

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

WORK ORDER # 11590

Date In: 12 NOV 24 Author: KOTT
Promised Date: 04 JUL 25 Stock No: 11028
: Year: 2024
Customer Name: 17262 - LEVERANCE, BRA Manufacturer: GRAND DESIGN
Address: 1681 BITTERSWEET DR Brand: REFLECTION 150 SERIES
: RUDOLPH, WI Model: 270BN
Postal/Zip: 54475 Miles/Hrs:
Phone#(res): 7155706232 Exterior Color:
Phone#(bus): Unit Type: FW-FIFTH WHEEL
Cell Phone: License#:
Email: NONE@GMAIL.COM Tag#: RYAN
Purchased Date: 14 MAR 24 :
Delivery Date: 15 APR 24 :
InService Date: :
Serial#: 573FR3126R3348424 :

Job # Description JOB INFORMATION Type Bill To

WARR COMPLAINT: WARRANTY REPAIR 1 - CUSTOMER STATES THAT W 1020 GRAND
THE SCREW IN RING AROUND THE POWER CORD
FOR THE UNIT IS CRACKED-
CAUSE: Locking ring on power cord rv side
cracked and split. Submit to
warranty. End says Epicord, 50A, 30'
shore cord. Replaced cord end? (1hr)
1/16/25 Need to order part
CORRECTION: Exchanged cords, placed new cord in
CMR's front compartment. Placed
warrantied cord in warranty cage.
WARR COMPLAINT: Transferred to GRV*11590B on 31 JAN 25 W 1020 GRAND
Estimate amount was 0.00 WARRANTY REPAIR
2 - CUSTOMER STATES THE DS REAR TIRE
MONITOR DOES NOT WORK PROPERLY SOMETIMES
BOTH. FRONT ONE ONLY KICKS OUT ABOUT 20
MILES IN THE DRIVE- CUSTOMER STATES THAT
HAPPENS AT VARIOUS TIMES- NO SET SPEED-
IT TAKES ROUGHLY ABOUT TEN MILES FOR IT
TO DO IT- WOULD LIKE TO HAVE DIAGNOSED-
CAUSE: Follow up with Matt per CMR
conversation. Unsure how to diagnose
this. Typically we don't deal with TPMS
systems. 1/14/25 Powered on coach,
plugged in monitor for tpms, DS rear
sensor would not read immediately, it
eventually came on 15mins later.
1/16/25 Had powered on for an entire

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Job #   Description           JOB INFORMATION           Type Bill To
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                                day, rear DS tire sensor keeps dropping
                                connectivity and occasionally regaining
                                connectivity as customer stated.
CORRECTION: ... All signs point to a dieing battery
                                in sensor of the wheel of concern.
WARR    COMPLAINT:  WARRANTY REPAIR 3 - CUSTOMER STATES THAT W    1020    GRAND
                                THE LITTLE LATCH IN THE FRONT
                                COMPARTMENT THAT YOU LATCH THE
                                COMPARTMENT OPEN IS CRACKED- FRONT UNDER
                                THE BULK BED-
CAUSE:    Door latch is cracked, submit to
                                warranty Latch replacement required.
                                (15min)
CORRECTION: R&R front storage door latch. Used AP
                                Products part. Heavier duty.
WARR    COMPLAINT:  WARRANTY REPAIR 4 - CUSTOMER STATES THAT W    1020    GRAND
                                THE ODS PASS THROUGH STORAGE, THE
                                COMPARTMENT DOOR IS BOWED- NEEDS TO BE
                                LOOKED AT WITH A STRAIGHT EDGE AND
                                PICTURES TAKEN FOR WARRANTY-
CAUSE:    Unknown cause, defective compartment
                                door. Compartment door ODS pass through
                                is concave by 3/4" in center. Submit
                                to warranty for replacement. (2.5hrs)
                                34.5"x25"
CORRECTION: Removed damaged baggage door, removed
                                sealants, clean surface for new
                                sealants, prep baggage door with butal
                                tape so it properly seals out moisture,
                                install new baggage door, apply
                                sealants, swap hardware, magnetic stay
                                and door lock. Takes more than .5 that
                                warranty allowed.
WARR    COMPLAINT:  WARRANTY REPAIR 5 - SOLAR PANELS ARE NOT W    1020    GRAND
                                CHARGING BATTERIES. HAVE LEFT IN THE SUN
                                FOR ABOUT 4 DAYS AND NOTHING WAS RUNNING
                                AND THE BATTERY WAS DEAD. SOLAR DOES NOT
                                SEEM TO BE ADDING ANY CHARGE TO THE
                                BATTERIES AS IT SHOULD
CAUSE:    Once the battery is fully drained it
                                needs to be boosted with a constant
                                power supply like a charger or the
                                onboard RV converter. When I initially
                                checked the voltage of the coach it was
                                down to 2.43v. 12v lead-acid batteries
                                should not be discharged beyond the
                                recommended 50% which is 6.4v or you
                                will be causing damage to the battery.
                                The design of the solar system on board
    
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from the factory provides one 180w panel. The lead acid battery is 75Ah. Which translates to roughly 450 usable Watt-hours. The refrigerator running at max setting requires 3168Wh which far exceeds the batteries maximum 900Wh. So without any solar input or external power the refrigerator will run 6 hours before fully discharging the battery. That will not get you through a night before the battery is fully drained, then it will take 1.25 days to fully charge the battery without it being used.

CORRECTION: System is working as designed. Solar is charging the battery the correct way. Getting 5.8v is the shop from the panel. Outside On a cloudy day getting 14v from the panel. If CMR wants to go off grid with their coach they will need more battery storage and more solar input. It's currently designed to provide enough power to keep the refrigerator running from point A to Point B and not off-grid. Had the coach plugged into shore power overnight, charged the battery fully. Battery is floating at 12.9v which is healthy. REQUEST .75 HOURS

1 COMPLAINT: UNIT AFFECTED BY RECAL #: 23V-788 OUTLET W 1020 GRAND RECEPTICALS

CAUSE: Recall notice.

CORRECTION: Performed inspection as outlined in recall notice. No incorrect outlets detected. All good.

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
WARR0	756815103244	3-1/2" T-STYLE DOOR HOLD	W-1020		1	6.23	6.23
WARR0	82201864	DOOR BAGGAGE 725 34 1/2	W-1020		1	233.05	233.05
WARR0	677917009992	BUTYL TAPE GREY	W-1020		0	10.97	0.00
WARR0	822021128	POWER CORD RV50-30G / 50	W-1020		1	217.61	217.61

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	WARR	MANUFACTURER WARRANTY	RW		W-1020	0.50	115.00	57.50
ARR01	WARR	MANUFACTURER WARRANTY	RW		W-1020	0.50	115.00	57.50
ARR02	Z992	MISC LABOUR CODE (WARR	RW		W-1020	0.00	115.00	0.00
ARR02	WARR	MANUFACTURER WARRANTY	RW		W-1020	0.00	115.00	0.00

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Job#  Lab Code  Description      LABOUR   Mech Bill to    Hrs    Rate    Total
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ARR02 WARR      MANUFACTURER WARRANTY RW    W-1020    0.00   115.00    0.00
ARR03 Z992      MISC LABOUR CODE (WARR RW    W-1020    0.05   115.00    5.75
ARR03 WARR      MANUFACTURER WARRANTY RW    W-1020    0.25   115.00   28.75
ARR04 Z992      MISC LABOUR CODE (WARR RW    W-1020    0.50   115.00   57.50
ARR04 WARR      MANUFACTURER WARRANTY RW    W-1020    0.17   115.00   19.55
ARR04 WARR      MANUFACTURER WARRANTY RW    W-1020    0.33   115.00   37.95
ARR05 Z992      MISC LABOUR CODE (WARR RW    W-1020    0.32   115.00   36.80
ARR05 Z992      MISC LABOUR CODE (WARR RW    W-1020    0.18   115.00   20.70
   1 WARR      MANUFACTURER WARRANTY RW    W-1020    0.50   115.00   57.50
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Job #  Excode  Description      EXTRAS      bill to    Qty    Price    Total
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ARR04  FRT      FREIGHT                          W-1020    1.00    25.46    25.46
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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      456.89    437.00    0.00     25.46    0.00    919.35
      Totals    456.89    437.00    0.00     25.46    0.00    919.35
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&k2S
&k0S