

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:	10 NOV 24	Stock No:	11223
:	:	Year:	2025
Customer Name:	1020 - GRAND DESIGN	Manufacturer:	GRAND DESIGN
Address:	11333 COUNTY RD 2	Brand:	SOLITUDE
:	MIDDLEBURY, IN	Model:	310GK
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#:	:
Purchased Date:	14 AUG 24	:	:
Delivery Date:	23 SEP 24	:	:
InService Date:	:	:	:
Serial#:	573FS3627SAA19975	:	:

```
*****
Job #   Description          JOB INFORMATION          Type Bill To
*****
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.
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
*****
```

Continued on page 2

Work Order : 11539

```

*****
Job #   Description           JOB INFORMATION           Type Bill To
*****
sit level with cabinet because of
defective device.   Need to order
warranty replacement motorized TV lift.
Please verify part# 820093

CORRECTION:  ...
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:  ...
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

```

Continued on page 3

Work Order : 11539

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.

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: ...

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
 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: NPF

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

Continued on page 4

Work Order : 11539

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: ...

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: ...

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,.

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

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.

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

Continued on page 5

Work Order : 11539

```
*****
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
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    0.42   115.00   48.30
ARR07 Z992      MISC LABOUR CODE (WARR RW  W-1020    0.50   115.00   57.50
ARR08 Z992      MISC LABOUR CODE (WARR RW  W-1020    0.50   115.00   57.50
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
ARR11 Z992      MISC LABOUR CODE (WARR RW  W-1020    0.00   115.00    0.00
ARR01 Z992      MISC LABOUR CODE (WARR RW  W-1020    0.50   115.00   57.50
ARR03 Z992      MISC LABOUR CODE (WARR RW  W-1020    0.50   115.00   57.50
ARR06 Z992      MISC LABOUR CODE (WARR RW  W-1020    0.08   115.00    9.20
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    0.00   115.00    0.00
ARR11 Z992      MISC LABOUR CODE (WARR RW  W-1020    0.50   115.00   57.50
*****
```

```
*****
Job #  Excode   Description  EXTRAS  bill to  Qty  Price  Total
*****
  1  SSE      SHOP SUPPLIES - EXTERNAL  E-89167  1.00   0.00   0.00
*****
```

BILLINGS SUMMARY

```
*****
Type Bill Id      Parts  Labour  Sublet  Extras  Tax  Total
*****
W      1020      0.00   632.50   0.00   0.00   0.00   632.50
*****
Totals      0.00   632.50   0.00   0.00   0.00   632.50
*****
```

&k2S
&k0S