

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

WORK ORDER # 12131

Date In:	30 MAY 25	Author:	KOTT
Promised Date:	06 JUN 25	Stock No:	
:		Year:	2024
Customer Name:	1020 - GRAND DESIGN	Manufacturer:	GRAND DESIGN
Address:	11333 COUNTY RD 2	Brand:	REFLECTION TT
:	MIDDLEBURY, IN	Model:	297RSTS
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#:	UNIT HERE-
Purchased Date:		:	
Delivery Date:		:	
InService Date:		:	
Serial#:	573TR3433R3349424	:	

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Job # Description JOB INFORMATION Type Bill To  
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1 COMPLAINT: CUSTOMER STATES THAT THEIR UNIT IS W 1020 GRAND  
AFFECTED BY RECALL #: 24V-522- NEEDS TO  
BE INSPECTED AND REPAIRED-  
CAUSE: Affected by Recall 24V-522 Inspected  
and worked through the Recall guide. Had  
to get it reprinted in color as the  
wording was very misleading and not  
making sense. Took an extra 30min to try  
and distinguish what the recall was  
explaining past step 9. Unclear  
instructions. I reached out to GD at  
9:15AM to clarify instructions, they did  
not know, I was transfered twice and  
received a voicemail, to which I had not  
received a call in a reasonable ammount  
of time. (15min)  
CORRECTION: By step 9 in the recall guide I became  
lost and had to research the components  
affected. Understanding the electronic  
system involved in the emergency braking  
made more sense what we were doing with  
the recall. After seeing color pictures  
of the guide, I then realized how the  
wiring needed to be routed. Tested the  
e-brake system by jacking up one wheel,  
pulling the e-brake switch and waiting  
for 10 seconds for the audible beep and  
checking wheel if brake engages. Tested

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 Job # Description JOB INFORMATION Type Bill To  
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 good. Recall complete.

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 Job # Part No Description PARTS Bill to Qty Price Total  
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 1 BDR31118-7 50A CIRCIUT BREAKER W-1020 0 6.01 0.00

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 Job# Lab Code Description LABOUR Mech Bill to Hrs Rate Total  
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 1 WARR MANUFACTURER WARRANTY RW W-1020 0.00 140.00 0.00  
 1 WARR MANUFACTURER WARRANTY RW W-1020 0.22 140.00 30.80  
 1 WARR MANUFACTURER WARRANTY RW W-1020 0.28 140.00 39.20

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 Job # Excode Description EXTRAS bill to Qty Price Total  
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 1 SSE SHOP SUPPLIES - EXTERNAL W-1020 1.00 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 0.00 70.00 0.00 0.00 0.00 70.00  
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 Totals 0.00 70.00 0.00 0.00 0.00 70.00

&k2S  
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