

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

WORK ORDER # 11097

Date In: 31 AUG 24 Author: MGRAY
Promised Date: 28 FEB 25 Stock No:
: Year: 2023
Customer Name: 17469 - CISKE, AMY Manufacturer: GRAND DESIGN
Address: 626 BRITTINGHAM COURT Brand: SOLITUDE
: PORTAGE, WI Model: 3950BH
Postal/Zip: 53901 Miles/Hrs:
Phone#(res): (952) 715-2677 Exterior Color:
Phone#(bus): Unit Type: FW-FIFTH WHEEL
Cell Phone: License#:
Email: AMYCISKE@GMAIL.COM Tag#: RYAN - keys on board
Purchased Date: :
Delivery Date: :
InService Date: :
Serial#: 573FS4224PAA14638 :

Job # Description JOB INFORMATION Type Bill To

WARR COMPLAINT: WARRANTY REPAIR 1 - LEAK IN THE MASTER W 1020 GRAND
BEDROOM. BELIEVES ITS COMING FROM THE
SLIDEOUT SCHWINTEK. STATES YOU CAN SEE
SOME WATER MARKS UNDER SLIDE. DOES NOT
FEEL SOFT TO CMR. HAS BEEN LEAKING SINCE
PURCHASED THE UNIT. CMR RESEALED THE
FRONT CAP, ALSO HAD GD DEALER IN TEXAS
CHECK IT OUT AND THEY STATED THEY
RESEALED AS WELL BUT ITS STILL LEAKING
IN MASTER BEDROOM.
CAUSE: Request to check slide for leaking to
the interior. Put out bedroom slide and
thoroughly hosed down to simulate rain
shower. No leaks found. Tried it again
from other side of slide, no leaking
detected. Will try again tomorrow after
slide dries out and slide is put in. 9/7
Soaked slide a couple times while full
in, still could not detect leaking into
interior space. If it is leaking, the
leak is not coming from the slide at
this time. One thing noticed is that
Bedroom slide floor is slightly
discoloring, the water occasionally runs
around bottom corner and is soaking
certain spots on floor board, see
pictures. Suggest to calk thouroughlly,
should shed water more effectively.

Continued on page 2

Work Order : 11097

Job #	Description	JOB INFORMATION	Type	Bill To
		Warranty Repair 1: Approved for 1 hour-please inspect drip cup to see if its cracked, etc. No slide skis needed.		
	CORRECTION:	... WARRANTY APPROVED: 1 HOUR OF LABOR CANNOT INSTALL DUE TO IT BEING A SCHWINTEK SYSTEM- NO SLIDE SKIS ARE TO BE INSTALLED Fresh silicone sealant around floor parimiter under bedroom slide. Letting cure overnight before sliding in. The drip cups at the bottom corners of the wall opening for the slide are fully intact and defect free.		
RI	COMPLAINT:	PREFORM ROOF INSPECTION AND ADVISE IF REPAIR IS NEEDED.	I	SEP POLIC
	CAUSE:	Request roof inspection, advise if necessary. 1. Front DS corner sealant starting to peel back. 2. Rear screwtrack is questionable, should be cleaned and resealed 3. Turnabond tape on rear vent fan cover, want replaced? (1.5hr, 3 tubes white dicor)		
	CORRECTION:	Cleaned and refreshed questionabl areas on roof using dicor for sealant. Line RI: approved for 1 hour		
WARR	COMPLAINT:	WARRANTY REPAIR 2 - COUNTER TOP AROUND THE RANGE STOVE HAS A CRACK IN IT	W	1020 GRAND
	CAUSE:	Countertop cracked and is seperated, should be ordered to replace per warranty. Frozen Ice color range top countertop 31"x23 1/4" Part#671841 is the closest resembles what is needed. Counter top for range is cracked in the right corner.		
	CORRECTION:	... Removed range and trim. Then removed counter top. Installed new counter then the range.		
WARR	COMPLAINT:	WARRANTY REPAIR 3 - TRIM IN THE BUNK HOUSE LOOKS TO BE TOO LONG AND IS POPPING OFF, LOOKS LIKE IT DOES NOT FIT ON THE SPOT EVEN WHEN NAILED DOWN HAD BEND IN IT.	W	1020 GRAND
	CAUSE:	Found batten strip dislodged, broken in two spots, hard to shorten without destroying strip in process. Need to order seam tape to fix properly. It's been incredibly difficult to figure out what the interior color is. We've narrowed it down to either comfort cotton or burlap stone. ((Order Seam		

Continued on page 3

Work Order : 11097

Tape #611156 & #691782)) too hard to distinguish online images. Also inquire about updated samples please. Batton strip in bunk has been repaired. But need seam tape to finish repair. Waiting on seam tape yet.

CORRECTION: For now we cleaned up the break, peeled back the tape and overlapped to hide seam, glued back together and pin-nailed in place. Looks ok, would still like to order batten strips or seam tape to do it correctly. Request to order correct seam tape 2/3/25 Tape came in, pulled back into shop 2/19/25, applied new piece of batten in bunkroom. In the process of thawing coach and trying to open bunk slide, schwintek is only running 2in at a time. Stuck in limp mode. Also some kind of monitor had an alarm going off under bathroom sink. Took out batteries and placed under plastic bag in kitchen counter. Started a new line with case# 5642220 .

WARR COMPLAINT: WARRANTY REPAIR 4 - WHEN WALKING IN TO W 1020 GRAND
 MAIN DOOR ON THE UNIT THERE IS A CLUNKING NOISE WHEN STEPPING ON THE FLOOR THERE. CHECK OUT FOR ISSUE,
 CAUSE: States noise from floor when entering main entrance. Only noise we could reproduce is the entrance stairs flexing a bit. If stairs are not properly adjusted, they can make excessive noise.

CORRECTION: Couldn't reproduce clunking noise as described. Opened up underbelly in the general area to look for any possible issues, fresh tank is located in the same area. No way to shim floor if that was a possibility, tearing into plumbing to get to subflooring is not advisable.

WARR COMPLAINT: WARRANTY REPAIR 5 - BAGGAGE DOOR IN WET W 1020 GRAND
 BAY IS LEAKING, SEEMS THAT THE SEAL IS NOT SEALING IT AS IT SHOULD.
 CAUSE: Request inspection of front ODS storage compartment door near water panel, leaking. Noticed a couple discrepancies. 1. Some small gaps in exterior sealant, needs some touching up with clear silicone. 2. Foam seal that contacts and seals door edge with door frame has a gap on top where it was

Continued on page 4

Work Order : 11097

seamed. That gap should be on the bottom. Needs a reseal, and new weatherstrip. (1hr)

WARR CORRECTION: Removed foam weather striping and upgraded it to match what is on opposite door. Also cleaned and resealed exterior with clear silicone. Warranty Repair 5: approved for 0.5 hour

WARR COMPLAINT: WARRANTY REPAIR 6 - CMR STATES THAT THE REAR PASSENGER TRIM ON REAR CAP NEEDS SCREWS AND RESEAL. W 1020 GRAND

CAUSE: Interpreting this as rear DS DS screwtrack where back wall and sidewall meet. Looks to be pulled away slightly and seal needs refreshing. Occasionally walls can shift in heavy use, it sometimes requires to refresh sealant.

WARR CORRECTION: Pulled away screwtrack cover and examined for loose screws. Tighten about 10 and pressed screwtrack as far into place as possible. Gap shrunk but is still about 1/16" from where it was new. Scraped off old sealant, cleaned with quik-solv and ran new sealant both sides of screwtrack, using translucent nova-flex silicone based adhesive/sealant Warranty Repair 6: approved for 1 hour

WARR COMPLAINT: WARRANTY REPAIR 7 -CMR STATES THAT THE BACK DOOR DOES NOT CLOSE EASILY, REQUIRES 2 PEOPLE TO CLOSE THE DOOR. W 1020 GRAND

CAUSE: States back entrance door is way too hard to close. First glance door has a substantial bow to it. We can try remove camber from door for easier closure. Warranty Repair 7: approved for 0.5 hour - repair only.

WARR CORRECTION: Took most of the camber out of door, it did help. Also moves the striker plate as far out as possible for latch. Seems like bulb seal may just be too thick. Feel it won't get any better than it is unless we do a full door replacement. Warranty Repair 7: approved for 0.5 hour - repair only.

WARR COMPLAINT: WARRANTY REPAIR 8 - CHECK ALIGNMENT OF THE LIVING ROOM AND KITCH SLIDES, BELIEVES THEY MAY BE OFF. W 1020 GRAND

CAUSE: Request to check alignment of Living room and Kitchen slide. Examined both opposing Main slides, both sitting

Continued on page 5

Work Order : 11097

squarely in their openings, flush with floor seals, and operating smoothly.

CORRECTION: NPF, main slides are in good operating condition, unsure as to why this request was made.

WARR COMPLAINT: WARRANTY REPAIR 9 -WHEN GETTING IN AND OUT OF THE MASTER BED THERE IS CREAKING AND POPPING NOISES. CMR WOULD LIKE THE LAG BOLTS CHECKED. W 1020 GRAND

CAUSE: Request inspection of bedframe and securement of fasteners. Bedframe is overloaded with weight. Factory mattress is very lightweight, gas shocks should be able to hold mattress up. Bedframe framing is made of 2x2's. Also under bed storage is only designed to hold linens and blankets not heavier objects, the paneling under bedframe is a 1/8" thick piece of luan stapled in place.

CORRECTION: The bedframe noises being noticed is the shifting of the bedframe from being overloaded.

WARR COMPLAINT: WARRANTY REPAIR 10 - SINK SPRAYER DOES NOT ALWAYS AUTO RETRACT. IT OFTEN HANGS UNLESS PULLED SEVERAL TIMES. W 1020 GRAND

CAUSE: Sprayer on sink not retracting as it should. Bad design on GD's part. Weight for sprayer contacts edge of cabinet directly below faucet. (1hr to rearrange plumbing supplies and create wood diverter) Warranty Repair 10: approved for 0.4 hour

CORRECTION: Constructed piece to deflect the contact allowing weight to not hang on edge of cabinet and retract sprayerhose more effectively. Warranty Repair 10: approved for 0.4 hour

DIAG COMPLAINT: INSPECT AND ADVISE THE THE FIBERGLASS CRACK ABOVE THE WET BAY DOOR. NOTICED CRACK IN BEGINNING OF AUGUST. HAD PREVIOUSLY REPAIR CRACK IN MAY AT DIFFERENT DEALERSHIP. IS THERE ANY IMMEDIATE ISSUE WITH IT? E 17469 CISKE

CAUSE: Poor quality workmanship from previous fiberglass repair. Sidewall repair failed, noticeably bad workmanship where paint is peeling on front slide and blending is noticable as well. Some areas didn't even get blended and can still see sanding marks. Matt advised, Recommend a Grumpy's Estimate for proper repair, otherwise it will get much worse

Continued on page 6

Work Order : 11097

over time.
CORRECTION: Replaced grand design decal after grumpy's body work.

WS COMPLAINT: WINTERIZE WATER SYSTEM & TRAPS -SELF E 17469 CISKE
CONTAINED - TOWABLE

CAUSE: Request winterize. -Outdoor kitchen sink, inaccessible. -residential ice maker -two full bathrooms -two spray ports -some kind of self-installed filtration system -access to water heater bypass was packed with gear, floor to ceiling -Washer H/C hookups

CORRECTION: Winterized.

WARR COMPLAINT: WARRANTY REPAIR 11 - missing clearance W 1020 GRAND
light lense

CAUSE: Missing clearance lense cap, replace under warranty. Warranty Repair 11: approved for 0.2 hour

CORRECTION: Replaced clearance light to make street legal Warranty Repair 11: approved for 0.2 hour

WARR COMPLAINT: Transferred to GRV*11097B on 20 FEB 25 E 17469 CISKE
Estimate amount was 0.00 ADDED 10/15 - WARRANTY REPAIR 16 - bunkroom slide issue

CAUSE: Bunkroom slide faulted when operating without batteries. Had to limp it open to do work. Finally found controller hiding under outdoor kitchen counter on opposite side of coach. Showing a 1-8 error code. Contacted lippert one control service and started a case #5642220 Spent an hour on the phone with lippert 3 seperate calls, trying to diagnose the slide issue. They generated an email with troubleshooting steps. We've narrowed it down to a bad hall sensor in motor 1.

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
WARR0	82201841	COUNTERTOP 31 X 23 3/4 F	W-1020		2	287.89	575.78
WARR0	82201026	611026 - SEAM TAPE 7/8 X	W-1020		10	0.22	2.20
WARR0	82200364	BAGGAGE DOOR SEAL BLACK	W-1020		13	5.53	71.89
WARR0	146878	NOVAFLEX SEALANT TRANSLU	W-1020		1	8.98	8.98
WARR0	146878	NOVAFLEX SEALANT TRANSLU	W-1020		1	11.23	11.23
DIAG	511976	DC 8 LH SOLITUDE 2023 (E	E-17469		1	31.96	31.96
DIAG	511972	DC 6 LH SOLITUDE 2023 (E	E-17469		1	24.34	24.34
DIAG	511982	DC 11 LH SOLITUDE 2023 (E-17469		1	20.36	20.36
DIAG	511984	DC 12 LH SOLITUDE 2023 (E-17469		1	25.60	25.60
DIAG	511986	DC 13 LH SOLITUDE 2023 (E-17469		1	44.58	44.58

Continued on page 7

Work Order : 11097

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total	

DIAG	511974	DC 7 LH SOLITUDE 2023 (E	E-17469		1	38.36	38.36	
DIAG	82202006	DC SD/RR GD SOLITUDE 202	E-17469		1	3.90	3.90	
DIAG	82202007	DC SD/RR LEGEND SOLITUDE	E-17469		1	26.35	26.35	
WS	071247312003	WINTERSAFE 50 ANTIFREEZE	E-17469		6	10.69	64.14	
WARR1	822071312	RED MARKER LIGHT	W-1020		1	2.85	2.85	

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
ARR01	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.33	115.00	37.95
ARR01	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.17	115.00	19.55
ARR01	Z992	MISC LABOUR CODE (WARR			W-1020	0.00	115.00	0.00
ARR01	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.50	115.00	57.50
	RI Z991	PREFORM ROOF INSPECTIO	RW		I-SEP	0.30	70.00	21.00
	RI WARR	MANUFACTURER WARRANTY	RW		I-SEP	0.00	70.00	0.00
	RI WARR	MANUFACTURER WARRANTY	RW		I-SEP	0.50	70.00	35.00
ARR02	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.50	115.00	57.50
ARR02	RV31A7	COUNTERTOP R&R (PER SQ	TD		W-1020	0.57	115.00	65.55
ARR02	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.50	115.00	57.50
ARR02	RV31A7	COUNTERTOP R&R (PER SQ	TD		W-1020	0.87	115.00	100.05
ARR02	RV31A7	COUNTERTOP R&R (PER SQ	TD		W-1020	1.06	115.00	121.90
ARR03	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.00	115.00	0.00
ARR03	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.50	115.00	57.50
ARR03	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.00	115.00	0.00
ARR03	RV32E-1	BATTEN MOLDING R&R\NE	TD		W-1020	1.00	115.00	115.00
ARR03	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.50	115.00	57.50
ARR03	Z991	MISC CODE (INTERNAL)			W-1020	0.00	115.00	0.00
ARR03	Z991	MISC CODE (INTERNAL)	RW		W-1020	1.50	115.00	172.50
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
ARR05	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.50	115.00	57.50
ARR05	Z992	MISC LABOUR CODE (WARR			W-1020	0.00	115.00	0.00
ARR06	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.00	115.00	0.00
ARR06	Z992	MISC LABOUR CODE (WARR	RW		W-1020	2.00	115.00	230.00
ARR07	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.00	115.00	0.00
ARR07	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.22	115.00	25.30
ARR07	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.28	115.00	32.20
ARR07	Z992	MISC LABOUR CODE (WARR			W-1020	0.00	115.00	0.00
ARR08	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.30	115.00	34.50
ARR09	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.00	115.00	0.00
ARR09	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.50	115.00	57.50
ARR10	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.50	115.00	57.50
DIAG	Z990	MISC LABOUR CODE (EXTE	RW		E-17469	0.74	115.00	85.10
DIAG	Z990	MISC LABOUR CODE (EXTE	RW		E-17469	0.17	115.00	19.55
DIAG	Z990	MISC LABOUR CODE (EXTE	RW		E-17469	0.09	115.00	10.35
DIAG	Z990	MISC LABOUR CODE (EXTE	RW		E-17469	0.00	140.00	0.00
DIAG	Z990	MISC LABOUR CODE (EXTE	RW		E-17469	0.36	140.00	50.40
DIAG	Z990	MISC LABOUR CODE (EXTE	RW		E-17469	0.14	140.00	19.60

Continued on page 8

Work Order : 11097

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*****
Job#  Lab Code  Description      LABOUR   Mech Bill to      Hrs      Rate      Total
*****
DIAG Z990      MISC LABOUR CODE (EXTE RW   E-17469   0.00    140.00     0.00
DIAG Z990      MISC LABOUR CODE (EXTE RW   E-17469   0.06    140.00     8.40
DIAG Z990      MISC LABOUR CODE (EXTE RW   E-17469   0.28    140.00    39.20
DIAG Z990      MISC LABOUR CODE (EXTE RW   E-17469   0.16    140.00    22.40
WS W495        WINTERIZE RV (WATER SY RW   E-17469   0.39    140.00    54.60
WS W495        WINTERIZE RV (WATER SY RW   E-17469   0.31    140.00    43.40
ARR11 Z992     MISC LABOUR CODE (WARR RW   W-1020    0.50    115.00    57.50
ARR16 Z992     MISC LABOUR CODE (WARR RW   E-17469   0.00    140.00     0.00
ARR16 Z992     MISC LABOUR CODE (WARR RW   E-17469   0.00    140.00     0.00
ARR16 Z992     MISC LABOUR CODE (WARR RW   E-17469   0.00    140.00     0.00
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*****
Job #  Sublet Description      SUBLET      bill to      Vendor      Total
*****
DIAG  FIBERGLASS REPAIR      E-17469    1328-EARL STOF    3,537.84
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*****
Job #  Excode  Description      EXTRAS      bill to      Qty      Price      Total
*****
ARR02 FRT      FREIGHT FOR JOB WARR2 COU W-1020    1.00    26.65    26.65
ARR03 FRT      FREIGHT          W-1020    1.00    12.47    12.47
DIAG  SSE      SHOP SUPPLIES - EXTERNAL E-17469   1.00    26.48    26.48
DIAG  FRT      FREIGHT          E-17469   1.00    24.98    24.98
DIAG  FRT      FREIGHT          E-17469   0.00    0.00     0.00
WS    J-ADJ    QUOTE ADJUSTMENT E-17469   1.00   -57.14   -57.14
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BILLINGS SUMMARY

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*****
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
E    17469          279.59      353.00      3537.84      -5.68      229.22      4,393.97
I    SEP           0.00        56.00        0.00         0.00        0.00        56.00
W    1020          672.93     1529.50        0.00        39.12        0.00      2,241.55

Totals          952.52     1938.50      3537.84      33.44      229.22      6,691.52
*****
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&k2S
&k0S