

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

WORK ORDER # 11092

Date In: 31 AUG 24 Author: MGRAY
Promised Date: 06 SEP 24 Stock No:
: Year: 2023
Customer Name: 1020 - GRAND DESIGN Manufacturer: GRAND DESIGN
Address: 11333 COUNTY RD 2 Brand: IMAGINE
: MIDDLEBURY, IN Model: 2800BH
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#: FLEXIBLE PROMIS DATE
Purchased Date: :
Delivery Date: :
InService Date: :
Serial#: 573TE3229P6646118 :

Job # Description JOB INFORMATION Type Bill To

WARR COMPLAINT: WARRANTY REPAIR 1 - LEAKI IN THE AWNING W 1020 GRAND
BY THE KITCHEN VENT FAN, WHERE AWNING
MEETS UNIT.
CAUSE: CMR complains about Black streaks from
awning where meets roofline above
kitchen hood vent. Assuming we are
talking about the gutter/screwtrack
because awning should not be leaking.
This location is where the
gutter/screwtrack is seamed together.
Needs sealant. (30min)
CORRECTION: Cleaned and resealed gutter/screwtrack
seam, soaked with soapy water, used a
nylon brush to remove debris, dried with
towel, applied quik-solv and let dry,
applied black nova-flex sealant to make
water-tight seal again.
WARR COMPLAINT: WARRANTY REPAIR 2 - SELF LEVELING DICOR W 1020 GRAND
AROUND VENTS ON ROOF ARE STARTING TO
CRACK.
CAUSE: CMR complains- SELF LEVELING DICOR
AROUND VENTS ON ROOF ARE STARTING TO
CRACK. 1. First, it's not dicore, its
Alpha sealant. If it were dicore, it
would last longer. 2. It's not
cracking, its pulling away from a couple
of the plastic plumbing vents, and the
rear skylight. (1hr, 2 tubes white

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Job #   Description           JOB INFORMATION           Type Bill To
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self-leveling dicore)
CORRECTION: Cleaned areas for resealing with
quik-solv, scrubbed clean, applied
dicore to refresh seal
WARR   COMPLAINT:  WARRANTY REPAIR 3 - ON THE UNDERBELLY IS W   1020   GRAND
        PULLING AWAY/DISCOLORING. TOWARDS THE
        FRONT OF THE UNIT
CAUSE:   Factory foamed too much in spots and
over expanded, needs to be filled in.
Foam changes color over time, just the
nature of the yellow foam.   (30min,
shop supplies)
CORRECTION: Filled in gaps in foamed areas all the
way around. Should be gap free now.
WARR   COMPLAINT:  WARRANTY REPAIR 4 -CAULKING ON THE FRONT W   1020   GRAND
        END CAP IS STARTING TO CRACK AND
        SEPARATE
CAUSE:   Using the coach causes seams to shift.
Sealant used by manufacturer does not
allow for much give. More of a hard
adhesive than a sealant.   Will need
to clean both frontcap seams thoroughly
and run bead of black nova-flex sealant
(45min, 1 tube black nova-flex)
CORRECTION: ...
WARR   COMPLAINT:  WARRANTY REPAIR 5 - WHEN OPENING THE     W   1020   GRAND
        EXTERIOR DOOR IN THE MAIN BEDROOM DOOR
        THE LATCH THE HOOKS THE DOOR TO STAY
        OPEN IS BROKEN LATCH IN THE MAIN BEDROOM
        IS BROKEN OFF.
CAUSE:   Broken plastic door stay. Just a really
bad place and style to use. Warranty
will only approve of exact replacement.
Recommend a metal one and move the
placement.   (30min)
CORRECTION: Replaced door stay latch, with a similar
style AP Products brand. Butal taped
fastener holes and fastened latch in
place. Had to use rivets on door side
top because screws wouldn't hold
anymore. Tested ok.
WARR   COMPLAINT:  WARRANTY REPAIR 6 - LATCH ON THE EXERIOR W   1020   GRAND
        DOOR THAT LEADS INTO MAIN BEDROOM
        LATCHES HARD AND NEED TO BE SLAMMED OR
        JOLTED TO LATCH PROPERLY.
CAUSE:   CMR states door is hard to close, needs
to be slammed for latch to catch.
Recommend adjusting door camber for
easier closure.   (15min)

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CORRECTION: Took some camber out of the door itself, closes much easier now.

WARR COMPLAINT: WARRANTY REPAIR 7 - TRIM BY THE BUNKS IS W 1020 GRAND
 COMING OFF AND NEEDS TO BE SECURED BACK INTO PLACE.

CAUSE: Trim came loose by rear entrance door, bunk side. (10min)

CORRECTION: Pin nailed back into place. Secure again.

WARR COMPLAINT: WARRANTY REPAIR 8 -EXTERIOR DOOR BY THE W 1020 GRAND
 BUNKS WHEN AWNING IS OUT RUBBS ON THE FABRIC.

CAUSE: CMR states awning rubbing on door when opened. Awning arms not staying straight when put out. Pitch control is loose and needs tightning, causing both arms to fully itch and fabric contacts door. Hardware is worn beyond repair, arms should be replaced under warranty. (2.5hr)

CORRECTION: Removed Existing bolts and nuts for pitch control, upgraded to a finer thread bolt for more tension. Kinda works for now, new arms need to be ordered per warranty. 63" Solara. See pic of tag.

WARR COMPLAINT: WARRANTY REPAIR 9 - ONE OF THE TANK W 1020 GRAND
 VALVES IS LEAKING, UNSURE WHICH ONE. LEAKING IN BY WHERE THE DUMP VALVE IS THAT IS CONSANT. NOTICES MOSTLY WHEN TAKES OFF THE COVER. CUSTOMER STATES ITS MAYBE LIKE 12OZ.

CAUSE: CRM complains valves are leaking, unsure which one. Residual liquids in line when installing dump cap. Valves are holding back water pressure as they should.

CORRECTION: Filled all holding tanks to 1/3 reading and observed the single dump for signs of valve leak-by. Nothing dripping after removing cap and draining residual waste in system. What CMR is experiencing is liquids left in the 25' drain line coming from Gray tank 1 that holds waste from kitchen sink. If CMR finds this a continuing problem, aftermarket products like valves that attach to dump can solve this. Dumped Tanks after the whole process. CMR might want to use the black tank flush more often, alot of solids came out during dump.

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WARR COMPLAINT: WARRANTY REPAIR 10 - ELECTRIC COVER OF THE POWER OUTLET DOES NOT LATCH. UNSURE IF IT IS SUPPOSED TO LATCH OR IF IT JUST LAYS DOWN FLAT. W 1020 GRAND

CAUSE: Cover for shore power not latching, needs replacement, it should latch closed. 50A

CORRECTION: Replaced with on-hand Furrion 50amp shore power outlet. Closes nicely now, tested ok.

WARR COMPLAINT: WARRANTY REPAIR 11 - SCREW MISSING IN THE SKIRTING NEAR THE PORTABLE WATER FILL, WOULD LIKE REPLACED. W 1020 GRAND

CAUSE: Screw missing that attaches skirting to stability bracket (15min)

CORRECTION: Replaced missing screw.

WARR COMPLAINT: WARRANTY REPAIR 12 - EXTERIOR DOOR BY THE BUNK, THE SCREWS IN THE SCREEN DOOR ARE COMING LOOSE AND NEED TO BE TIGHTENED REPEATITIVELY OF THEY WILL FALL OUT. DOOR COME LOOSE. CUSTOMER STATES THAT ITS ALMOST LIKE THEY ARE STRIPPED OUT- W 1020 GRAND

CAUSE: Weak door structure. Fasteners not adequate for ammount of force. Screws were stripped out and loose, not holding any longer. (20min)

CORRECTION: Filled screw holes with gorilla glue and ran in larger screws. Should work better. If these eventually fail, we may need to use rivets in the future.

WARR COMPLAINT: WARRANTY REPAIR 13 - MAIN BEDROOM CLOSET, ON THE SIDE OF THE SLIDE, WHERE CLOSET ROD HANGS IT IS LOOSE. W 1020 GRAND

CAUSE: Screw holding rod bracket in ODS closet, overtightned at factory. (10min)

CORRECTION: Replaced screw with slightly larger screw, holding firmly again.

WARR COMPLAINT: WARRANTY REPAIR 14 - A/C DOES NOT RUN FOR LONG PERIODS OF TIME, SEEMS TO ONLY RUN FOR ABOUT 5 MINUTES AT A TIME THEN SHUTS OFF. DOES NOT PROPERLY COOL UNIT. ALMOST LIKE IT IS SHORT CYCLING- W 1020 GRAND

CAUSE: Unknown cause. Ambient temperature in coach is 74F today, set thermostat to 60. It's been running for 10min without issue. Coach temperature dropped to 67F
A/C Continued to run until tempature reached 60F. No problem found. Likely needs to be tested in different weather circumstances.

CORRECTION: ...

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|------|---|---|------|-------|
| WARR | <p>COMPLAINT: WARRANTY REPAIR 15 - LED LIGHTS ON THE FRONT CAP LOOK TO BE COMING LOOSE WOULD LIKE VERIFICATION THAT THE LIGHTS ARE STURDY AND SEALED PROPERLY.</p> <p>CAUSE: Front cap lights coming loose. Adhesive tape attached to light strip is failing. Clear protective coating on led strip starting to come off. LEDs should be replaced, about to be moisture damaged from failing rubber coating. (1.5hr)</p> <p>CORRECTION: Removed lights, scraped old adhesive off with nylon blade, removed residue with quik-solv, preped surface with adhesion promoter, applied new LED strips, wired connections. Had to slightly expand wiring opening to allow a butt-connector to pass through. Calked opening, tested ok, looks great.</p> | W | 1020 | GRAND |
| WARR | <p>COMPLAINT: WARRANTY REPAIR 16 - RUBBER COVER ON THE FRONT JACK IS COMING OFF AND DAMAGED. CUSTOMER STATES THAT THE BUTTON TO MOVE THE JACK UP AND DOWN IS ALSO CRACKED- CMR states rubber protector on switch has a gap in it. This component keeps the internal electronics from getting moisture damage. (1hr)</p> <p>CORRECTION: We had a similar tongue jack in our salvage bin. I disassembled the broken one to get an undamaged switch. Tested ok.</p> | W | 1020 | GRAND |
| WARR | <p>COMPLAINT: WARRANTY REPAIR 17 - THERE IS TRIM IN THE BATHROOM COMING DOWN AND NEEDS TO BE REPAIRED- THE TRIM IS ABOVE THE DOOR-</p> <p>CAUSE: Trim pulled off the wall</p> <p>CORRECTION: Shot 4 pin nails where they were needed, now reattached.</p> | W | 1020 | GRAND |
| WARR | <p>COMPLAINT: WARRANTY REPAIR 18 - CAULKING ON THE OUTSIDE KITCHEN COMPARTMENT DOOR LOOKS THIN. NO CURRENT LEAKING, BUT WORRIED LEAKING MAY START IF CAULKING ISN'T REDONE.</p> <p>CAUSE: CMR requests refreshing seal around outdoor kitchen door, sealant looks thin. Slight gap on top not mounted 100% flush, was filled in with sealant at factory. (30min)</p> <p>CORRECTION: Cleaned and sealed outdoor kitchen door, added new layer of clear silicone sealant to help keep moisture out.</p> | W | 1020 | GRAND |
| WARR | <p>COMPLAINT: WARRANTY REPAIR 19 - CORNERS ON THE BED IN THE MAIN BEDROOM, . BED HAS THE LIFTS WITH STORAGE UNDER BED, CORNERS ON THE</p> | W | 1020 | GRAND |

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PLYWOOD UNDERNEATH ARE ROUGH AND CATCH ON THINGS. SHOULD THEY BE SANDED DOWN?
 CAUSE: CMR requests sanding down edges bed base. Wood is rough and catches things. Advise replacing with actual plywood, OSB is rough by nature and wont sand well, will likely fall apart more. Other options is adding some plastic corner trim to guard edge. Check with CMR and advise.

CORRECTION: ...

WARR COMPLAINT: WARRANTY REPAIR 20 - SEES BUBBLING IN THE ROOF WOULD LIKE INSPECTED FOR FURTHER RECOMMENDATION. UNSURE IF THIS IS NORMAL OR NOT. W 1020 GRAND

CAUSE: CMR sees rippling in the roof membrane. Unsure if is an issue. Rippling in roof membrane is common and exists in nearly all RV roofs. Contributing factors involved include; the sealants used stretch membrane what they cure and shrink, the seed the factory installs the membrane doesnt always allow for time to pull fabric tight on corners or edges, the adheasive that is applied to decking prior to fabric being laid down can sometimes preparturely cure causing fabric to not stick completely.

CORRECTION: NPF, membrane is moisture tight and ripples are common on most RVs. Over time and with heat from the sun, the fabric will eventually shrink and tightn up.

1 COMPLAINT: CUSTOMER STATES THAT THE TOILET IS NOT HOLDING ANY WATER- WOULD LIKE TO HAVE LOOKED AT- W 1020 GRAND

CAUSE: CMR states toilet not holding water.

CORRECTION: NPF. After testing dump valve seals toilet seemed to hold water overnight fine. Dumped water and added a gallon from bucket. Heald in bowl all day. If problem existed it may have been caused by debris getting caught in seal. Seal is holding liquid fine.

2 COMPLAINT: CUSTOMR STATES THAT THE TRIM ON ALL OF THE WINDOWS IS SHRINKING- THERE IS ANYWHERE BETWEEN A QUARTER INCH GAP AND A HALF INCH GAP IN ALL OF THEM- W 1020 GRAND

CAUSE: Rubber seals/ Glazing on windows either shrank or were short at manufacturers installation. (1.5hr, 14' window glazing)

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CORRECTION: Cut and fit new rubber seals/ glazing on windows where issue presented. Also silicone lubricated window tracks.

3 COMPLAINT: CUSTOMER STATES THAT THE TIRE ON THE DS W 1020 GRAND REAR IS WEARING UNEVENLY-

CAUSE: CMR concerned tire is wearing unevenly.

CORRECTION: NPF. Took a close and measured look at tire(s), can't seem to find a single problem with them. Felt circumstance of tire feeling for signs of uneven wear, feels very smooth. Took multiple tread depth readings on described tire and is consistant with 8/32nds, a new tire measures about 9/32nds. Tire is reading a healthy 78psi.

| Job # | Part No | Description | PARTS | Bill to | Qty | Price | Total |
|-------|--------------|--------------------------|-------------|---------|-------|-------|-------|
| WARR0 | 677917000333 | Dicor 501LSW-1 EPDM Self | W-1020 | 2 | 9.59 | 19.18 | |
| WARR0 | 146881 | NOVAFLEX SEALANT BLACK | W-1020 | 1 | 14.42 | 14.42 | |
| WARR0 | 601320922784 | DOOR HOLDER PLASTIC BLAC | W-1020 | 1 | 10.41 | 10.41 | |
| WARR1 | 420098 | RECEPT-50 AMP BLACK INLE | W-1020 | 1 | 38.90 | 38.90 | |
| WARR1 | 82200428 | LIGHT LED STRIP 36" | COOL W-1020 | 2 | 6.47 | 12.94 | |
| 2 | 822080209 | WINDOW GLAZING 7/8" | W-1020 | 14 | 2.26 | 31.64 | |

| 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 | 0.00 | 115.00 | 0.00 | |
| ARR03 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.23 | 115.00 | 26.45 | |
| ARR04 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.50 | 115.00 | 57.50 | |
| ARR05 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.00 | 115.00 | 0.00 | |
| ARR06 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.50 | 115.00 | 57.50 | |
| ARR07 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.50 | 115.00 | 57.50 | |
| ARR08 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.45 | 115.00 | 51.75 | |
| ARR09 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.00 | 115.00 | 0.00 | |
| ARR10 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.50 | 115.00 | 57.50 | |
| 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 | 0.29 | 115.00 | 33.35 | |
| ARR15 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.00 | 115.00 | 0.00 | |
| ARR16 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.16 | 115.00 | 18.40 | |
| ARR17 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.50 | 115.00 | 57.50 | |
| ARR18 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.50 | 115.00 | 57.50 | |
| ARR19 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.42 | 115.00 | 48.30 | |
| ARR20 | Z992 | MISC LABOUR CODE | (WARR RW | W-1020 | 0.50 | 115.00 | 57.50 | |
| 1 | WARR | MANUFACTURER WARRANTY | RW | W-1020 | 0.50 | 115.00 | 57.50 | |
| 2 | WARR | MANUFACTURER WARRANTY | RW | W-1020 | 0.00 | 115.00 | 0.00 | |
| 3 | WARR | MANUFACTURER WARRANTY | RW | W-1020 | 0.48 | 115.00 | 55.20 | |

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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    0.50   115.00   57.50
ARR03 Z992      MISC LABOUR CODE (WARR RW   W-1020    0.27   115.00   31.05
ARR05 Z992      MISC LABOUR CODE (WARR RW   W-1020    0.50   115.00   57.50
ARR09 Z992      MISC LABOUR CODE (WARR RW   W-1020    0.50   115.00   57.50
ARR08 Z992      MISC LABOUR CODE (WARR RW   W-1020    0.05   115.00    5.75
ARR14 Z992      MISC LABOUR CODE (WARR RW   W-1020    0.21   115.00   24.15
ARR15 Z992      MISC LABOUR CODE (WARR RW   W-1020    0.50   115.00   57.50
ARR16 Z992      MISC LABOUR CODE (WARR RW   W-1020    0.34   115.00   39.10
ARR19 Z992      MISC LABOUR CODE (WARR RW   W-1020    0.08   115.00    9.20
   2 WARR      MANUFACTURER WARRANTY RW   W-1020    0.50   115.00   57.50
   2 WARR      MANUFACTURER WARRANTY RW   W-1020    0.00   115.00    0.00
   3 WARR      MANUFACTURER WARRANTY RW   W-1020    0.02   115.00    2.30
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Job #  Excode   Description      EXTRAS      bill to    Qty    Price    Total
*****
ARR20  SSE       SHOP SUPPLIES - EXTERNAL W-1020     1.00    0.00    0.00
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                        BILLINGS SUMMARY
Type Bill Id      Parts    Labour    Sublet    Extras    Tax    Total
*****
W      1020      127.49   1322.50    0.00     0.00    0.00    1,449.99
      Totals    127.49   1322.50    0.00     0.00    0.00    1,449.99
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&k2S
&k0S