

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

WORK ORDER # 10958B

Date In:	04 NOV 24	Author:	MGRAY
Promised Date:	30 NOV 24	Stock No:	10779
:	:	Year:	2023
Customer Name:	1020 - GRAND DESIGN	Manufacturer:	GRAND DESIGN
Address:	11333 COUNTY RD 2	Brand:	TRANSCEND XPLORE
:	MIDDLEBURY, IN	Model:	265BH
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#:	DROPPING UNIT 11-4
Purchased Date:	21 OCT 23	:	:
Delivery Date:	01 NOV 23	:	:
InService Date:	:	:	:
Serial#:	573TT3325P8825393	:	:

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*****
Job #   Description      JOB INFORMATION      Type Bill To
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WARR    COMPLAINT:  WARRANTY REPAIR 11 - ADDED 10/15 WINDOW W    1020    GRAND
        BY KITCHEN COUNTER VERY HARD TO OPEN,
        TRIM PIECE BROKE WHEN TRYING TO CLOSE
        WINDOW TO LATCH
        CAUSE:      Debris in window slide.  (15min)
        CORRECTION: Used compressed air to blow out debris
                    in channel which window slides in.
                    Used pure silicone spray lubricant to
                    lubricated window track.      Pushed
                    track back in place for screen. Track
                    came dislodged and fell out of channel.
                    Both window and screen work well now.
                    Nothing damaged or missing. No further
                    action necessary.
WARR    COMPLAINT:  WARRANTY REPAIR 12 - ADDED 10/15 WINDOW W    1020    GRAND
        IN THE LOWER BUNK IS VERY HARD TO OPEN
        CAUSE:      Debris in window slide.  (15min)
        CORRECTION: Used compressed air to blow out debris
                    in channel which window slides in.
                    Used pure silicone spray lubricant to
                    lubricated window track.      No further
                    action necessary.      Lubricating window
                    tracking is considered a general
                    maintenance task. Silicone spray is sold
                    at all major department stores in their
                    RV section. Consider purchasing a can to
                    keep windows usable in the future.
WARR    COMPLAINT:  WARRANTY REPAIR 13 - ADDED 10/15          W    1020    GRAND
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*****
Job #   Description           JOB INFORMATION           Type Bill To
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          BATHROOM ROOM DOOR, KITCHEN SIDE, BOTTOM
          BRACKET NEEDS TO BE MOVED TO HOLD THE
          DOOR WHEN CLOSED, SNAP CLOSER ABOUT TO
          FALL OUT.
CAUSE:    Improper configuration during door
          installation. Door slide catch is
          installed beyond closure point.  Button
          door holder pulled out of door.
CORRECTION: Replaced defective door slide catch.
          Fixed button by modifying an expanding
          rivet to fit in screw hole. Working
          well.
WARR      COMPLAINT:  WARRANTY REPAIR 14 - ADDED 10/15 SLIDE   W      1020    GRAND
          OUT IS STICKING WHEN COMING IN. LOOKS
          LIKE BLACK SEAM TAPE IS GRABBING AND
          ALMOST ENTIRELY PULLED OFF. WAS NOT
          DOING BEFORE AUGUST WORK
CAUSE:    On inside of slide roof... Seems like
          the wedge is a bit too extreme when
          slide is fully open. Catching on top
          flap seal of slide opening, causing
          slide tip to hang and it then pops hard
          and almost jumps. Adjustment could have
          made it worse, but also seems too
          extreme for the proper sealing of the
          opening.  Submit to warranty for proper
          course of action.
CORRECTION: ...
WARR      COMPLAINT:  WARRANTY REPAIR 15 - ADDED 10/15 WALL   W      1020    GRAND
          AND TRIM ON THE SLIDE OUT LEFT SIDE ARE
          NOT LINING UP
CAUSE:    Trim on rear side of inside wall
          sticking out in center about 1/4"
          difference from top to center. Need to
          take apart inside of wall section to
          investigate. Paneling on wall not flush
          with studs.  Submit to warranty, need
          to disassemble half of dinette and rear
          side of wall. Possibly remove window
          coverings and all trims on wall.  (3hrs)
CORRECTION: ...
WARR      COMPLAINT:  WARRANTY REPAIR 16 - ADDED 10/15 RADIO   W      1020    GRAND
          ON/OFF SWITCH HAS A SHORT, TAKES
          MULTIPLE PRESSES TO GET THE RADIO TO
          TURN ON OR OFF.
CAUSE:    Radio power button is temperamental.
          Takes a couple presses with stern
          pressure to power on occasionally.
          (20min)  Stereo should be submitted to

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warranty for replacement.

CORRECTION: ...

WARR COMPLAINT: WARRANTY REPAIR 17 - ADDED 10/15 RADIO W 1020 GRAND
 DOES NOT HAVE ANY STATION COMING IN..
 UNSURE IF THER IS ISSUE WITH THE ANTENNA
 CAUSE: Some stations are coming in, wait to
 test upon warranty replacement.
 CORRECTION: ...

 Job # Part No Description PARTS Bill to Qty Price Total

 WARR1 756815205955 ADJUST DOOR GUIDE W-1020 1 5.35 5.35

 Job# Lab Code Description LABOUR Mech Bill to Hrs Rate Total

 ARR11 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
 ARR12 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
 ARR13 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
 ARR14 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
 ARR15 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
 ARR16 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
 ARR17 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50

 BILLINGS SUMMARY
 Type Bill Id Parts Labour Sublet Extras Tax Total

 W 1020 5.35 402.50 0.00 0.00 0.00 407.85
 Totals 5.35 402.50 0.00 0.00 0.00 407.85

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