

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

WORK ORDER # 11539

Date In: 28 OCT 24 Author: KOTT  
Promised Date: 25 DEC 25 Stock No: 11223  
: Year: 2025  
Customer Name: 89167 - DOHNER, JAMES Manufacturer: GRAND DESIGN  
Address: E 10 861 TERRYTOWN ROA Brand: SOLITUDE  
: BARABOO, WI Model: 310GK  
Postal/Zip: 53913 Miles/Hrs:  
Phone#(res): 608-356-3307 Exterior Color:  
Phone#(bus): 608-393-5040 Unit Type: FW-FIFTH WHEEL  
Cell Phone: License#:  
Email: MR.JIMDOHNER@GMAIL.COM Tag#:  
Purchased Date: 14 AUG 24 :  
Delivery Date: 23 SEP 24 :  
InService Date: :  
Serial#: 573FS3627SAA19975 :

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Job # Description JOB INFORMATION Type Bill To  
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WARR COMPLAINT: WARRANTY REPAIR 1 - CUSTOMER STATES THAT W 1020 GRAND  
THE TV DOES NOT CONNECT TO THE SPEAKERS  
THAT ARE IN THE CEILING- WHEN THE TV IS  
ON "AUTO" MODE IT WILL NOT IDENTIFY  
ANYTHING, BUT WHEN ON TV MODE IT WILL  
RECOGNIZE THE TV SPEAKERS BUT WILL NEVER  
IDENTIFY THE CEILING SPEAKERS  
CAUSE: It must be a TV setting not allowing the  
audio signal to work on stereo because  
RCA cables connect the two components.  
CORRECTION: Turned up the TV volume on the remote.  
It showed a headphones icon which means  
the TV is sending audio to the stereo.  
Stereo speakers are above the TV in the  
cabinets, they are not in the ceiling.  
It is functioning as it was designed.  
WARRANTY AUTHORIZED 1 HOUR OF LABOR  
WARR COMPLAINT: WARRANTY REPAIR 2 - CUSTOMERS STATES W 1020 GRAND  
THAT THE TV MOUNT IS OFF ABOUT AN INCH-  
THE RIGHT SIDE OF THE TV IF YOU ARE  
LOOKING AT IT IS ABOUT AN INCH LOWER  
THAN THE LEFT SIDE-  
CAUSE: The motorized mount for TV is defective.  
When it gets to the top of the mechanism  
the whole mount shifts to the right.  
Shifted TV counterclockwise one inch to  
compensate for the mount rocking right  
when fully extended. TV Still doesn't

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*****
Job #   Description           JOB INFORMATION           Type Bill To
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sit level with cabinet because of
defective device.  Need to order
warranty replacement motorized TV lift.
Please verify part# 820093
CORRECTION:  4/18/25 - R&R motorized TV mount.
Removed fireplace for access to
compartment.  Removed TV and removed
whole assembly. Replaced with provided
components. Reassembled entertainment
center. Works as it should now, took
meticulous care to ensure TV was mounted
level and it stops level at full up
position. Cleaned off fingerprints on TV
screen. Completed.
WARR COMPLAINT:  WARRANTY REPAIR 3 - CUSTOMER STATES THAT W    1020    GRAND
THE TOILET IS LOOSE- IT TIPS FORWARD AND
BACKWARDS-
CAUSE:        States the toilet is loose and wobbly.
Plastic base on a Plastic ring. It's not
the most solid combination.  Nothing
was loose but the components lack
redgidity like a porcelain base toilet.
Where the floor flange mounts to the
floor, the wood is somewhat convex.
(1hr)
CORRECTION:  Added some washers to mounting hardware
in an attempt to sturdy it up some.
Cut two pieces of white aluminum to shim
base in front and back. Seemed to sturdy
it up alot.
WARR COMPLAINT:  WARRANTY REPAIR 4 - CUSTOMER STATES THAT W    1020    GRAND
THE SCREEN DOOR IS OUT OF ADJUSTMENT-
THERE IS ABOUT A ONE INCH GAP ON THE TOP
AND THE RIGHT SIDE OF THE DOOR (WHEN YOU
ARE INSIDE THE UNIT LOOKING OUT)
CAUSE:        States there are gaps in screen door
seal when closed.  Attempted to camber
and adjustment screen door. Did nothing.
Screen door is not forming to doorway as
it should, door is bent enough to not
seal.  Adjusted door latch enough to
mostly seal except for top corner where
bend deforms door.  Recommend warranty
replacement.  (30min)
CORRECTION:  Replaced screen entrance door with
provided part. Used shims to square in
doorway. Prefilled screw mount points.
It fits better than the previous door.
Swings nicely, tight seal. Adjusted
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latch stay to function properly.  
 Completed. ... WARRANTY APPROVED: .30  
 LABOR \*\*\*\*\*SUBMITTED PARTS INQUIRY  
 11/9\*\*\*\*

WARR COMPLAINT: WARRANTY REPAIR 5 - CUSTOMER STATES THAT W 1020 GRAND  
 THE FURNACE WILL NOT TURN ON ON GAS- IF  
 THERE IS A FIVE DEGREE DIFFERENCE IT  
 WILL NOT AUTO TURN ON TO LP-

CAUSE: States furnace not working on gas.  
 Opened LP cylinders. Set thermostat to  
 Heat/Gas, 70F Ambient air is 65F Furnace  
 kicked in immediately. Within a few  
 minutes furnace is putting out plenty of  
 hot air into the coach. Main Wall  
 thermostat in coach is approximately 6  
 degrees off from actual temperature.  
 Once thermostat kicked off furnace,  
 won't kick back on. Increased  
 temperature to 99, still won't kick back  
 on. Went into utility compartment and  
 tied together blue wires on Furnace,  
 kicked on and worked fine. (2hrs)

CORRECTION: Must have been a loose connection in a  
 WAGO somewhere because the furnace is  
 now working flawlessly with the  
 thermostat. Was checking continuity  
 through wires from furnace back to  
 thermostats and it decided to kick on  
 again. Lowered temp on thermostat and  
 furnace kicked off. Adjusted temp up and  
 furnace kicked back on. Thermostat is  
 now operating within 2 degrees as  
 designed. WARRANTY AUTH 1 HOUR

WARR COMPLAINT: WARRANTY REPAIR 6 - THE LIGHT ABOVE THE W 1020 GRAND  
 BED, WHEN ON BRIGHT IT FLICKERS- WHEN IT  
 IS ON DIM IT DOES NOT FLICKER- IF YOU  
 ARE AT THE FOOT OF THE BED IT IS ON THE  
 RIGHT SIDE-

CAUSE: States light above bed is flickering  
 when set on high setting. Turned on  
 lights above bed, adjusted to each  
 settings multiple times. Detected a  
 slight flicker from stated light above  
 bed when on high setting. Replaced per  
 warranty. 4w led touch sensitive white.  
 See picture. (20min)

CORRECTION: ... done WARRANTY AUTH .20 LABOR

WARR COMPLAINT: CUSTOMER STATES THAT WHEN YOU USE THE W 1020 GRAND  
 ELECTRIC CORD REEL, IT KICKS OUT THE  
 CIRCUIT BREAKER-

CAUSE: States cord reel is popping braker on  
 cord reel. Unspooled cord and

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respooled cord. Could not get to trip braker. Allowed cord to hang while reeling. Tripped braker. Manual explains how to hold the cord as the reel spools. Braker is designed to trip when too many amps are requested through any given device depending on its design. By not assisting the cord reel it drags on itself causing alot of resistance in the mechanism, causing the motor to work too hard and trips braker.

CORRECTION: 4/18/25 - inspected cord reel again. CMR States it's still kicking out. Noticed right away cord was reeled up backwards causing cord to drag on bottom bar when reeling. This WILL overamp the motor. Reeled up cord the correct direction, did not trip the breaker when operating reel the correct way.

WARR COMPLAINT: WARRANTY REPAIR 8 - CUSTOMER STATES THAT W 1020 GRAND  
THE BUMPER CAP FOR THE SEWER HOUSE DOES NOT STAY ON-

CAUSE: States cap for sewer hose storage will not stay in place. Cap missing for sewer hose storage. Defective part, replace per warranty. Order sewer hose storage tube. Sewer Hose Carrier, 4.5x75.5" black plastic. #150189

CORRECTION: 4/18/25 - new sewer hose carrier installed with provided part. Exact match. Cover intact. ... WARRANTY AUTH .20 LABOR

WARR COMPLAINT: WARRANTY REPAIR 9 - DS SLIDE MAKES BLACK W 1020 GRAND  
MARKS ON THE FLOOR WHEN MOVING THE SLIDE IN AND OUT.

CAUSE: Black marks on interior flooring from black plastic slide skis making contact. Made the one adjustment that can be made on the slide and issue still presides. Consult Manufacturer on what to do about slide skis indentation in flooring. This issue is occurring on both main opposing slides.

CORRECTION: Per manufacturers request, to shim the rollers, it's an impossibility, the main slides in question do not have slide rollers, it's a Plastic wear-bar. ... WARRANTY APPROVED 2 HOURS OF LABOR- Please have tech shim the slide rollers so they are touching the bottom of the slide floor to bare the weight and guide

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the box. When slide is adjusted it should only be adjusted a little at a time. Please have tech call in and ask to speak to Sight Call tech if he still needs help with the adjustments.

\*\*\*GRAND DESIGNS SRT TEAM ADJUSTED THE SLIDE OUT\*\*\*

WARR COMPLAINT: WARRANTY REPAIR 10 - LED UNDER THE W 1020 GRAND

OUTSIDE WATER PUMP SWITCH DOES NOT TURN ON.,. SUPPOSED TO INDICATE IF THE PUP IS ON OR OFF,. \*\*\*\*ADDED 11/21- CUSTOMER STATES THAT THE LIGHT IS STILL STROBING AND NEEDS TO BE LOOKED AT AGAIN- Light above the bed, on the right side when standing at the foot of the bed, flickers more now than before the repair when both bed lights are on. When both lights are on, the right light flashes like a strobe light.

CAUSE: States LED under water cabinet pump switch not working. The black plastic plug is not an LED. There does not exist an indicator light for the pump. Does CMR want one installed?

CORRECTION: NPF CUSTOMER STATES THAT THERE SHOULD BE A LIGHT IN THAT AREA- WOULD LIKE GRAND DESIGN TO BE CONTACTED-

WARR COMPLAINT: WARRANTY REPAIR 11 - FRONT CARGO DOOR W 1020 GRAND

DOESNT' STAY LATCHED WHEN DRIVING. CAUSE: States latches not keeping front cargo door secure while underway. Upon examination, latches barely catch lip on inside door threshold. Center lock latch is first to pop loose as it is positioned higher than two outside latches. Sheer size of door allows for some flexing while coach moves down roadway causing to pop open.

CORRECTION: Loosened door frame on bottom, wedged 6' piece of 1/2" aluminum angle iron under bottom inside doorframe, which raised lip that catches door latches. Also straightened out center latch and slightly bent, making latch longer. Door is holding much more securely. Cleaned up shavings, locked compartment. WARRANTY AUTH: .60 LABOR

1 COMPLAINT: JUST NOTING - CMR WINTERIZED. E 89167 DOHNE

CAUSE:

CORRECTION: NOTING

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Job # Part No Description PARTS Bill to Qty Price Total
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WARR0 822020093 TV LIFT 33 X 28 1/2 X F NO W-1020 1 312.62 312.62
WARR0 82201359 DOOR ENTRY SCREEN DOOR FRAM W-1020 1 163.54 163.54
WARR0 82200189 SEWER HOSE CARRIER 75 1/2 " W-1020 1 37.88 37.88
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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
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
ARR02 WARR MANUFACTURER WARRANTY RW W-1020 0.00 115.00 0.00
ARR03 Z992 MISC LABOUR CODE (WARR RW W-1020 0.00 115.00 0.00
ARR03 Z992 MISC LABOUR CODE (WARR RW W-1020 0.60 115.00 69.00
ARR04 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
ARR04 WARR MANUFACTURER WARRANTY RW W-1020 0.42 140.00 58.80
ARR05 Z992 MISC LABOUR CODE (WARR RW W-1020 0.00 115.00 0.00
ARR05 Z992 MISC LABOUR CODE (WARR RW W-1020 0.14 115.00 16.10
ARR05 Z992 MISC LABOUR CODE (WARR RW W-1020 0.36 115.00 41.40
ARR05 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
ARR06 Z992 MISC LABOUR CODE (WARR RW W-1020 0.10 115.00 11.50
ARR06 Z992 MISC LABOUR CODE (WARR RW W-1020 0.10 115.00 11.50
ARR06 WARR MANUFACTURER WARRANTY RW W-1020 0.00 140.00 0.00
ARR07 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
ARR07 WARR MANUFACTURER WARRANTY RW W-1020 0.50 140.00 70.00
ARR08 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
ARR08 WARR MANUFACTURER WARRANTY RW W-1020 0.50 140.00 70.00
ARR09 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
ARR09 WARR MANUFACTURER WARRANTY RW W-1020 0.50 140.00 70.00
ARR10 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 115.00 57.50
ARR10 WARR MANUFACTURER WARRANTY RW W-1020 0.50 140.00 70.00
ARR11 Z992 MISC LABOUR CODE (WARR RW W-1020 0.00 115.00 0.00
ARR11 Z992 MISC LABOUR CODE (WARR RW W-1020 0.60 115.00 69.00
ARR11 RV31B-3 COMPARTMENT DOOR R&R ( RW W-1020 1.00 115.00 115.00
ARR02 WARR MANUFACTURER WARRANTY RW W-1020 0.50 115.00 57.50
ARR04 WARR MANUFACTURER WARRANTY RW W-1020 0.08 140.00 11.20
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Job # Excode Description EXTRAS bill to Qty Price Total
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ARR02 FRT FREIGHT W-1020 0.00 0.00 0.00
ARR04 FRT FREIGHT FOR WARR04 SCREEN W-1020 1.00 91.79 91.79
ARR08 FRT FREIGHT FOR WARR08 SEWER H W-1020 1.00 20.93 20.93
1 SSE SHOP SUPPLIES - EXTERNAL E-89167 1.00 0.00 0.00
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BILLINGS SUMMARY

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*****
Type Bill Id Parts Labour Sublet Extras Tax Total
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W 1020 514.04 1258.50 0.00 112.72 0.00 1,885.26
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BILLINGS SUMMARY

Type Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
Totals	514.04	1258.50	0.00	112.72	0.00	1,885.26

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&k0S