



8220 State Hwy 13 South
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W/O: 10684
Promised Date:
25 DEC 24



WO #: 10684 (Appointment Date: 21 JUN 2024 - Time: 08:00am)

Customer Name: 17156 - WINTER,
MICHELLE
Address: E10844 TERRYTOWN RD
BARABOO, WI

Postal/Zip: 53913
Phone#(res): (608) 852-4063
Phone#(bus):
Cell Phone:
Email: MWINTER074@GMAIL.COM

Date In: 21 JUN 24
Promised Date: 25 DEC 24

Purchased Date:
Delivery Date:
InService Date:
Serial#: 573TM3528P1219850

Author: KOTT
Stock No:
Year: 2023
Manufacturer: GRAND DESIGN
Brand: MOMENTUM G-CLASS
Model:
Miles/Hrs:
Exterior Color:
Unit Type: TT-TRAVEL TRAILER
License#:
Tag#: GD CASE NUMBER # 006937

Job #WARR01 - Warranty

COMPLAINT: CUSTOMER STATES THAT THERE IS A WELD ON THE STAIRS THAT BROKE AND NEEDS TO BE LOOKED AT- taped on unit. top of stairs under main doorway to kitchen

CAUSE: Weld broke on frame/chassis. Needs to be Re-welded. Original weld was done prior to assembly and is on the opposite side of the picture.

Staircase is high traffic, not recommended for just a fastener.

45min to prep, weld, cool & paint

CORRECTION: Disconnected negative terminals from battery, prepped for weld. Made two passes to insure weld sank into both sides. Filled in melted wrap with black nova flex. Painted black to match and keep rust away. Structurally sound.

Labor

Job #	Description	Total
WARR01	MISC LABOUR CODE (WARRANTY)	115.00
Subtotal for Job #WARR01:		115.00

Job #2 - Warranty

COMPLAINT: CUSTOMER REQUESTS HAVING THE EXTERIOR OF THE SLIDE OUTS BE CHECKED FOR PROPER SEALANT - CALUK ON TOP BETWEEN ROOF AND SLIDE IS CRACKING.

CAUSE: Sealant cracked and seperated both slides at roof edge both sides.

Clean w/Quik-Solv & Reseal w/non-leveling white dicore, one tube 1.5 hr

CORRECTION: Reapplied fresh sealant at roof edge both slides. Let sit overnight before closing up.

Labor

Job #	Description	Total
2	MISC LABOUR CODE (WARRANTY)	115.00

Parts

Part #	Description	Qty	Price	Total
677917000661	10.3oz LAP SEALANT WHITE	1.00	9.80	9.80

Other Services

Code	Description	Qty	Price	Total
SSE	SHOP SUPPLIES - EXTERNAL	1.00	35.00	35.00

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Subtotal for Job #2: 159.80

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Job #3 - Warranty

COMPLAINT: CUSTOMER REQUESTS HAVING THE ROOF INSPECTED-

CAUSE: A dozen spots in Alpha sealant bubbled during application, selling dealership did not catch during prep. Needs roof sealant touch up in 10-12 spots with dicore sealant.

Spot clean, apply sealant 2hrs.

Would be more cost effective to clean entire roof, looks pretty dirty for being a 2023. Excess debris on rear slide.

CORRECTION: This was done after washing roof membrane. Still looks ok.

Labor

Job #	Description	Total
3	MISC LABOUR CODE (WARRANTY)	115.00

Subtotal for Job #3: 115.00

Job #1 - Warranty

COMPLAINT: ON SIDE OF UNIT THERE IS A PART OF THE CAULKING THAT IS PEELING AWAY. MOSTLY ON FRON ODS. taped on unit. check over all caulking and get estimate together for possible warranty.

CAUSE: Sealant pulling away from BELTRAIL in multiple spots. This is not uncommon. Needs a couple touch-up with silicone, see pictures. Two longer areas on DS, rear bottom corner ODS.

1hr to clean sealant areas and apply silicone.

CORRECTION: Cleaned both sides full length of coach at BELTRAIL. Refreshed with new clear silicone entire length of both sides.

Labor

Job #	Description	Total
1	MISC LABOUR CODE (WARRANTY)	115.00

Subtotal for Job #1: 115.00

Job #4 - Warranty

COMPLAINT: BUNGEE CORDS on rear door way, toy hauler door, ARE PULLING OFF. WOULD LIKE EXTRAS IF POSSIBLE. taped cords to check for replacement and possible extras

CAUSE: Two bungee cords on patio wall feature broke. Need to claim under warranty. See pictures.

Customer is requesting an extra set. Set of 4. Are these able to be ordered by themselves or are they part of the entire patio kit?

CORRECTION: Parts came in, put in CMR's coach. 8 pieces. On countertop.

Labor

Job #	Description	Total
4	MULTIPLE LABOR CODES	172.50

Parts

Part #	Description	Qty	Price	Total
82201235	DOOR RAMP GEN 5 PATIO BUNGEE	8.00	16.81	134.48
690159	CORD-7" SHOCK CORD W/ 2 COMPRESSION HOOKS	4.00	5.19	20.76

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT FOR JOB 4 PN:561235	1.00	12.47	12.47

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Subtotal for Job #4: 340.21

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Job #WARR02 - Warranty

COMPLAINT: WARRANTY REPAIR 2 - DECAL ON DS BOTTOM OF UNIT IS BUBBLING.

CAUSE: Decal bubbled and didn't lay down during application, may need replacement if doesn't lay down with light heat.

1.5 hours to Remove, clean and reapply decal

Part# 511891

Part received incorrectly: #511981 on 8/7/24. Reordered.

CORRECTION: 11/22/24

Had to dig up previous W/O and find pictures where decal discrepancy was.

Looked for it and decal decided to lay down on its own over the course of the season.

Trying to replace the decal will be counter intuitive at this point, the bubbles/ripples are gone.

The decal itself tucks into the J-wrap and the rear corner seal so it's not wise to disturb these seals if it isn't required.

Labor

Job #	Description	Total
WARR02	MULTIPLE LABOR CODES	172.50

Parts

Part #	Description	Qty	Price	Total
822001981	DC 10 RH SOLITUDE 2023	1.00	12.43	12.43
690159	CORD-7" SHOCK CORD W/ 2 COMPRESSION HOOKS	4.00	5.20	20.80

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT	1.00	12.48	12.48

Subtotal for Job #WARR02: 218.21

Job #5 - External

COMPLAINT: ROOF CLEAN AND CONDITION PAIRED WITH A ROOF SEALANT TOUCH UP

CAUSE: Tarnished roof membrane. Some sealant needs touch-ups. More cost effective to wash whole roof than spot clean.

CORRECTION: Wet roof and removed heavy debris. Applied bio-clean cleaner and scrubbed the appropriate ammount of times to get roof nearly new again, according to manufacturers directions.

Cleaned and sealed 6/25. Dicore needs time to cure and membrane to dry overnight.

Applied Conditioner & Protectant 6/26. Needs to dry before being pulled into sun.

Labor

Job #	Description	Total
5	ROOF CLEAN AND CONDITION	N/C

Parts

Part #	Description	Qty	Price	Total
677917009213	DICOR SELF LEVELING LAP S	4.00	N/C	N/C
758957024098	BIO KLEEN 1 GALLON ROOF CLEANER AND PROTECTANT	1.00	N/C	N/C
058957002073	AMAZING ARMOR 32 OZ	1.00	N/C	N/C
758957003079	AMAZING CLEANER 32 OZ	1.00	N/C	N/C



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Subtotal for Job #5: 0.00

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Job #WARR03 - Warranty

COMPLAINT: WARRANTY REPAIR 3 - CONSTANT RAIN, LEAKING INTO UNIT. HAPPENED ONE OTHER TIME. CHECK OUT FOR WARRANTY.

CAUSE: Water leaking into garage/living main slide. Small pool on floor front ODS under slide corner.

Dried area good, and hosed down slide to simulate heavy rain.

Was able to reproduce issue. Tried hosing down when slide out, did not work. Brought slide back in and repeated process. main slide leaking when full in.

Couldnt pinpoint leak from inside with multiple attempts, seemed to be growing out of floor or wall.

Noticed outside front corner bottom seals not stacked appropriately. Possibly catching water and running behind wall.

Resealed behind and around suspected leak area, still didn't stop.

Finally found leak. Water running behind schwintek pillar and dripping out at bottom on inside.

1hr to add another d-seal and refresh silicone, needs to be properly cleaned and adhesive promoter applied.

CORRECTION: Top of slide wall looks slightly bowed. Added a second D-Seal, attached to T-Molding. Refreshed silicone above Bulb/D-seal and no more leaking. Seems water tight now.

Labor

Job #	Description	Total
WARR03	MISC LABOUR CODE (WARRANTY)	57.50

Parts

Part #	Description	Qty	Price	Total
711217014901	D SEAL W/PSA TAPE BLACK	7.00	1.50	10.50

Subtotal for Job #WARR03: 68.00

Job #WARR04 - Warranty

COMPLAINT: WARRANTY REPAIR 4 - BY BEDROOM DOOR THERE IS A TRIM PIECE LOOSE. WHEN WALKING IN TO BEDROOM, IT IS ON THE RIGHT SIDE OF THE UNIT.

CAUSE: Bottom of door threshold/frame molding out of position, is this what we are reffing to? Please specify more details

Doorframe not square with wallpanel. Difference on top edge is 1/8" bottom is 5/8"

1hr to fix/modify doorway.

CORRECTION: Removed molding. Trimmed back framing 1/4" about half way up. Threshold is fitting much better.

Reapplied molding with gorilla glue and two extra fasteners on bottom.

Labor

Job #	Description	Total
WARR04	MISC LABOUR CODE (WARRANTY)	57.50

Subtotal for Job #WARR04: 57.50

Job #WARR05 - Warranty

COMPLAINT: WARRANTY REPAIR 5 - ABOVE THE BATHROOM DOOR, OUTSIDE THERE IS SEAM TAPE THAT IS CRACKED AND COMING APART. CHECK OUT FOR REPAIR.



CAUSE: Seam tape stretched to point of tearing, needs replacement. Remove & replace. 45minutes

WE HAVE 6" SEAM TAPE ONHAND will take some extra time to cut down to 1" for repair.

CORRECTION: Replaced 16" strip of 1" seam tape. Modern Maple color using part# 611043 onhand.

Labor

Job #	Description	Total
WARR05	MISC LABOUR CODE (WARRANTY)	57.50

Subtotal for Job #WARR05: 57.50

Job #6 - External

COMPLAINT: Transferred to GRV*10684B on 21 NOV 24

Estimate amount was 0.00

CMR CALLED GD AND GOT CASE#00693710 - STATED THAT:

-WE RESEALED THE ROOF FOR THEM, BUT THE MAIN SEAL ON THE ROOF IS STILL CRACKED AND NOT SEALED PROPERLY.

-THAT THE BEDROOM DOOR REPAIR WAS NOT DONE, THE DOOR IS STILL COMING OFF THE TRACK AND NOT FIXED.

-WHERE THE LEAK IN THE UNIT WAS, THERE IS A CABINET AT THE BOTTOM OF THE UNIT THAT NEEDS TO BE REPLACED NOW BECAUSE WHEN IT WAS LEAKING WATER THE CABINET DOOR IS NOW SWOLLEN AND WATER LOGGED.

CMR EXPRESSED FRUSTERATION AND WANTS GRAND DESIGN TO REPLACE HIS ENTIRE UNIT BECAUSE OF THE ISSUES WITH THE UNIT. I EXPLAINED TO THE CMR THAT WE AS A COMPANY CAN NOT APPROVE THAT AND HE WOULD HAVE TO DISCUSS WITH GRAND DESIGN. HE STATES THAT HE EXPRESSED THAT TO GRAND DESIGN, AN THEY INSTRUCTED HIM TO CALL US. I EXPLAINED THAT THEY WERE WANTING IT BROUGHT IN FOR THE REPAIRS. AT THIS TIME CMR DID NOT WANT THE REPAIRS, ONLY THE UNIT REPLACEMENT.

CALLED OUT TO TERRY (WHO ORIGINALLY SPOKE WITH CMR) AT GRAND DESIGN AND SPOKE WITH ANOTHER GENTLEMAN ABOUT THE DISCUSSED MATTER WITH CMR. THEY STATED THAT PER THE LOGGED CALL, IT WAS NEVER DISCUSSED THAT THE UNIT WOULD BE REPLACED, AND ONLY DISCUSSED THE REPAIRS THAT NEEDED TO BE REDONE/DONE PROPERLY. I EXPLAINED TO HIM THAT IS NOT WHAT CMR DISCUSSED WITH ME, AND THEY SHOULD FURTHER REACH OUT TO VERIFY IF THERE WAS MISSCOMMUNICATION W/ CMR. WAITING FOR FURTHER UPDATE FROM MIKE OR SOMEONE AT GD.

CAUSE: window that leaked and ran in the wood side that comes down swelled up from the water damage.

Subtotal for Job #6: 0.00

Parts Total:	208.77
Labour Total:	977.50
Sublet Total:	0.00
Extras Total:	59.95

WORK ORDER TOTAL: 1,246.22

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: 25 Nov 2024

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