

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

WORK ORDER # 11342

Date In:	05 OCT 24	Author:	MGRAY
Promised Date:	25 DEC 25	Stock No:	
:		Year:	2023
Customer Name:	17515 - SORBO, BRIE	Manufacturer:	GRAND DESIGN
Address:	2542 PIONEER RD	Brand:	MOMENTUM
:	RICHFIELD, WI	Model:	28G
Postal/Zip:	53076	Miles/Hrs:	
Phone#(res):	262-617-4075	Exterior Color:	
Phone#(bus):		Unit Type:	TTH-TT TOY HAULER
Cell Phone:		License#:	
Email:	BRI.SORBO@GMAIL.COM	Tag#:	
Purchased Date:		:	
Delivery Date:		:	
InService Date:		:	
Serial#:	573TM3429P1219194	:	

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*****
Job #   Description                JOB INFORMATION                Type Bill To
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SS      COMPLAINT: SEASONAL STORAGE                                E    17515  SORBO
        CAUSE:      CUSTOMER REQUEST
        CORRECTION: COMPLETE
WS      COMPLAINT: WINTERIZE WATER SYSTEM & TRAPS -SELF           E    17515  SORBO
        CONTAINED - TOWABLE
        CAUSE:      1001 CUSTOMER REQUESTED. Done.
        CORRECTION: Done.
1       COMPLAINT: REAR PATIO THE RAILING/GATE LATCH IS           W    1020   GRAND
        BROKEN AT DELIVERY. GD IS ALSO AWARE OF.
        PLASTIC CLIP.
        CAUSE:      The plastic hook broke. We will have to
                     order one. Gate strap for ramp is broken
                     on left side.
        CORRECTION: ... Installed new gate straps.
2       COMPLAINT: WATER DAMAGE INSIDE THE CEILING CEILING       W    1020   GRAND
        IN FRONT OF THE HAPPY JACKS HAVE WATER
        STAINING.
        CAUSE:      The roof needs a complete re seal. Their
                     are large cracks in almost all of the
                     sealant, which allowed water to get in
                     and damge the ceiling panel. I will have
                     to disconnect the wiring for the light
                     and USB plug-in and remove the overhead
                     cabinets on the ds. Then remove two
                     baton strips, two pieces of
                     qaurter-round, two lights, two a/c
                     ducts, and one speaker. I will have to
                     cut the ceiling panel where it meets the
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Job #	Description	JOB INFORMATION	Type Bill To
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wall, pop the staples on the sides, and remove the panel. I will have to attach braces on the ends i cut so the new panel will have something to be secured to on the ends. Cut holes in the new panel for the speaker, lights, and ducts and secure it to the ceiling. Put everything back on and putty the holes. Their is a second ceiling panel that is damaged. The second panel has the vent, two a/c ducts, a speaker, two lights, a smoke detector, and a/c in it. For the interior, we will need two ceiling panels and two baton strips. 10-12 hours

The exterior will need 14-16 tubes of dicor. I cleaned and re sealed the roof will stop leaking. Their is an excessive amount of dicor on the roof from the manufacturer or purchasing dealer, so it took more tubes of dicor than I thought to properly cover everything. I took the trim off the edge of the overhanging cabinet, popped the bottom panel off, disconnected the 12 volt wires, removed all the screws from the cabinet, and removed the cabinet from the wall. I removed all of the a/c ducts, lights, speakers, a/c and vent shroud, baton strips and qaurter round. I taped off the wall edge to prevent any damage, ran the slide in part way so I had room and cut the edges of the paneling where it meets the wall and used my multi-tool to cut the paneling. I popped the edges loose and removed the paneling from the unit. I removed all the staples and nails from the rafters, baton strips and qaurter round. To give the paneling something to attach to i cut boards to go in between the rafters. Before I did that I had to cut all the staples that the manufacturer missed going into the rafters so I can get the board in. All of the rafters distances are different, so I had to measure each gap and cut the boards. I used a combination of nails and glue to hold the boards in place. I cut the new paneling to size, and we

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don't have large enough hole saws, so I had to use my router to cut out all the holes in the paneling. After everything was cut, i made a jack out of a 2x4 to help hold up the paneling, and I grabbed Joe, and it took some finesse to get both the ceiling panels properly placed. I stapled everything in place and re attached all the lights, speakers and shrouds. When I put the a/c ducts back in place i taped the edges with aluminum tape. Due to the facia I can't staple the ods edges of the ceiling panels. I had to remove the facia, facia header and baton strips on the slide and then I could staple the edges. I nailed the quarter round back on above the slide and one spot in between the rafters is wavy and I don't like it. The qaurter round seam is right there so I partially removed the qaurter round, pulled the staples and used a dental pick to pull the paneling down to straighten it out. I put the over head cabinets back in place, hooked the 12 volt back up and when I went to staple the bottom panel back on i can't get to the wall edge because the window valence is in the way. I removed it, stapled the bottom on and put the valence back on. I nailed all the batons back on and i had to cut one new one to hide the edge in the cabinet. The manufacturer just used silicone originally. I resecured the facia headers and nailed the facia back on. I puttied all the nails and staples holes when I was done and vacuumed and swept out the unit.

CORRECTION: Done.

COMPLAINT: LEAKED WATER IN FRONT SIDE OF MAIN W 1020 GRAND
LIVING ROOM SLIDE. DURING HARD RAIN.

CAUSE: The flap/bulb seal combo is ripped and needs to be replaced. The screws in the track will have to be replaced with a style that has a flat head, or the new seal will rip too. Should take about an hour to replace. The bulb/flap seal combos we have are not the right size. We will have to order it. See pics
Sweeper seal on ods slide is torn at the top front seal.

CORRECTION: ... Installed new seal.

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4 COMPLAINT: SWITCH ON THE HAPPY JACK IS BENT, FRONT W 1020 GRAND
LEFT ONE TOWARD IF LOOKING FROM THE REAR
OF UNIT.

CAUSE: If you're looking at the bed, the
locking tab on the ds is bent. The whole
mechanism is tweaked because when the
bottom bed gets four feet from the
floor, it starts to chatter and jump
excessively. I measured the distance
between the steel tracks, and they're
exactly forty-eight inches top and
bottom. When I look in the channel, I
can see that the plastic pad that rides
on the back side of it is pressed up
tight against the rail, and the front
one isn't making contact. We will have
to see what the manufacturer wants to do
for a repair. The manufacturer contacted
us and told me to lube the channels
really well and to inspect the chains to
see how tight they are. The gentleman i
talked to said that the chains need to
be loose. Two sides were loose, and then
the other two sides were a little tight,
so I loosened them. I lubed the channels
and ran the bottom bed up and down, and
the chattering stopped. The tab on the
bracket is still bent and needs
replacement. I replaced the bent tab.

CORRECTION: Done.

WARR COMPLAINT: WARRANTY REPAIR 1 - STAIRS LOOK LIKE W 1020 GRAND
THEY HAVE BEEN DAMAGE DURING DELIVERY.
GD IS AWARE THAT THE DAMAGE WAS THERE
BEFORE THEY TOOK.

CAUSE: I don't see anything that's damaged. I
thought one section seemed loose, but I
checked a set on another unit, and it's
the same. Need more information.

CORRECTION: ... NPF

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
WS	071247312003	-50 ANTIFREEZE/	1 GALLON E-17515		3	10.69	32.07
1	822061581	RAMP DOOR PATIO RAIL ASS	W-1020		1	33.07	33.07
2	8220610995	AZDEL 3.6MM 48 X 108 MOM	W-1020		2	82.17	164.34
2	8220996	TRIM 3.6MM 1 1/2 X 96 MO	W-1020		1	2.89	2.89
2	82201006	BATTEN TRIM REPLACEMENT	W-1020		1	3.32	3.32
3	82201052	LAUAN 3.6MM X 48 X 99 3/	W-1020		3	76.27	228.81
3	82202251	WALL FLIP-N-SEAL (V00068	W-1020		85	0.79	67.15

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

WS	W495	WINTERIZE RV	(WATER SY	JGK	E-17515	0.33	140.00	46.20
WS	W495	WINTERIZE RV	(WATER SY	JGK	E-17515	0.00	140.00	0.00
WS	W495	WINTERIZE RV	(WATER SY	JGK	E-17515	0.37	140.00	51.80
1	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.05	115.00	5.75
1	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.00	115.00	0.00
1	WARR	MANUFACTURER WARRANTY		TD	W-1020	0.45	115.00	51.75
2	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.29	115.00	33.35
2	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.00	115.00	0.00
2	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.21	115.00	24.15
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.50	115.00	57.50
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.00	115.00	0.00
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	1.21	115.00	139.15
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.00	115.00	0.00
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.48	115.00	55.20
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.60	115.00	69.00
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.29	115.00	33.35
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.39	115.00	44.85
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.29	115.00	33.35
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	1.72	115.00	197.80
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.49	115.00	56.35
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	1.53	115.00	175.95
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.00	115.00	0.00
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.00	115.00	0.00
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.00	115.00	0.00
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.00	115.00	0.00
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.00	115.00	0.00
2	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.00	115.00	0.00
3	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.50	115.00	57.50
3	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.00	115.00	0.00
3	WARR	MANUFACTURER WARRANTY		JGK	W-1020	1.50	115.00	172.50
3	WARR	MANUFACTURER WARRANTY		TD	W-1020	0.50	140.00	70.00
4	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.50	115.00	57.50
4	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.00	115.00	0.00
4	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.50	115.00	57.50
4	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.00	115.00	0.00
4	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.06	115.00	6.90
4	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.44	115.00	50.60
4	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.94	115.00	108.10
4	WARR	MANUFACTURER WARRANTY		JGK	W-1020	0.06	115.00	6.90
ARR01	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.46	115.00	52.90
ARR01	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.00	115.00	0.00
ARR01	Z992	MISC LABOUR CODE	(WARR	JGK	W-1020	0.04	115.00	4.60

Job #	Excode	Description	EXTRAS	bill to	Qty	Price	Total

SS	SS	SEASONAL STORAGE		E-17515	1.00	207.00	207.00
SS	SC	SERVICE CALL		E-17515	1.00	3.75	3.75
SS	SSE	SHOP SUPPLIES - EXTERNAL		E-17515	1.00	7.35	7.35

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Job #  Excode   Description   EXTRAS      bill to      Qty      Price      Total
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  SS  J-ADJ      QUOTE ADJUSTMENT      E-17515     1.00     -11.10     -11.10
  WS  J-ADJ      QUOTE ADJUSTMENT      E-17515     1.00     -25.07     -25.07
   1  FRT        FREIGHT FOR JOB 1      W-1020      0.00       0.00       0.00
   2  FRT        FREIGHT FOR LINE 2 BATT W-1020      1.00     128.03     128.03
   2  FRT        FREIGHT FOR LINE 2 PANEL F W-1020      1.00     177.72     177.72
   2  FRT        FREIGHT FOR SECOND PANEL W-1020      1.00     182.92     182.92
   2  FRT        FREIGHT FOR 610995 PANEL W-1020      1.00     188.72     188.72
   2  FRT        FREIGHT FOR 611006      W-1020      1.00       50.50       50.50
   3  FRT        FREIGHT FOR JOB 3 #611052 W-1020      1.00     188.72     188.72
   3  FRT        FREIGHT FOR JOB 3 WALL SE W-1020      1.00       12.47       12.47

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                        BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
E    17515         32.07       98.00        0.00      181.93      17.18      329.18
W    1020         499.58     1622.50        0.00      929.08        0.00     3,051.16

      Totals         531.65     1720.50        0.00     1111.01      17.18     3,380.34

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&k2S
&k0S