

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

WORK ORDER # 10684B

Date In:	21 NOV 24	Author:	MGRAY
Promised Date:	01 MAR 25	Stock No:	
:		Year:	2023
Customer Name:	17156 - WINTER, MICHEL	Manufacturer:	GRAND DESIGN
Address:	E10844 TERRYTOWN RD	Brand:	MOMENTUM G-CLASS
:	BARABOO, WI	Model:	30G
Postal/Zip:	53913	Miles/Hrs:	
Phone#(res):	(608) 852-4063	Exterior Color:	
Phone#(bus):		Unit Type:	TT-TRAVEL TRAILER
Cell Phone:		License#:	
Email:	MWINTER074@GMAIL.COM	Tag#:	
Purchased Date:		:	
Delivery Date:		:	
InService Date:		:	
Serial#:	573TM3528P1219850	:	

Job # Description JOB INFORMATION Type Bill To

6 COMPLAINT: CMR CALLED GD AND GOT CASE#00693710 - E 17156 WINTE
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
FRUSTRATION 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

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Job #   Description           JOB INFORMATION           Type Bill To
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                                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.
WARR      COMPLAINT:  WARRANTY REPAIR 1 - WE HAD PREVIOUSLY           W      1020    GRAND
                                FIXED THE REAR LIGHTS, NOW THEY HAVE
                                STARTED BLOWING THE FUSES AGAIN. BACK
                                LIGHTS ABOVE THE RAMP DOOR. CUSTOMER
                                STATES THAT WHEN THE REAR AWNING/RAMP
                                LIGHTS ARE ON ALONG WITH THE BEDROOM AND
                                KITCHEN LIGHTS IS WHEN THE FUSE IS BEING
                                BLOWN.
CAUSE:    Unknown, turned on rear patio light
                                strip, working as expected, is this the
                                light in question? Kept rear patio light
                                on all night, still works fine in
                                morning. Decided to hook up 7way
                                tester to check all lights on exterior.
                                Gave power to running lights, rear
                                bottom corner red clearance lights not
                                lighting up, but awning light on DS and
                                scare light on ODS illuminated when
                                given power to running lights. This
                                should absolutely not happen. All other
                                running lights working as expected, but
                                also illuminating other incorrect
                                lights. This issue points to incorrect
                                wiring and will require further
                                diagnostic time, starting with tracing
                                power back from battery and figuring out
                                where the distribution issue is. Was
                                previously worked on at GeneralRV
                                Wixom,MI This would have been caught
                                at the selling dealership had they done
                                a proper pre-delivery inspection.
                                Submit to warranty for approval.
                                REQUESTING 3 HOURS
CORRECTION: BROUGHT THE UNIT INTO THE SHOP AND HAD
                                IT HOOKED UP TO A 7WAY CONNECTION FOR
                                ANBOUT 3.5 HOURS AND WE WERE UNABLE TO
                                REPLICATE THE COMPLAINT WITH A FUSE

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WARR	COMPLAINT:	BLOWING WHEN THE REAR LIGHTS ARE TURNED ON WITH ALL OTHER LIGHTS. WE DID FIND THAT THE CLEARANCE LIGHTS ON EITHER SIDE OF THE UNIT DO NOT WORK WARRANTY REPAIR 2 - THE SLIDING DOOR WE HAD FIXED, WHERE WE HAD PUT THE SCREWS HAS MADE IT HIT THE MAGNET AND NOW IT NEEDS TO PULLED BACK FURTHER TO GET IT TO CLOSE PROPERLY. WOULD LIKE THE PARTS NEEDED TO FIX PROPERLY SPUT IN THE UNIT FOR HIM TO REDO THE REPAIR HIMSELF. - CMR STATES "So he wants a completely new strip ordered for that side, and then we're gonna install that ourselves. He doesn't want anyone there taking the old one off, putting the new one on. We're just gonna do it." CAUSE: Needs a new strip? The door frame cover? It's called a door casing. Can't find a part number for it through GD website, have to send in a parts inquiry, black plastic casing. Measures 3" x 78-1/4" After careful consideration of previous work done in an attempt to repair doorjam, we should replace wood stud on DS of doorjam. This piece was modified in previous repair to make casing stay in place. Because the wood stud was not straight and flush it caused the door casing to constantly pop off, stud is twisted and also gorilla glue was used on previous casing, glue can not be removed for new casing to sit flush. CORRECTION: Replaced door casing stud, replaced door casing with provided part. GLUED IN PLACE, sorted smaller screws for magnetic stay and ran them straight unlike manufacturer's instillation. APPROVED 4 HOURS Replaced door casing stud, replaced door casing with provided part. Sorted smaller screws for magnetic stay and ran them straight unlike manufacturer's instillation. Puttied nail holes in trims. DONE	W	1020	GRAND
WARR	COMPLAINT:	WARRANTY REPAIR 3 - 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. CAUSE: States cabinet door and cabinetry is	W	1020	GRAND

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water damaged and swollen.

CORRECTION: Checked where previous water issue was happening on back side of countertop where meets slide. No signs of water damage. Some dirty calking at base that's about it. For good measure checked every cabinet door in coach for possible water damage. None. See pictures. Everything looked dry, despite the heavy rains we have seen this week.

WARR COMPLAINT: WARRANTY REPAIR 4 - Recalls/Field W 1020 GRAND
Campaign - Curt Axle Grease Zerk - 23V-455/2023-367

CAUSE: Recall 2023-367

CORRECTION: Tightened axle grease zerks to recall instruction specs. APPROVED .70 HOURS OF LABOR

WARR COMPLAINT: WARRANTY REPAIR 5 - DIAGNOSE THE W 1020 GRAND
CLEARANCE LIGHTS NOT WORKING PROPERLY.

CAUSE: Rear marker lights were installed upside down allowing water to enter the weap-holes where moisture should be exiting. Components on inside are oxidized and corroded. Requires replacement. Submit to warranty.

CORRECTION: REQUESTING .50 HOURS FOR LABOR APPROVED .50 FOR LABOR

1 COMPLAINT: THE VERY REAR SEAL ON THE UNIT IS NOT I SEP POLIC
SEALED PROPERLY- NEEDS TO BE RE-DICORED
IT IS THE SEAL THAT RUNS ALONG THE VERY
REAR OF THE UNIT HORIZONTALLY- SEE
KAITLYN FOR MORE INFORMATION-

CAUSE: There was a 4" strip of eternabond tape, covering the back edge of the roof. It was peeling up where it was covering the screws in screwtrack.

CORRECTION: Went over and added dicore where rear roof seals was questionable. Very watertight now.

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Job # Part No      Description      PARTS    Bill to    Qty    Price    Total
*****
WARR0 82201570      691570 - TRIM 2 7/8 CAP    W-1020      1      1.66      1.66
WARR0 822071312      RED MARKER LIGHT          W-1020      2      2.85      5.70
1      677917000661    10.3oz LAP SEALANT WHITE    I-SEP      1     10.34     10.34
WARR0 82201026      611026 - SEAM TAPE 7/8 X    W-1020     10      0.22      2.20
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Job#  Lab Code  Description  LABOUR  Mech Bill to    Hrs    Rate    Total
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ARR01 Z992      MISC LABOUR CODE (WARR RW    W-1020     0.00   115.00     0.00
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Job#  Lab Code  Description    LABOUR    Mech Bill to      Hrs      Rate      Total
*****
ARR01 Z992      MISC LABOUR CODE (WARR RW    W-1020      0.50    115.00    57.50
ARR02 Z992      MISC LABOUR CODE (WARR RW    W-1020      0.49    115.00    56.35
ARR02 Z992      MISC LABOUR CODE (WARR RW    W-1020      0.01    115.00     1.15
ARR02 WARR      MANUFACTURER WARRANTY RW    W-1020      0.00    115.00     0.00
ARR02 WARR      MANUFACTURER WARRANTY RW    W-1020      0.50    115.00    57.50
ARR03 Z992      MISC LABOUR CODE (WARR RW    W-1020      0.50    115.00    57.50
ARR04 Z992      MISC LABOUR CODE (WARR RW    W-1020      0.50    115.00    57.50
ARR05 Z992      MISC LABOUR CODE (WARR RW    W-1020      0.12    115.00    13.80
ARR05 Z992      MISC LABOUR CODE (WARR RW    W-1020      0.38    115.00    43.70
   1 Z991      MISC CODE (NTERNAL)      RW    I-SEP       0.50     70.00    35.00
ARR02 WARR      MANUFACTURER WARRANTY RW    W-1020      0.00    115.00     0.00
ARR02 WARR      MANUFACTURER WARRANTY RW    W-1020      0.00    115.00     0.00

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Job #  Excode    Description    EXTRAS      bill to      Qty      Price      Total
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   6  SSE        SHOP SUPPLIES - EXTERNAL    E-17156     1.00       0.00       0.00
ARR02  FRT        FREIGHT                        W-1020     1.00    118.69    118.69

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                        BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
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I      SEP        10.34      35.00      0.00      0.00      0.00      45.34
W      1020        9.56      345.00      0.00    118.69      0.00      473.25

      Totals      19.90      380.00      0.00    118.69      0.00      518.59

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