

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

WORK ORDER # 12050

Date In:	15 MAY 25	Author:	MGRAY
Promised Date:	23 MAY 25	Stock No:	10848
:	:	Year:	2023
Customer Name:	1020 - GRAND DESIGN	Manufacturer:	GRAND DESIGN
Address:	11333 COUNTY RD 2	Brand:	REFLECTION FW
:	MIDDLEBURY, IN	Model:	303RLS
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#:	DROPPED 5/15 DB-5/19
Purchased Date:	08 JUN 24	:	:
Delivery Date:	13 JUN 24	:	:
InService Date:	:	:	:
Serial#:	573FR3420P9923512	:	:

Job #	Description	JOB INFORMATION	Type	Bill To
1	COMPLAINT:	WATER LEAK IN THE BATHROOM. SEEMS TO BE A SMALL LEAK BUT FLOOR SEEMS SOFT IN FRONT OF SHOWER NOW. CHECK OUT FOR DIAG AND ESTIMATE.	W	1020 GRAND
	CAUSE:	A soft spot in front of the toilet. I air-tested the unit for leaks and there aren't any. I ran water through the toilet to check the flange seal and I didn't see any water. I removed the wall in the front storage and I felt the bottom of the floor it's not soft but it doesn't feel right either. I had Matt walk around on the soft spot as I watched from inside the storage compartment and I could see that section of floor flexing a lot. I cut the sub-floor material and the underside of the floor is covered in white mold. I cut a few more sections and the mold is in different areas. We will have to see what the manufacturer wants done. The manufacturer approved a floor replacement. I disconnected the toilet and removed it from the unit. I removed the floor vent and trim strip behind the toilet. I removed two baton strips and when I went to remove the door jam the manufacturer used an excessive amount of		

Continued on page 2

Work Order : 12050

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nails to hold it on and one side was damaged during removal. I went into the storage and cut the toilet drain pipe and removed it from the bathroom. I took the screws out of the metal trim strip in the hallway and on the edge of the steps. I cut the vinyl along the wall, tub base, and door jam and when I went to peel it back I found out the manufacturer glued some areas of the floor. I can either cut the vinyl or run the risk of damaging it by trying to peel it up. I chose to cut the vinyl so I used a straight edge and cut the vinyl along a plank in the doorway. I peeled some more vinyl up and I can see that the mold runs under the bathroom cabinet. I removed all the customer's belongings, removed the screws in the cabinet, and on the right side, the manufacturer ran screws through the walls and into the countertop brace. I popped the edge of the wall panel up and looked inside and I can see the four screws that are holding the countertop to the wall. I can't get my 90-degree drill extension in the wall so I had to remove half of the bedroom door jam and take down the molding that hides the seam at the ceiling. I removed the door jam support and I finally have enough room to get the screws out. I disconnected the water lines and drain and removed the cabinet. The manufacturer used an excessive amount of silicone around the drain and water lines so I cut it off, cut the vinyl along the wall, and peeled it back. The water damage and mold have spread further across the floor than I originally thought. I want to be able to cut the floor on top of a floor joist so it's supported properly and to do that I will either have to cut it where there is still some damaged wood or extend the cut further into the bathroom. I can't add braces of any sort because of a furnace duct. After seeing how far this damage went and the vinyl being damp we

Continued on page 3

Work Order : 12050

run the risk of the vinyl shrinking after it dries and we will have to replace the whole piece in the bedroom and bathroom. I took measurements, drew some lines, and cut out a smaller area to see what it looked like and the mold was just on the surface. We don't have 3/4 in plywood so I ended up having to laminate three pieces to get the correct thickness. I set the piece in the unit and altered some cuts to get it to fit right. There are a couple of high spots so I sanded them down, pulled the patch back out, and glued a piece of our slide floor tarp to the bottom of it to protect the floor. After the glue dried I put a small bead of construction adhesive on the aluminum joists, put the patch in place, and secured it with screws. I went over the seams with a floor patch leveler. While that was drying I went to the storage compartment and sprayed all of the leftover mold with bleach. I used underbelly tape to cover all the slices I made in the subfloor material. I cut and wrapped some premium-grade plywood to go over all the seams that weren't fully supported on the joists and I secured them to the bottom of the floor with screws. I went back into the bathroom and now that the floor leveler was dry I sanded it all down. The backside of the vinyl has chunks of wood all over it from being peeled off so I carefully removed what I could so the vinyl would lay down as flat as possible. I swept and vacuumed the floor and when I laid the vinyl back down it shrank about 1/8 of an inch. I put one of my l.p. test tanks on the unit turned the heat on and closed the unit up so the vinyl would relax. After three days with the heat on the vinyl still hasn't completely relaxed. At the seam, it has 1/16 inch gap in places. We don't do vinyl and there isn't a person within fifty miles of us that will do it so our only option is to put a transition strip across the seam. I checked our stock and went to Home Depot to find a small black transition strip and I couldn't find

Continued on page 4

Work Order : 12050

anything that would look nice. I went to an actual flooring store and I found a threshold that will work for the unit. I rolled the vinyl back up, swept the floor again, and applied some vinyl glue to the floor. I let the glue tack up for 45 minutes, laid the vinyl back down, and went over it with a roller. I let the floor cure overnight and the next day I put the floor vent and metal trim in place, I had to cut and paint a piece of metal to match to go along the wall by the toilet. I put the toilet drain back in place with a fernco and resecured the flange to the floor. I put the vanity back in place, pulled all the nails and staples, re-secured the bedroom door jam, ran the screws back through the wall into the vanity, and re-secured the wall. I taped off the floor around the shower base and I went around it with white silicone. I cleaned the old silicone off the bathroom vanity and I went around the top with clear silicone. The metal screw track in the hallway has the same issue as the bedroom track so I added more and longer screws to it to hold it down. The existing door jams are no longer made so the manufacturer sent us the new style door jams. I cut the three for the bathroom door and nailed them in place. I lined up the bathroom door, pre-drilled the holes, secured the door to the jam, and cut out a hole for the latch. I cut the transition piece to size and secured it to the floor. I used baton strips to cover up every edge of the exposed floor in the bathroom. I still can't verify where the leak came from so to rule out the toilet flange, I put a new one in the toilet and secured the toilet to the floor. Since the door jams are a different color we sent a picture to the customer to see if they are fine with the one or if they want both replaced and they want both door jams replaced. When I went to take the bedroom jam off I noticed that the board the jam is connected to isn't secured to the wall. After the jams were off I ran longer screws in to hold it in place. I

Continued on page 5

Work Order : 12050

cut the new jams, put them in place, mounted the door and cut the hole for the latch. When I tested the door the door latch was just barely rubbing on the latch so I took the one jam back off, ran a few screws in to suck it to the wall, put the jam back on and the door is operating correctly. I puttied all the nails and staples holes and swept and vacuumed up the floor. I went into the storage, secured the drains and water lines and blew all the dust out of the storage area.

CORRECTION: Done.

2 COMPLAINT: THERE IS MOLDING IN SEVERAL PLACES W 1020 GRAND
COMING OFF, MOLDING ON DS SLIDE COMING APART, MOLDING BEHIND REFER, AND THE MOLDING IN THE BEDROOM, WILL TAPE PLACES NOTICED. USED GORILLA TAPE TO HOLD A LITTLE SO IT DID NOT GET DAMAGED IN TRAVEL.

CAUSE: The DS facia board is coming off, ods baton strip to the right of the fridge, and the floor trim behind the bedroom door is coming off. I removed the facia board completely, removed all the nails, added a bead of silicone to the whole length of the facia header and nailed the facia board back on. I puttied the nail holes when I was done. There is no room for a nailer so after I removed the one piece of 3m tape the manufacturer used to hold the baton on i ran a bead of super glue down the baton and held it in place till the glue set. The manufacturer used one small screw to hold the floor trim on so I added more and longer screws to hold it in place.
REQUEST .6

CORRECTION: Done.

3 COMPLAINT: FURNACE WHEN RUNNING IS BLOWING OUT W 1020 GRAND
STYROFOAM BALLS OUT OF VENTS. HAS VACUUMED OUT THE VENTS A FEW TIMES AND ARE STILL HAVING THEM BLOW OUT OF THE VENT.

CAUSE: I ran the furnace for a little while and I saw a few pieces of foam come out. It's from when the unit was built and it will clear out eventually. REQUEST .5

CORRECTION: Done.

4 COMPLAINT: NOTING - DO WE HAVE THE DOOR SHELVES FOR E 17367 GRAVE
THE REFER? IF NOT PRICE TO ORDER.

Continued on page 6

Work Order : 12050

CAUSE: 1001 CUSTOMER REQUESTED. It's not a part
we keep in stock. We will have to order
it.

CORRECTION: ...

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Job # Part No      Description      PARTS      Bill to      Qty      Price      Total
*****
1      711217019111 4" X 180' BOTTOM BOARD - W-1020      24      0.36      8.64
1      135922          COUPLING                      W-1020      1      9.09      9.09
1      028985341208 WASTE BALL SEAL KIT          W-1020      1      16.91     16.91
1      822052313      TRIM JAMB 1.177 X 3 7/16 W-1020      6      23.99     143.94
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Job#  Lab Code  Description      LABOUR      Mech Bill to      Hrs      Rate      Total
*****
1  Z990          MISC LABOUR CODE (EXTE JGK W-1020      0.42     140.00     58.80
1  Z990          MISC LABOUR CODE (EXTE JGK W-1020      0.49     140.00     68.60
1  Z990          MISC LABOUR CODE (EXTE JGK W-1020      0.27     140.00     37.80
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.00     140.00      0.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020      3.58     140.00     501.20
1  WARR          MANUFACTURER WARRANTY JGK W-1020      1.45     140.00     203.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.12     140.00      16.80
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.25     140.00      35.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.81     140.00     113.40
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.00     140.00      0.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020      2.02     140.00     282.80
1  WARR          MANUFACTURER WARRANTY JGK W-1020      1.54     140.00     215.60
1  WARR          MANUFACTURER WARRANTY JGK W-1020      1.97     140.00     275.80
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.10     140.00      14.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020      6.29     140.00     880.60
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.67     140.00      93.80
1  WARR          MANUFACTURER WARRANTY JGK W-1020      1.74     140.00     243.60
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.56     140.00      78.40
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.70     140.00      98.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020     13.00     140.00    1,820.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020      1.48     140.00     207.20
1  WARR          MANUFACTURER WARRANTY JGK W-1020      1.14     140.00     159.60
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.63     140.00      88.20
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.47     140.00      65.80
1  WARR          MANUFACTURER WARRANTY JGK W-1020      1.02     140.00     142.80
1  WARR          MANUFACTURER WARRANTY JGK W-1020      3.38     140.00     473.20
1  WARR          MANUFACTURER WARRANTY JGK W-1020      3.30     140.00     462.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.00     140.00      0.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.00     140.00      0.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.00     140.00      0.00
2  Z990          MISC LABOUR CODE (EXTE JGK W-1020      1.00     140.00     140.00
3  Z990          MISC LABOUR CODE (EXTE JGK W-1020      0.70     140.00      98.00
3  Z990          MISC LABOUR CODE (EXTE JGK W-1020      0.30     140.00      42.00
4  Z990          MISC LABOUR CODE (EXTE JGK E-17367      0.10     130.00      13.00
1  WARR          MANUFACTURER WARRANTY JGK W-1020      0.00     140.00      0.00
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Continued on page 7

Work Order : 12050

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Job #  Excode   Description   EXTRAS      bill to    Qty    Price    Total
*****
   1   SSE      SHOP SUPPLIES - EXTERNAL  W-1020    1.00    0.98    0.98
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                        BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
E   17367          0.00      13.00       0.00       0.00       0.72      13.72
W   1020          178.58     6916.00      0.00       0.98       0.00     7,095.56

      Totals      178.58     6929.00      0.00       0.98       0.72     7,109.28

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&k0S