

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

WORK ORDER # 11944B

Date In:	13 MAY 25	Author:	MGRAY
Promised Date:	06 MAY 25	Stock No:	
:		Year:	2024
Customer Name:	1020 - GRAND DESIGN	Manufacturer:	GRAND DESIGN
Address:	11333 COUNTY RD 2	Brand:	IMAGINE
:	MIDDLEBURY, IN	Model:	23LDE
Postal/Zip:	46540	Miles/Hrs:	
Phone#(res):	888-825-2820	Exterior Color:	
Phone#(bus):		Unit Type:	TT-TRAVEL TRAILER
Cell Phone:		License#:	
Email:	NONE	Tag#:	DB - 5/14
Purchased Date:		:	
Delivery Date:		:	
InService Date:		:	
Serial#:	573TE2822R3435719	:	

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Job #   Description      JOB INFORMATION      Type Bill To
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1       COMPLAINT:  ADDED 4/8/2025 - CMR STATES THAT THE      W      1020    GRAND
          SHOWER HEAD BUTTON ON THE SIDE, DOES NOT
          LET THE BUTTON ACTUALLY FLIP BETWEEN ONE
          TO THE OTHER. HAS BEEN GETTING WORSE.
          HAS SILICONE SPRAYED TO TRY TO LOOSEN,
          AND HASNT HELPED.
          CAUSE:      Shower head defective. Button is very
          difficult to press. Replace per
          warranty. 15min.
          CORRECTION: R&R shower head, installed.  approved
          .2
WARR    COMPLAINT:  ADDED 4/8/2025 - WARRANTY REPAIR 2 -      W      1020    GRAND
          BATTERIES WILL NOT HOLD A CHARGE. WHEN
          PLUGGED IN WORKS FINE BUT DURING DRIVES
          NOT CHARGING AND HOLDING. WOULD LIKE
          PARASITIC DRAW TEST. TOOK BATTERIES TO
          GET CHARGED, BUT ENDED UP WITH TWO NEW
          BATTERIES. JUST VERIFY THAT THERE IS NO
          FURTHER DRAW. THE OLD BATTERIES WHERE
          NEW LAST YEAR.  Troubleshooting Steps:
          Check the voltage: Measure the voltage
          at the battery terminals while driving
          to see if the alternator is charging.
          Inspect the isolator solenoid: If the
          alternator is charging but the batteries
          aren't, the isolator solenoid might be
          faulty.  Test the batteries: Have the
          batteries professionally tested to
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assess their condition. Identify parasitic loads: Check for any lights, devices, or other appliances that might be draining power. Clean and secure connections: Ensure all connections, including battery terminals, are clean and tight.

CAUSE: Phantom Battery drain has nothing to do with tow vehicle. States batteries are draining, check for parasitic load. Tested batteries, showing 11.32vDC. Definitely drained. When battery disconnect is in the off position still showing there is a 0.3amp load drawing from the battery. Going to need further diagnostic time in order to hunt down the electric culprit.

CORRECTION: 5/23/25 - started the diagnosis process. Batteries were drained down to 6.2v with disconnect off. Letting converter charge up batteries sufficiently. Noticed there is a red light on the furrion solar charge controller. Polarity reversed from controller to battery see pictures. Corrected polarity issue on charge controller, now correct orange light is illuminated with option "sealed" selected. Batteries left on charge over weekend and are now holding a significant charge, doing further testing to make sure they are undamaged.

5/27/25 - Batteries are now floating at 12.9v after being charged for 48hrs. Think the parasitic load draining the batteries was that incorrect polarity from the solar charge controller. No longer draining the batteries when disconnect is off. ...

WARR	COMPLAINT:	ADDED 4/8/2025 - WARRANTY REPAIR 3 - FRONT WHITE DECAL IS BEGINING TO PEEL.	W	1020	GRAND
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CAUSE: Replacement of front decals White front cap decals under logo, are in need of replacement if indeed it is still covered under warranty.

CORRECTION: R&R decals. Went pretty smooth, peeled using heat gun and used a solvent to remove excess glue. Washed and laid new decals. Trimmed excess vinyl and sealed edges where meets screwtrack. Looks very

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nice. ...

WARR COMPLAINT: WARRANTY REPAIR 4 - ADDED 4/8/2025- LOVE W 1020 GRAND
SEAT IS NOT STAYING PLUGGED IN, NO
MATTER HOW HARD THEY HAVE TRIED TO PUSH
IN THE PLUG IT COMES UNDONE AND STOPS
WORKING.

CAUSE: Outlet behind loveseat doesn't hold
power block well. States loveseat power
block won't stay in outlet no matter
what is done to it. Recommend
replacing outlet. 1.5hr have to remove
recliners to access and put back
properly.

WARR CORRECTION: Replaced outlet per warranty. ...

WARR COMPLAINT: WARRANTY REPAIR 5 - ADDED 4/8/2025- FIRE W 1020 GRAND
ALARM IS NOT STAYING IN THE UNIT. KEEPS
FALLING DOWN OUT OF THE SPOT.

CAUSE: Mounting screws for fire alarm were
loose and angled. 15min

CORRECTION: Moved Mounting screws and added some
rubber to keep everything tight.
APPROVED .2

5 COMPLAINT: SLIDE OUT IS STRUGGLING TO GO IN OUT. W 1020 GRAND
DID RESET ON THE SLIDE AND DID NOT GELP.
TESTED WITH NEW BATTERY AS WELL AND
STILL WAS STRUGGLING.

CAUSE: Bad schwintek. Updated pics 5/21 R&R
schwintek slide mechanism.

CORRECTION: ... 6/10/25 - Braced slide with tripod
jacks, removed defective schwintek slide
mechanism. Prepped new mechanism for
install. Installed both sides. 6/11/25
- Connected wiring harnesses and tested.
Working much smoother. Finished up
sealants, tested a couple more times.
Good to go.

1005 COMPLAINT: Transferred to GRV*11944 on 12 JUN 25 E 1715 BAYUK
Estimate amount was 0.00 RETAIL REPAIR
01 - Entrance door won't stay shut and
screen door rubbing on frame.

CAUSE: Noticed when first brought in shop, was
never noted as an issue, main door not
latching is a fairly big issue. Needs
adjustment. Also screen door is rubbing
on frame upper rear corner.

CORRECTION: Adjusted top hinge on screen door as it
was not installed correctly, moved the
screws. Used the camber adjustment
tool to remove camber from door, had way
too much camber, latch wouldn't catch
with the amount of camber that existed.
Working as it should now.

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Job # Part No      Description      PARTS      Bill to      Qty      Price      Total
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1      019079642592 HH SHW HEAD, BK, CLASSIC W-1020      1      9.10      9.10
WARR0 822030175      DIE CUT FRONT #6 LH IMAG W-1020      1      7.53      7.53
WARR0 82230176      DIE CUT FRONT #6 RH IMAG W-1020      1      7.53      7.53
WARR0 601320118170 INSELF CONTAINEDIN BLACK W-1020      1      17.64      17.64
5      822040819      MECHANISM SLIDEOUT IN WA W-1020      1      607.14      607.14
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Job# Lab Code Description LABOUR Mech Bill to Hrs Rate Total
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1 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 140.00 70.00
ARR02 Z992 MISC LABOUR CODE (WARR RW W-1020 0.00 140.00 0.00
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ARR02 Z992 MISC LABOUR CODE (WARR RW W-1020 0.00 140.00 0.00
ARR03 Z992 MISC LABOUR CODE (WARR RW W-1020 0.50 140.00 70.00
ARR03 WARR MANUFACTURER WARRANTY RW W-1020 0.00 140.00 0.00
ARR04 Z992 MISC LABOUR CODE (WARR RW W-1020 0.42 140.00 58.80
ARR04 Z992 MISC LABOUR CODE (WARR RW W-1020 0.08 140.00 11.20
ARR04 RV9AIV-15 OUTLET R&R 12V DC RW W-1020 0.40 140.00 56.00
ARR05 Z992 MISC LABOUR CODE (WARR RW W-1020 0.22 140.00 30.80
ARR05 Z992 MISC LABOUR CODE (WARR RW W-1020 0.28 140.00 39.20
5 Z990 MISC LABOUR CODE (EXTE JGK W-1020 0.00 140.00 0.00
5 Z990 MISC LABOUR CODE (EXTE RW W-1020 1.00 140.00 140.00
5 SLSCHWIN SLIDE OUT MECHINISM SC RW W-1020 0.61 140.00 85.40
5 SLSCHWIN SLIDE OUT MECHINISM SC RW W-1020 0.44 140.00 61.60
5 SLSCHWIN SLIDE OUT MECHINISM SC RW W-1020 0.28 140.00 39.20
5 SLSCHWIN SLIDE OUT MECHINISM SC RW W-1020 1.05 140.00 147.00
5 SLSCHWIN SLIDE OUT MECHINISM SC RW W-1020 1.77 140.00 247.80
5 SLSCHWIN SLIDE OUT MECHINISM SC RW W-1020 0.85 140.00 119.00
ARR03 WARR MANUFACTURER WARRANTY RW W-1020 0.50 140.00 70.00
1005 Z990 MISC LABOUR CODE (EXTE RW E-1715 0.00 140.00 0.00
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Job # Excode Description EXTRAS bill to Qty Price Total
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ARR03 FRT FREIGHT FOR DECALS W-1020 1.00 0.00 0.00
5 FRT FREIGHT FOR MECHANISM JOB W-1020 1.00 226.50 226.50
1005 SSE SHOP SUPPLIES - EXTERNAL E-1715 0.00 0.00 0.00
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BILLINGS SUMMARY
Type Bill Id Parts Labour Sublet Extras Tax Total
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W 1020 648.94 1316.00 0.00 226.50 0.00 2,191.44
Totals 648.94 1316.00 0.00 226.50 0.00 2,191.44
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