

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: 16 SEP 24 Stock No:
: Year: 2023
Customer Name: 1020 - GRAND DESIGN Manufacturer: GRAND DESIGN
Address: 11333 COUNTY RD 2 Brand: SOLITUDE
: MIDDLEBURY, IN Model: 3950BH
Postal/Zip: 46540 Miles/Hrs:
Phone#(res): 888-825-2820 Exterior Color:
Phone#(bus): Unit Type: FW-FIFTH WHEEL
Cell Phone: License#:
Email: NONE Tag#: UNIT HERE- KEYS ON BOA
Purchased Date: :
Delivery Date: :
InService Date: :
Serial#: :

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 does not have slide skis,
the water occasionally runs around
bottom corner and is soaking certian
spots on floor board, see pictures.
Suggest to install slide skis and calk
skis thouroghly, should shed water more

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Job #   Description           JOB INFORMATION           Type Bill To
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effectively.
CORRECTION: ...
RI      COMPLAINT:  PREFORM ROOF INSPECTION AND ADVISE IF      I      SEP      POLIC
          REPAIR IS NEEDED.
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.
WARR    COMPLAINT:  WARRANTY REPAIR 2 - COUNTER TOP AROUND      W      1020      GRAND
          THE RANGE STOVE HAS A CRACK IN IT
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.
CORRECTION: ...
WARR    COMPLAINT:  WARRANTY REPAIR 3 - TRIM IN THE BUNK      W      1020      GRAND
          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.
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
          Tape #611156 & #691782)) too hard to
          distinguish online images. Also inquire
          about updated samples please.
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.
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

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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 BAY IS LEAKING, SEEMS THAT THE SEAL IS NOT SEALING IT AS IT SHOULD. W 1020 GRAND

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

CORRECTION: Removed foam weather striping and upgraded it to match what is on opposite door. Also cleaned and resealed exterior with clear silicone.

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.

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

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

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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.

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.

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 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)

CORRECTION: Constructed piece to deflect the contact allowing weight to not hang on edge of cabinet and retract sprayerhose more effectively.

DIAG COMPLAINT: INSPECT AND ADVISE THE THE FIBERGLASS E 17469 CISKE

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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?

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
 over time.

CORRECTION: ...

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 E 17469 CISKE
 light lense

CAUSE: Missing clearance lense cap, replace
 under warranty.

CORRECTION: Replaced clearance light to make street
 legal

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
WARR0	82200364	BAGGAGE DOOR SEAL BLACK	W-1020	0	2.89	0.00	
WARR0	146878	NOVAFLEX SEALANT TRANSLU	W-1020	0	8.98	0.00	
WS	071247312003	WINTERSAFE 50 ANTIFREEZE	E-17469	6	10.69	64.14	

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		
	RI Z991	PREFORM ROOF INSPECTIO RW	I-SEP	0.30	70.00	21.00		
ARR02	Z992	MISC LABOUR CODE (WARR RW	W-1020	0.50	115.00	57.50		
ARR03	Z992	MISC LABOUR CODE (WARR RW	W-1020	0.00	115.00	0.00		
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	0.00	115.00	0.00		
ARR07	Z992	MISC LABOUR CODE (WARR RW	W-1020	0.00	115.00	0.00		
ARR08	Z992	MISC LABOUR CODE (WARR RW	W-1020	0.50	115.00	57.50		

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Job#  Lab Code  Description  LABOUR  Mech Bill to    Hrs    Rate    Total
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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
  DIAG Z990      MISC LABOUR CODE (EXTE RW  E-17469   0.74   115.00   85.10
    WS W495      WINTERIZE RV (WATER SY RW  E-17469   0.39   140.00   54.60
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
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
ARR05 Z992      MISC LABOUR CODE (WARR RW  W-1020    0.50   115.00   57.50
  RI WARR      MANUFACTURER WARRANTY RW  I-SEP     0.00    70.00    0.00
ARR06 Z992      MISC LABOUR CODE (WARR RW  W-1020    0.50   115.00   57.50
ARR11 Z992      MISC LABOUR CODE (WARR RW  E-17469   0.50   140.00   70.00
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
ARR09 Z992      MISC LABOUR CODE (WARR RW  W-1020    0.50   115.00   57.50
  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
    WS W495      WINTERIZE RV (WATER SY RW  E-17469   0.31   140.00   43.40
    RI WARR      MANUFACTURER WARRANTY RW  I-SEP     0.50    70.00   35.00
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Job #  Excode  Description  EXTRAS  bill to  Qty  Price  Total
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  DIAG SSE      SHOP SUPPLIES - EXTERNAL  E-17469  1.00  21.23  21.23
    WS J-ADJ     QUOTE ADJUSTMENT          E-17469  1.00 -57.14 -57.14
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                                BILLINGS SUMMARY
Type Bill Id      Parts  Labour  Sublet  Extras  Tax  Total
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E   17469          64.14  283.00   0.00  -35.91  17.17  328.40
I   SEP           0.00   56.00   0.00   0.00   0.00   56.00
W   1020           0.00  575.00   0.00   0.00   0.00  575.00

      Totals          64.14  914.00   0.00  -35.91  17.17  959.40
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