

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

WORK ORDER # 11600

Date In: 16 NOV 24 Author: KOTT
Promised Date: 26 NOV 24 Stock No: 10908
: Year: 2023
Customer Name: 16458 - MULVANEY, MICH Manufacturer: GRAND DESIGN
Address: 1426 RAINDANCE TRAIL, Brand: REFLECTION FW
: NEKOOSA, WI Model: 337RLS
Postal/Zip: 54457 Miles/Hrs: 0
Phone#(res): 414-333-0850 Exterior Color:
Phone#(bus): Unit Type: FW-FIFTH WHEEL
Cell Phone: License#:
Email: KATHLEEN.MULVANEY@OUTL Tag#:
Purchased Date: 29 JUL 23 :
Delivery Date: 05 AUG 23 :
InService Date: :
Serial#: 573FR3724P9924075 :

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Job # Description JOB INFORMATION Type Bill To
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1 CUSTOMER STATES THAT GRAND DESIGN HAS EXTENDED THEIR W 1020 GRAND
  WARRANTY TO MARCH OF 2025***** REFERENCE CASE
  NUMBER: 00748515
2 COMPLAINT: CUSTOMER STATES THAT THE REAR JACKS ARE W 1020 GRAND
  NOT WORKING ON MANUAL- CUSTOMER STATES
  THAT THE JACKS WILL NOT GO DOWN WHEN
  TRYING TO PUT THEM DOWN MANUALLY BUT IT
  WILL ON AUTO- NEEDS TO BE DIAGNOSED-
  CAUSE: NPF. I put the leveling system in
  manual mode and ran the rear jacks up
  and down multiple times with no issues.
  CORRECTION: Done.
3 COMPLAINT: CUSTOMER STATES THAT THE CABLE OUTLET W 1020 GRAND
  FOR THE TV IS NOT OPERATING CORRECTLY-
  IT WILL NOT RUN THROUGH THE UNIT- IN
  ORDER FOR THE CUSTOMER TO USE CABLE THEY
  NEED TO RUN THE LINE THROUGH THE WINDOW-
  CAUSE: Faulty connection at the antenna head.
  I hooked our tester up to the cable port
  outside, disconnected the cable from the
  booster, and tested the connection. Our
  tester shows the cable is connected, and
  the signal is at 21 DB. I pulled a few
  screws out of the underbelly by the
  slide out, and the cables are connected
  with barrel connectors. I took the
  cables apart and checked their signal,
  and the cable coming from the outside
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Continued on page 2

Work Order : 11600

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port is showing 21 DB, and the cable going into the slide is showing 29 DB. I replaced four cable ends, checked the signal again, and it didn't change. I did a channel scan to verify the antenna is working, and it picked up 127 channels but none of them will come in. Their is is a 100% cloud cover and i have the unit close to the building so I waited to the following day when the skies are clear, I moved the unit away from the building and the channels still won't come in. I removed one of the ceiling lights, disconnected the cable from the antenna, hooked up a different style head and the channels came in perfectly clear. I hooked the cable back up to the antenna on the unit and the channels stayed clear. Either the connection was loose or their was debris in the cable end it came out when I disconnected it.

CORRECTION: Done. REQUEST 6.5 HOURS OF LABOR

4 CUSTOMER IS INTERESTED IN A LITHIUM BATTERY INSTALL- E 16458 MULVA

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
2	WARR	MANUFACTURER WARRANTY	JGK	W-1020	0.20	115.00	23.00	
3	WARR	MANUFACTURER WARRANTY	JGK	W-1020	0.00	115.00	0.00	
4	Z990	MISC LABOUR CODE (EXTE	JGK	E-16458	0.00	130.00	0.00	
3	WARR	MANUFACTURER WARRANTY	JGK	W-1020	0.50	115.00	57.50	
3	WARR	MANUFACTURER WARRANTY	JGK	W-1020	0.00	115.00	0.00	
3	WARR	MANUFACTURER WARRANTY	JGK	W-1020	0.00	115.00	0.00	
3	WARR	MANUFACTURER WARRANTY	JGK	W-1020	0.00	115.00	0.00	
3	WARR	MANUFACTURER WARRANTY	JGK	W-1020	0.00	115.00	0.00	
3	WARR	MANUFACTURER WARRANTY	JGK	W-1020	0.00	115.00	0.00	

Job #	Excode	Description	EXTRAS	bill to	Qty	Price	Total
4	SSE	SHOP SUPPLIES - EXTERNAL	E-16458	1.00	0.00	0.00	

BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
W	1020	0.00	80.50	0.00	0.00	0.00	80.50

Continued on page 3

Work Order : 11600

BILLINGS SUMMARY

Type Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
Totals	0.00	80.50	0.00	0.00	0.00	80.50

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&k0S