

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

WORK ORDER # 10827

Date In: 16 JUL 24 Author: KOTT
Promised Date: 25 DEC 24 Stock No: 11082
: Year: 2022
Customer Name: 17385 - WILLIAMS, JEFF Manufacturer: FOREST RIVER
Address: 980 ARCHERS WAY Brand: PUMA TT
: Model: 25BHFQ
Postal/Zip: 54457 Miles/Hrs:
Phone#(res): 7154516222 Exterior Color:
Phone#(bus): Unit Type: TT-TRAVEL TRAILER
Cell Phone: License#:
Email: JKWILL10@GMAIL.COM Tag#:
Purchased Date: 20 JUN 24 :
Delivery Date: 28 JUN 24 :
InService Date: :
Serial#: 5ZT2PUPB7N4016293 :

Job # Description JOB INFORMATION Type Bill To

1 COMPLAINT: CUSTOMER STATES THAT HOT WATER HANDLE W 1021 FORES
FOR THE BATHROOM SINK LEAKS- WOULD LIKE
DIAGNOSED-
CAUSE: Check bathroom vanity faucet handles for
leaks. DIAG ONLY
CORRECTION: Tested faucet and even ran hot water to
try to duplicate leak. No leak present.
2 COMPLAINT: CUSTOMER STATES THAT THE TOILET PAPER W 1021 FORES
ROLL HOLDER PULLED OUT OF THE WALL-
CAUSE: Toilet paper dispenser pulled out of
cabinet. WILL NEED .80 FOR REPAIRS.
CORRECTION: Install wood backer in cabinet. Then
install dispenser.
3 COMPLAINT: CUSTOMER STATES THAT THE TOP BUNK BED W 1021 FORES
SUPPORTS COLLAPSED- CUSTOMER STATES THAT
HIS SON IS 220 POUNDS AND THE WEIGHT
LIMIT IS 300-
CAUSE: Bunk supports got torn out of wall. Will
need to rebuild bunk and replace wall
panel on right side. Panel got
scratched. Need styles to match for new
supports for bunk. Need 3" styles by 4'.
4- 8'in total. Should replace hinges
with a piano hinge. Length 8'. Will also
need to replace the jackknife sofa as
the frame is bent. Also need to readjust
slideout in opening. It's out of square.
12 hours labor total.

Continued on page 2

Work Order : 10827

```

*****
Job #   Description           JOB INFORMATION           Type Bill To
*****
CORRECTION: Wait for approval.
4  COMPLAINT: CUSTOMER STATES THAT THE SEPERATER WALL W 1021 FORES
    HOLDER BROKE AND NEEDS TO BE REPLACED-
    CAUSE: Latch for bunk room door bent and loose
           on door. WILL NEED .50 FOR REPAIRS.
    CORRECTION: Straighten latch then reattached with
                longer screws and lubricated Striker
                plates. Tested good.
5  COMPLAINT: CUSTOMER STATES THAT THE MICROWAVE DOES W 1021 FORES
    NOT WORK- WOULD LIKE TO HAVE DIAGNOSED-
    CAUSE: Test microwave for operation. Not
           working. Micro does not heat up water.
           Pull micro to get model number.pics
           uploaded. Half hour labor.
    CORRECTION: Installed new microwave and tested good.
6  COMPLAINT: CUSTOMER STATES THAT THERE IS one BUMPER W 1021 FORES
    CAPS ON HIS UNIT-
    CAUSE: Bumper cap missing on ds. WILL NEED .10
           FOR REPAIR AND PART.
    CORRECTION: Install bumper cap.
7  COMPLAINT: CUSTOMER STATES THAT THE OUTDOOR SHOWER W 1021 FORES
    LOCK DOES NOT WORK
    CAUSE: Test outside shower lock. Not working.
           WILL NEED .30 FOR REPAIR AND PART.
    CORRECTION: Does work but you have to wiggle the
                key. Install new lock anyway. Tested
                good.
8  COMPLAINT: CUSTOMER STATES THAT all of the USB DO W 1021 FORES
    NOT CHARGE- NEEDS TO BE DIAGNOSED- for
           sure one in slide out and the one in
           dinette do not work.
    CAUSE: Check USB charge ports. Customer states
           none of them work. DIAG ONLY.
    CORRECTION: Tested all USB charging port with my
                charge cord, and charge ports worked.
                Customer my have bad charge cords.
9  COMPLAINT: CUSTOMER STATES THAT THE FAUCET IN THE W 1021 FORES
    BATHROOM LEAKS
    CAUSE: Customer says the bathroom faucet
           leaks..
    CORRECTION: Tested ok. No leaks found.
10 COMPLAINT: CUSTOMER STATES THAT THE SHOWER DOES NOT W 1021 FORES
    WORK - FIXED WITH TAKING OUT THE
           DIFFUSER, BUT WITH THAT OUT NOW IT JUST
           TRICKLES OUT.
    CAUSE: Test shower head for operation. Customer
           say it don't work. DIAG ONLY.
    CORRECTION: When tested it worked good. Maybe they
                had the handle turned off.

```

Continued on page 3

Work Order : 10827

WARR COMPLAINT: WARRANTY REPAIR 1 - THE VALVE FOR EMPTYING THE TANK SPINS ALL THE WAY AROUND. NEED TO CHECK OUT FOR IF THIS IS NORMAL. W 1021 FORES
 CAUSE: Dump valve for fresh tank spins around on threads. Not tight in tank. WILL NEED .50 FOR REPAIRS.
 CORRECTION: Tighten dump valve then resealed around valve with foam.

WARR COMPLAINT: WARRANTY REPAIR 2 - TOILET DOES NOT HOLD ANY WATER. IN THE INSTRUCTIONS FOR THE TOILET IS STATES THAT IT IS SUPPOSED TO HOLD WATER, BUT IT DOES NOT. W 1021 FORES
 CAUSE: Toilet ball valve doesn't hold water. Needs new seal or new toilet. 1 hour labor.pics uploaded. Installed new ball valve gasket,and it still won't hold water. Internal leak. Needs new toilet.
 CORRECTION: Approval.

WARR COMPLAINT: WARRANTY REPAIR 3 - THERE IS A SEPARATER FROM THE BUNKS THAT IS COMING APART. W 1021 FORES
 CAUSE: Bunk room door is coming apart.
 CORRECTION: Refasten panel and trim on door.

WARR COMPLAINT: WARRANTY REPAIR 20 rear slide for bunk bed is out of square and out of timing from side to side. Will need to readjust whole slide. 5 hours labor. W 1021 FORES
 CAUSE: Rear bunk slide out of square and out time side to side. Pics uploaded.
 CORRECTION: ... APPROVED .50HOURS LABOR

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
5	F100374240	MICROWAVE, MAGIC CHEF	1	W-1021	1	329.63	329.63
6	014717403023	BUMPER CAPS		W-1021	1	2.74	2.74
WARR0	0713814073398	KIT, FLUSH BALL SEAL		W-1021	0	43.26	0.00

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
1	Z992	MISC LABOUR CODE	(WARR TD		W-1021	0.25	115.00	28.75
1	Z992	MISC LABOUR CODE	(WARR TD		W-1021	0.25	115.00	28.75
2	Z992	MISC LABOUR CODE	(WARR TD		W-1021	0.00	115.00	0.00
2	Z992	MISC LABOUR CODE	(WARR TD		W-1021	0.07	115.00	8.05
2	Z992	MISC LABOUR CODE	(WARR TD		W-1021	0.43	115.00	49.45
3	Z992	MISC LABOUR CODE	(WARR		W-1021	0.00	115.00	0.00
3	Z992	MISC LABOUR CODE	(WARR TD		W-1021	0.09	115.00	10.35
3	Z992	MISC LABOUR CODE	(WARR TD		W-1021	0.00	115.00	0.00
3	WARR	MANUFACTURER WARRANTY			W-1021	0.00	115.00	0.00
4	Z992	MISC LABOUR CODE	(WARR TD		W-1021	0.50	115.00	57.50
5	Z992	MISC LABOUR CODE	(WARR TD		W-1021	0.38	115.00	43.70

Continued on page 4

Work Order : 10827

```
*****
Job#  Lab Code  Description  LABOUR  Mech Bill to    Hrs    Rate    Total
*****
   5  Z992      MISC LABOUR CODE (WARR TD  W-1021    0.12   115.00   13.80
   5  WARR      MANUFACTURER WARRANTY TD  W-1021    0.50   115.00   57.50
   6  Z992      MISC LABOUR CODE (WARR TD  W-1021    0.50   115.00   57.50
   7  Z992      MISC LABOUR CODE (WARR TD  W-1021    0.50   115.00   57.50
   8  Z992      MISC LABOUR CODE (WARR TD  W-1021    0.50   115.00   57.50
   9  Z992      MISC LABOUR CODE (WARR TD  W-1021    0.50   115.00   57.50
  10  Z992      MISC LABOUR CODE (WARR TD  W-1021    0.50   115.00   57.50
ARR01 Z992      MISC LABOUR CODE (WARR TD  W-1021    0.50   115.00   57.50
ARR02 Z992      MISC LABOUR CODE (WARR TD  W-1021    0.50   115.00   57.50
ARR02 WARR      MANUFACTURER WARRANTY TD  W-1021    0.00   115.00    0.00
ARR02 WARR      MANUFACTURER WARRANTY TD  W-1021    0.39   115.00   44.85
ARR02 WARR      MANUFACTURER WARRANTY TD  W-1021    0.11   115.00   12.65
ARR03 Z992      MISC LABOUR CODE (WARR TD  W-1021    0.50   115.00   57.50
ARR20 Z992      MISC LABOUR CODE (WARR TD  W-1021    0.42   115.00   48.30
ARR20 Z992      MISC LABOUR CODE (WARR TD  W-1021    0.08   115.00    9.20
ARR20 WARR      MANUFACTURER WARRANTY TD  W-1021    0.00   115.00    0.00
*****
```

```
*****
Job #  Excode  Description  EXTRAS  bill to  Qty  Price  Total
*****
   1  SSE      SHOP SUPPLIES - EXTERNAL  W-1021  1.00  0.00  0.00
   5  FRT      FREIGHT FOR JOB 5        W-1021  1.00  24.26  24.26
*****
```

```
*****
                                BILLINGS SUMMARY
Type Bill Id      Parts  Labour  Sublet  Extras  Tax  Total
*****
W      1021      332.37  872.85  0.00   24.26  0.00  1,229.48
      Totals      332.37  872.85  0.00   24.26  0.00  1,229.48
*****
```

&k2S
&k0S