

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

WORK ORDER # 11178

Date In:	17 SEP 24	Author:	KOTT
Promised Date:	25 DEC 24	Stock No:	11120
:	:	Year:	2024
Customer Name:	7235 - TREWEEK, JOHN	Manufacturer:	GRAND DESIGN
Address:	151970 Flameflower Rd	Brand:	IMAGINE
:	WAUSAU, WI	Model:	2500RL
Postal/Zip:	54401	Miles/Hrs:	0
Phone#(res):	715-241-0231	Exterior Color:	:
Phone#(bus):	:	Unit Type:	TT-TRAVEL TRAILER
Cell Phone:	:	License#:	:
Email:	jtreweek@samuelsgroup.	Tag#:	ETRY DRS: 8653 STG DRS
Purchased Date:	26 FEB 24	:	:
Delivery Date:	18 JUN 24	:	:
InService Date:	:	:	:
Serial#:	573TE3024R6650860	:	:

Job #	Description	JOB INFORMATION	Type	Bill To
1	COMPLAINT:	CUSTOMER STATES THAT THE BEARING BUDDY ON THE DS REAR TIRE CAME OFF- NEEDS TO BE REINSTALLED-	W	1020 GRAND
	CAUSE:	Aluminum bearing buddy fell off. A continuing issue when adapted to the new antilock braking system. Not an isolated incident. Anna has started an inquiry investigation with Grand Design. Needs replacement with steel bearing buddies, all 4 hubs. (1.25hrs) source parts & install		
	CORRECTION:	Installed missing dust cap and new steel bearing buddies in all 4 hubs. Torqued lugnuts to factory specifications. REQUEST: 1.5 HOURS OF LABOR AND PARTS THAT ARE ATTACHED TO THE WORK ORDER		
2	COMPLAINT:	CUSTOMER STATES THAT THE SLIDE OUT MAY NEED TO BE ADJUSTED- THE FIRST SCREW ON THE ON THE FENDER SKIRT CATCHES WHEN THEY PUT THE SLIDE OUT OUT- CUSTOMER ALSO STATES THAT THE SLIDE OUT IS MAKING ALOT OF NOISE- NEED TO CHECK THE SCHWINTEK SYSTEM- CUSTOMER STATES THAT IT IS MAKING A GRINDING NOISE- THE SLIDE TOPPER IS ALSO ROLLING UP FUNNY-	W	1020 GRAND
	CAUSE:	Fender skirt screw punctured radius metal on ODS, forward of the slide, needs replacement. Black, 156"L 14"H, 3		

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Work Order : 11178

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bend Slide mechanism is not a schwintek, its a through-frame ram drive, and the adjustment is fine. Looks like the screw that punctured the skirting was never shortened at the factory, or they used the wrong length screw. Problem is corrected with a black rivet, just need to replace skirting now.

CORRECTION: ... REQUEST: LABOR: 5.50 HOURS PARTS

3	COMPLAINT:	CUSTOMER STATES THAT THE MAIN AWNING NEEDS TO BE ADJUSTED- CUSTOMER STATES THAT THE FRONT AWNING ARM DOES NOT GO IN PROPERLY- WOULD LIKE TO HAVE LOOKED AT- THE FRONT AWNING ARM, WHEN TRYING TO ROLL THE AWNING IN, THE REAR SIDE OF THE AWNING ARM TRYS TO GO INTO THE TRACK, YOU HAVE TO PUSH THE AWNING ARM IN ORDER TO GET IT TO CLOSE PROPERLY- THE REAR AWNING ARM DOES THE SAME THING-	W	1020	GRAND
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CAUSE: fabric out of adjustment during manufacturing, (1hr for adjustments)

CORRECTION: Pulled set screws in screwtrack and slid awning fabric 1" towards front of coach, arms now line-up fine but fabric is stretched from incorrect alignment. Rear arm still sticks out 1/2" from flush. Shimmed fabric on rear side with 2"x2" rubber square to help rear fabric pull in at same time as front. Working ok.
REQUEST: 1.2 HOURS OF LABOR

4	COMPLAINT:	CUSTOMER STATES THAT THE DOOR ON THE BENCH DOES NOT CLOSE PROPERLY- CUSTOMER STATES THAT THE PEG DOES NOT GO IN BETWEEN THE ROLLERS, BUT RATHER IT GOES OVER THE ROLLERS- WOULD LIKE TO HAVE LOOKED AT- THE CABINET DOOR CLOSEST TO THE REFER- MOST LIKELY NEEDS TO BE ADJUSTED	W	1020	GRAND
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CAUSE: While investigating complaint, found dining table to be missing hardware. Hardware was not adiquately tightened during assembly. Door on dinette bench seat has misaligned latch for stay.

CORRECTION: Added some nylon lock nuts to table to replace missing nuts. Works good. Adjusted door alignment to fix catch alignment, latches good now. REQUEST:

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5 COMPLAINT: .60 HOURS OF LABOR
 CUSTOMER STATES THAT THE LIGHT IN THE REFER DOES NOT WORK- CUSTOMER STATES THAT IT WAS WORKING, THEN IT SHUT OFF ON ITS OWN FOR THREE HOURS, WHEN IT CAME BACK ON THE LIGHT DID NOT WORK- NEEDS TO BE DIAGNOSED-
 CAUSE: Refer is on and cooling, dead light in refer. Furrion, model# FCR10DCGTA needs a replacement component per warranty.
 CORRECTION: Robbed one from another warranty refer sitting on back wall for now. Still should get a component coming. Also made adjustments to the door so they latch as they should. Tested good.
 REQUEST: .50 HOURS OF LABOR

6 COMPLAINT: CUSTOMER STATES THAT THERE IS CONTINUALLY WATER AROUND THE BASE OF THE TOILET-
 CAUSE: Flush valve defective, continuously dribbling and eventually over fills bowl. Needs replacement.
 CORRECTION: Replaced flush valve on toilet. Tested ok. REQUEST: LABOR: .60 PARTS:

 Job # Part No Description PARTS Bill to Qty Price Total

 6 713814072827 VALVE KIT, WATER W-1020 1 65.07 65.07
 1 82200100 TIRE COVER CHROME CENTER W-1020 1 1.69 1.69
 1 822059420 Axle - Dust Cap - w/RBR W-1020 4 7.27 29.08
 2 51700372 METAL SKIRT 030 14 X 168 W-1020 0 65.39 0.00

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

 1 WARR MANUFACTURER WARRANTY RW W-1020 0.00 115.00 0.00
 2 WARR MANUFACTURER WARRANTY RW W-1020 0.24 115.00 27.60
 3 WARR MANUFACTURER WARRANTY RW W-1020 1.20 115.00 138.00
 4 WARR MANUFACTURER WARRANTY RW W-1020 0.17 115.00 19.55
 5 WARR MANUFACTURER WARRANTY RW W-1020 0.50 115.00 57.50
 6 WARR MANUFACTURER WARRANTY RW W-1020 0.60 115.00 69.00
 2 WARR MANUFACTURER WARRANTY RW W-1020 0.26 115.00 29.90
 4 WARR MANUFACTURER WARRANTY RW W-1020 0.43 115.00 49.45
 1 WARR MANUFACTURER WARRANTY RW W-1020 0.67 115.00 77.05
 1 WARR MANUFACTURER WARRANTY RW W-1020 0.59 115.00 67.85

 BILLINGS SUMMARY
 Type Bill Id Parts Labour Sublet Extras Tax Total

 W 1020 95.84 535.90 0.00 0.00 0.00 631.74

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BILLINGS SUMMARY

Type Bill Id	Parts	Labour	Sublet	Extras	Tax	Total

Totals	95.84	535.90	0.00	0.00	0.00	631.74

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