

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

WORK ORDER # 12255

Date In:	23 JUN 25	Author:	MGRAY
Promised Date:	31 DEC 25	Stock No:	11185
:	:	Year:	2025
Customer Name:	17361 - FLAHIVE, GARY	Manufacturer:	GRAND DESIGN
Address:	661 JACKPINE ARBOR	Brand:	MOMENTUM M-CLASS
:	NEKOOSA, WI	Model:	351MS
Postal/Zip:	54457	Miles/Hrs:	:
Phone#(res):	7153252655	Exterior Color:	:
Phone#(bus):	:	Unit Type:	FWH-FW TOY HAULER
Cell Phone:	:	License#:	:
Email:	NONE	Tag#:	db: 7/1
Purchased Date:	18 JUN 24	:	:
Delivery Date:	26 JUL 24	:	:
InService Date:	:	:	:
Serial#:	573FM4123SBB02997	:	:

```
*****
Job #   Description      JOB INFORMATION      Type Bill To
*****
1      COMPLAINT: CHECK OUT THE FRONT CAP ON UNIT FOR A      W      1020      GRAND
      SCREW COMING THROUGH? IT APPEARS THAT
      SPOKE WITH JOE AND MATT. STRUCTURE UNDER
      THE CAP THT IS PUSHING OUT.
      CAUSE:      On the ds of the front cap it looks like
      a possible screw is going to poke
      through the cap. With the right angle
      you can see a bump. The only way I'll be
      able to see it is to R&R the front
      fylon. After the fylon is removed i
      should be able to see what's causing the
      bump in the cap.
      CORRECTION: ... WARRANTY AUTH 1 HOUR FOR DISCOVERY
      CUSTOMER DECLINED TO HAVE TEH FRONT CAP
      OPENED FOR DISCOVERY****
2      COMPLAINT: CUSTOMER STATES THAT THE CUP HOLDER ON      W      1020      GRAND
      THE REAR MOST THEATER SEATING DOES NOT
      OPERATE AT ALL- NEEDS TO BE DIAGNOSED.
      CAUSE:      One of the plugs underneath the sofa was
      disconnected. I plugged it back in.
      CORRECTION: Done.
3      COMPLAINT: CUSTOMER STATES THAT WHEN THEY HAD THEIR I      PD      GOODW
      UNIT HERE LAST FALL AND IT GOT HIT IN
      THE SERVICE LINE UP AND THINKS THAT WE
      SHOULD FIX IT- CUSTOMER STATES THAT WHEN
      IT HAPPENED THEY TALKED TO MATT ABOUT IT
      CAUSE:      Matt talked with the customer and he
      just wants the screw cover replaced and
```

Continued on page 2

Work Order : 12255

```

*****
Job #   Description           JOB INFORMATION           Type Bill To
*****
the ding in the track filed down and
touched up with a paint pen.
CORRECTION: Done
4 COMPLAINT: BRAKES LOOKED AT. WOULD LIKE EVERYTHING W 1020 GRAND
VERIFIED THAT ITS WORKING PROPERLY. WAS
DRIVING WITH THE UNIT AND FELT LIKE IT
WAS HELD UP.
CAUSE: NPF. I jacked up a tire on each axle,
spun them around and I didn't hear any
abnormal noises.
CORRECTION: Done.
5 COMPLAINT: CUSTOMER STATES THAT WHEN THEY TRIED TO W 1020 GRAND
DROP THE UNIT THEY PUSHED THE BUTTON TO
DROP THE UNIT AND IT SWITCHED TO AUTO
LEVEL ON ITS OWN- NEEDS TO BE DIAGNOSED-
CAUSE: Bad leveling controller. I ran the
jacks up and down several times and
everything is operating correctly. When
I was bringing the floor jack over to
check the brakes the front end of the
unit was raising on its own. I went to
the outside controller and it was off. I
turned it on and hit cancel and the unit
stopped rising. I duplicated everything
that I did the first time I operated the
system and I let it sit and the issue
did not happen again. Matt called Grand
Design and they told him to check the
controller and when he walked up to it
the controller was doing random things.
If it's on it will start operating the
jacks by itself. If it's on the lock
screen it will enter numbers by itself.
We will need a new controller. A bunch
of aluminum shavings came out of the
controller housing when removed. Imagine
this was the cause of the weird
operating. Looks like debris from
routering window/door openings.
CORRECTION: ... Replaced controller. Tested ok
6 COMPLAINT: NEED TO HAVE THE REAR ENTRY DOOR STEP W 1020 GRAND
INSPECTED FOR WARRANTY RECALL" 25V-281
CAUSE: Warranty recall. Applies to deck/patio.
Order replacement kit STP54-081 Check
for rear step for entrance door recall.
CORRECTION: ... Recall installed plate on rear door
deck.

```

Continued on page 3

Work Order : 12255

```
*****
Job # Part No      Description      PARTS      Bill to      Qty      Price      Total
*****
3      147307      1" x1000' VINYL INSERT BL      I-PD      9      0.14      1.26
5      822019813      EXTERNAL TITAN TOUCH PAD      W-1020      1      216.96      216.96
6      8220910005      STEP MORRYDE CLIP-ON BRACK      W-1020      1      0.00      0.00
*****
```

```
*****
Job#  Lab Code  Description      LABOUR      Mech Bill to      Hrs      Rate      Total
*****
1 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.22      140.00      30.80
1 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.16      140.00      22.40
1 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.07      140.00      9.80
1 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.05      140.00      7.00
2 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.20      140.00      28.00
3 Z992      MISC LABOUR CODE (WARR JGK I-PD      0.00      70.00      0.00
3 Z990      MISC LABOUR CODE (EXTE JGK I-PD      0.33      70.00      23.10
3 Z990      MISC LABOUR CODE (EXTE JGK I-PD      0.00      70.00      0.00
4 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.31      140.00      43.40
4 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.13      140.00      18.20
4 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.06      140.00      8.40
5 WARR      MANUFACTURER WARRANTY JGK W-1020      0.00      140.00      0.00
5 WARR      MANUFACTURER WARRANTY JGK W-1020      0.50      140.00      70.00
5 WARR      MANUFACTURER WARRANTY JGK W-1020      0.47      140.00      65.80
5 WARR      MANUFACTURER WARRANTY JGK W-1020      0.03      140.00      4.20
5 WARR      MANUFACTURER WARRANTY RW W-1020      0.48      140.00      67.20
5 WARR      MANUFACTURER WARRANTY RW W-1020      0.02      140.00      2.80
6 WARR      MANUFACTURER WARRANTY RW W-1020      0.50      140.00      70.00
6 Z992      MISC LABOUR CODE (WARR TD W-1020      0.50      140.00      70.00
6 Z992      MISC LABOUR CODE (WARR TD W-1020      0.50      140.00      70.00
*****
```

```
*****
Job #  Excode      Description      EXTRAS      bill to      Qty      Price      Total
*****
1 SSE      SHOP SUPPLIES - EXTERNAL W-1020      1.00      0.00      0.00
6 FRT      FREIGHT      W-1020      0.00      0.00      0.00
*****
```

```
*****
                        BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
I      PD      1.26      23.10      0.00      0.00      0.00      24.36
W      1020      216.96      588.00      0.00      0.00      0.00      804.96

Totals      218.22      611.10      0.00      0.00      0.00      829.32
*****
```

&k2S
&k0S