

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:	03 JUL 25	Stock No:	11185
:	:	Year:	2025
Customer Name:	1020 - GRAND DESIGN	Manufacturer:	GRAND DESIGN
Address:	11333 COUNTY RD 2	Brand:	MOMENTUM M-CLASS
:	MIDDLEBURY, IN	Model:	351MS
Postal/Zip:	46540	Miles/Hrs:	:
Phone#(res):	888-825-2820	Exterior Color:	:
Phone#(bus):	:	Unit Type:	FWH-FW TOY HAULER
Cell Phone:	:	License#:	:
Email:	NONE	Tag#:	:
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 SCREW COMING THROUGH? IT APPEARS THAT SPOKE WITH JOE AND MATT. STRUCTURE UNDER THE CAP THT IS PUSHING OUT.		W	1020 GRAND
	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: ...			
2	COMPLAINT: CUSTOMER STATES THAT THE CUP HOLDER ON THE REAR MOST THEATER SEATING DOES NOT OPERATE AT ALL- NEEDS TO BE DIAGNOSED.		W	1020 GRAND
	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 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		W	1020 GRAND
	CAUSE: Matt talked with the customer and he just wants the screw cover replaced and the ding in the track filed down and touched up with a paint pen.			

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*****
Job #   Description           JOB INFORMATION           Type Bill To
*****
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.
          CORRECTION: ...

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Job # Part No Description      PARTS          Bill to   Qty    Price    Total
*****
3      147307  1" x1000' VINYL INSERT BL      W-1020      9      1.30     11.70
*****
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    0.50   140.00   70.00
3 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00

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*****
Job#  Lab Code  Description    LABOUR    Mech Bill to      Hrs      Rate      Total
*****
  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
  5  WARR      MANUFACTURER WARRANTY  JGK  W-1020      0.50     140.00     70.00
  5  WARR      MANUFACTURER WARRANTY  JGK  W-1020      0.00     140.00      0.00
  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
  3  Z990      MISC LABOUR CODE (EXTE JGK  W-1020      0.50     140.00     70.00
  3  Z990      MISC LABOUR CODE (EXTE JGK  W-1020      0.00     140.00      0.00
  4  Z992      MISC LABOUR CODE (WARR JGK  W-1020      0.06     140.00      8.40

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Job #  Excode  Description    EXTRAS      bill to      Qty      Price      Total
*****
  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
*****
W      1020      11.70      420.00      0.00      0.00      0.00      431.70

      Totals      11.70      420.00      0.00      0.00      0.00      431.70

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&k2S
&k0S