and I'm sure it will wiggle loose eventually. It's going to need a new window. L= 25 1/4 x H=23in.

CORRECTION: ...
REQUEST: 3 HOURS OF LABOR

Labor

Job #	Description	Total
2	MULTIPLE LABOR CODES	57.50

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Subtotal for Job #2: 57.50

Job #3 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE WINDOW SHADE ON THE BOTTOM BUNK IS LOOSE- THE HARD PLASTIC PIECE THAT YOU PULL ON TO MOVE THE WINDOW

CAUSE: NPF.

It's just the fabric sliding in the track.

CORRECTION: Done.

Labor

Job #	Description	Total
3	MANUFACTURER WARRANTY REPAIR	23.00

Subtotal for Job #3: 23.00

Job #4 - Warranty

COMPLAINT: CUSTOMER STATES THAT WHEN YOU PUT THE TONGUE JACK UP THE UNIT SEEMS LIKE THE UNIT KEEPS POPPING UNDER NEATH THE UNIT- WOULD LIKE TO HAVE VERIFIED THAT THIS IS OKAY-

CAUSE: NPF.

I ran the jack up and down multiple times and didn't hear any abnormal noises

CORRECTION: Done.

Labor

Job #	Description	Total
4	MANUFACTURER WARRANTY REPAIR	11.50

Subtotal for Job #4: 11.50

Job #5 - Warranty

COMPLAINT: CUSTOMER STATES ON THE SUSPENSION THERE IS A METAL PIECE THAT KEEPS SLIDING FORWARD- CUSTOMER KEEPS PUTTING IT BACK-

CAUSE: The metal band that goes around the leaf spring keeps sliding off.

We haven't seen this happen before, so we will have to see what the manufacturer wants done about it.

I tapped it back in place with a hammer and a punch, but it will probably slide off again.

CORRECTION: ...

*** NEED ADVISEMENT FROM THE MANUFACTURER AS TO HOW TO REMEDY THE SITUATION**

Labor

Job #	Description	Total
5	MANUFACTURER WARRANTY REPAIR	57.50

Subtotal for Job #5: 57.50

Parts Total:	0.00
Labour Total:	253.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	253.00

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: 08 Jun 2024

W/O: 10597
Promised Date: 25 DEC 24



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