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W/O: 10603
Promised Date: 12 JUN 24



WO #: 10603 (Appointment Date: 05 JUN 2024 - Time: 09:20am)

Customer Name: 17337 - BYERS, RONALD Date In: 04 JUN 24
Address: W7127 DAKOTA AVE Promised Date: 12 JUN 24
WESTFIELD, WI

Postal/Zip: 53964
Phone#(res): (815) 494-7002
Phone#(bus):
Cell Phone: (815) 494-4736
Email: R.BYERS2001@YAHOO.COM

Purchased Date:
Delivery Date:
InService Date:
Serial#: 573TE2621N3424899

Author: MGRAY
Stock No:
Year: 2023
Manufacturer: GRAND DESIGN
Brand: IMAGINE
Model: 22MLE
Miles/Hrs:
Exterior Color:
Unit Type: TT-TRAVEL TRAILER
License#:
Tag#:

Job #1 - Warranty

COMPLAINT: SPOKE WITH NATE AT GD. LEVEL IN BEDROOM IS LEVEL, LEVEL IN KITCHEN IS NOT. SEEMS LIKE THERE IS A PEAK IN KITCHEN ON FLOOR. DID RECIEVE RECALL LETTER ABOUT THE FRAME. NEEDS LOOKED INTO FOR VERIFICATION ON RECALL OR DAMAGE

CAUSE: The floor has a very large bow in it. I leveled the trailer I, put two levels in the unit, and the one in the back is perfect, but the front level is pitched down hard in the front. Either the floor is bowed or the frame is tweaked. Both issues can't be solved here. It needs to go back to the factory.

CORRECTION: ...

Labor

Job #	Description	Total
1	MANUFACTURER WARRANTY REPAIR	70.00

Other Services

Code	Description	Qty	Price	Total
SSE	SHOP SUPPLIES - EXTERNAL	1.00	0.00	0.00

Subtotal for Job #1: 70.00

Job #2 - Warranty

COMPLAINT: RF ON THE TANDUM AXLE. TIRE WEAR. STUCK LEVEL ON TIRES ON DS UNIT AND THEY ARE STRAIGHT. WHEN PUTTING THE LEVEL ON THE ODS TIRES, THE RIGHT FRONT ON THE TANDUM IS OUT FARTHER THAN THE OTHER TIRE ON THAT SIDE.

CAUSE: Frame issue.

The tire ds front tire is smooth on the outer edge. And when you're looking at it, you can see that the tire is at an angle. I jacked it up and tried wiggling it to see if it's a bearing issue and it's not. We will have to see if the manufacturer wants more tests run and if they do which ones or if they will just look at it themselves when it comes back in for the heaved floor and bad scwhintek.

CORRECTION: ...

Labor

Job #	Description	Total
2	MANUFACTURER WARRANTY REPAIR	70.00

Subtotal for Job #2: 70.00

Job #WARR01 - Warranty

COMPLAINT: WARRANTY REPAIR 1 - when tech was running the slide out and in and out to diagnose

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warranty concerns-found that the Schwintek system was not operating correctly. See pictures attached.

CAUSE: Bad schwintek.

It will need a complete schwintek replacement. See pics.

The repair can be done when it goes back to the factory for the floor/ frame issue.

CORRECTION: ...

Labor

Job #	Description	Total
WARR01	MISC LABOUR CODE (WARRANTY)	70.00

Subtotal for Job #WARR01: 70.00

Parts Total: 0.00

Labour Total: 210.00

Sublet Total: 0.00

Extras Total: 0.00

WORK ORDER TOTAL: 210.00

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 : _____

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