

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: 25 DEC 24 Stock No:
: Year: 2023
Customer Name: 1020 - GRAND DESIGN Manufacturer: GRAND DESIGN
Address: 11333 COUNTY RD 2 Brand: MOMENTUM G-CLASS
: MIDDLEBURY, IN Model:
Postal/Zip: 46540 Miles/Hrs:
Phone#(res): 888-825-2820 Exterior Color:
Phone#(bus): Unit Type: TT-TRAVEL TRAILER
Cell Phone: License#:
Email: NONE Tag#: GD CASE NUMBER # 00693
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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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 FIXED THE REAR LIGHTS, NOW THEY HAVE STARTED BLOWING THE FUSES AGAIN. BACK LIGHTS ABOVE THE RAMP DOOR.	W	1020	GRAND
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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: ...

WARR	COMPLAINT:	WARRANTY REPAIR 2 - THE SLIDING DOOR WE HAD FIXED, WHERE WE HAD PUT THE SCREWS HAS MADE IT HIT THE MAGENT 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. -	W	1020	GRAND
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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"

CORRECTION: ...

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 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 Campaign - Curt Axle Grease Zerk - 23V-455/2023-367

CAUSE: Recall 2023-367

CORRECTION: Tightened axle grease zerks to recall instruction specs.

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
ARR01	Z992	MISC LABOUR CODE	(WARR RW	W-1020	0.00	115.00	0.00	
ARR02	Z992	MISC LABOUR CODE	(WARR RW	W-1020	0.49	115.00	56.35	
ARR03	Z992	MISC LABOUR CODE	(WARR RW	W-1020	0.50	115.00	57.50	
ARR01	Z992	MISC LABOUR CODE	(WARR RW	W-1020	0.50	115.00	57.50	
ARR02	Z992	MISC LABOUR CODE	(WARR RW	W-1020	0.01	115.00	1.15	
ARR04	Z992	MISC LABOUR CODE	(WARR RW	W-1020	0.50	115.00	57.50	

Job #	Excode	Description	EXTRAS	bill to	Qty	Price	Total
6	SSE	SHOP SUPPLIES - EXTERNAL	E-17156	1.00	0.00	0.00	

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BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
W	1020	0.00	230.00	0.00	0.00	0.00	230.00
	Totals	0.00	230.00	0.00	0.00	0.00	230.00

&k2S
&k0S