

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 - 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	E	17156 WINT

Continued on page 2

Work Order : 10684B

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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.
                                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.
                                CORRECTION: ...
WARR    COMPLAINT: WARRANTY REPAIR 2 - THE SLIDING DOOR WE          W    1020    GRAND
                                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. -
                                CMR STATES "So he wants a completely new

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Continued on page 3

Work Order : 10684B

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 W 1020 GRAND
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.

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	

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

BILLINGS SUMMARY							
Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
W	1020	0.00	172.50	0.00	0.00	0.00	172.50
Totals		0.00	172.50	0.00	0.00	0.00	172.50

Continued on page 4

Work Order : 10684B

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