

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

WORK ORDER # 12688

Date In:	08 SEP 25	Author:	KOTT
Promised Date:	12 SEP 25	Stock No:	11084
:	:	Year:	2022
Customer Name:	8308 - FALLIN, KELLY	Manufacturer:	FOREST RIVER
Address:	3910 HERITAGE RIDGE DR	Brand:	PUMA TT
:	WISCONSIN RAPIDS, WI	Model:	26FKDS
Postal/Zip:	54494	Miles/Hrs:	:
Phone#(res):	715-254-7071	Exterior Color:	:
Phone#(bus):	:	Unit Type:	TT-TRAVEL TRAILER
Cell Phone:	:	License#:	:
Email:	NONE	Tag#:	DB: 9/11
Purchased Date:	24 FEB 25	:	:
Delivery Date:	22 APR 25	:	:
InService Date:	:	:	:
Serial#:	5ZT2PURB6N4016461	:	:

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Job #   Description          JOB INFORMATION          Type Bill To
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WARR    COMPLAINT:  WARRANTY REPAIR 1 - CUSTOMER STATES THAT W    1021    FORES
          THE AWNING ARM TO THE FRONT DOES NOT
          STAY UPRIGHT.
          CAUSE:      States forward awning arm adjustment
                     will not stay straight.  Confirmed this
                     by testing. Put awning out completely,
                     awning arm folded upon using. Tightened
                     hardware in arm joint as tight as
                     possible, not much better.  Replacement
                     of awning arms would be highly highly
                     recommended. Lippert Solera, 63" Black.
                     (3.5hrs)
          CORRECTION: ... REQUEST 3.5 HOURS OF LABOR
WARR    COMPLAINT:  WARRANTY REPAIR 2 - CUSTOMER STATES THAT W    1021    FORES
          THE AWNING FABRIC IS BEGINNING TO PULL
          OUT OF THE TRACK THAT THE AWNING FABRIC
          SITS IN. NEEDS TO BE DIAGNOSED.
          CAUSE:      States Awning is pulling out of track.
                     Awning fabric is actually separating
                     from mounting bead. Is this one of the
                     recalled lippert fabrics?  Fabric
                     requires replacement, 21' black fabric
                     with a double mounting bead. Lippert
                     Solera. (2hr)
          CORRECTION: ... REQUEST 2 HOURS OF LABOR
WARR    COMPLAINT:  WARRANTY REPAIR 3 - Water leak on          W    1021    FORES
          bedroom slide left side where the wires
          are coming out of wall.á I caulked it
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Job #   Description           JOB INFORMATION           Type Bill To
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                the best I could but need to find out
                where the water was leaking in from.
CAUSE:      States bedroom slide leaking on left
                side.  Climed up to roof and did a hose
                test, applying a generous ammount of
                water on slide roof area.  Water is
                running in on rear side of slide and
                pooling on floor, need to perform a
                second attempt to zero in on leaking
                area.  Upon further investigation and
                multiple attempts to get it to leak.
                Only time it is leaking is when flap
                seals are flipped inward.  Seems that
                torrential driving rain will seep in on
                schwintek rail and run down sidewall
                edge of slide. For whatever reason,
                schwintek does not contact facia board.
                Usially schwintek butts up to facia
                board.  The ammount of water over time
                has begun to water damage bottom of all
                panel and the small side table which is
                fixed to rear wall.  Really uncertain
                what course of action to take here,
                there are multiple factors contributing
                to this leaking issue. Another issue
                present is the corner of the slide floor
                beginning to moisture damage.
CORRECTION:  ... R&R SCHWINTEK SYSTEM TO PUT IN LONG
                RAILS AND R&R DAMAGED WOOD FROM WATER
                LEAK .  REQUEST 10 HOURS OF LABOR
WARR COMPLAINT:  WARRANTY REPAIR 5 - The USB outlets on   W    1021   FORES
                the bedroom slide back wall donEt work.
                Assuming from the water leak.
CAUSE:      States USB outlet on Back of bed slide
                not working.  Attempted to charge phone
                from outlet, not putting out any power.
                Attached multimeter to wire crimps on
                back of usb outlet. Has 12.7vdc going
                into USB outlet, outlet dead, requires
                replacement. We dont stock this variety
                of USB outlet, need to order from FR or
                GD. Replacement (0.25hr)
CORRECTION:  ... REQUEST .50 HOURS OF LABOR
WARR COMPLAINT:  WARRANTY REPAIR 6 - Bedroom slide light W    1021   FORES
                above the bed on the right doesnEt work.
CAUSE:      States light above bed on roght doesn't
                work.  I turned on light and it does
                turn on, checked both, they both work.
                Button on light in-question is not

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working correctly, it seems sticky and needs a look at.

CORRECTION: Took light lense off and investigated issue. Push pin is not long enough and is getting stuck all the way up when trying to click button. Added small piece of aluminum in back side of button, extending length of button, works great now. REQUEST .40 HOURS OF LABOR

WARR COMPLAINT: WARRANTY REPAIR 7 - Bedroom ceiling light by the bathroom door has debris in it and it is adding up. W 1021 FORES

CAUSE: Debris in bedroom light. Construction debris in bedroom light fixture, fell in lense from cavity above.

CORRECTION: Removed light fixture, sucked out debris from ceiling cavity with shop vac, reinstalled light fixture. REQUEST .25

WARR COMPLAINT: WARRANTY REPAIR 8 - Air conditioning check needed. Always worked great until our last trip last weekend. Air wasn't getting cold and the airflow in the bedroom and ceiling vent by the bathroom door isn't as strong as the other ceiling vents. This is a recent issue and hasn't been an issue before. W 1021 FORES

CAUSE: States A/C not working as well as normal. Tested A/C unit on coach. Ambient shop temperature is 72degrees. Ran A/C unit on cool, at high fan speed for 15mins. Set thermostat to coldest setting 60degrees. Thermometer showed 47degrees coming from A/C plenum. This is beyond the 10-15degree specification designated by manufacturer. Working well. Airflow to bedroom vents in ceiling seem adequate. Using the paper test it is blowing hard enough for paper to be at a 45degree angle. These vents are at the furthest end of the duct run, naturally they will not blow as strongly as the ones closest to the A/C unit. An aftermarket product exists that can help direct more air into the ductwork, think its called an airflow diverter. RVairflow.com

CORRECTION: NPF REQUEST .90 HOURS OF LABOR

WARR COMPLAINT: WARRANTY REPAIR 9 - Exterior back top has a large gap in molding. I filled it with caulk and we haven't had any more W 1021 FORES

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water leaks into the bedroom but I would like it fixed properly. Check the roof back left side. Is the rubber losing its adherence?

CAUSE: The gap in question is the screwtrack cover. Where to start here. Screwtrack is horribly misaligned, which made Screwtrack cover pop out right at seam.

Water was leaking at gutter seam, but it did not run behind sliding or ruin anything. Needs to be realigned and fixed. (30min)

CORRECTION: Removed a section of screwtrack and realigned, added the appropriate ammount of screws to secure screwtrack correctly. Reinstalled screwtrack cover, and resealed areas affected. REQUEST .70 HOURS OF LABOR

ISRO COMPLAINT: INTERNAL STOCK REPAIR 01- Randall was I SAP POLIC supposed to contact me about getting more black metal floor vents but he hasn't. Those were supposed to be replaced when we picked up the camper but he only had two and needed to order one more.

CAUSE: This is a confusing one, as there is only one black metal floor vent, other ones are grey plastic, dont know what to do here. Ask randall.

CORRECTION: ...

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
WARR0	822007597	AWNING, HARDWARE, LEGS, ELE	W-1021		0	680.82	0.00
WARR0	82207596	AWNING, 21' LED/POWER BLACK	W-1021		0	380.07	0.00

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
ARR01	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.47	140.00	65.80	
ARR02	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.50	140.00	70.00	
ARR03	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.00	140.00	0.00	
ARR05	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.50	140.00	70.00	
ARR06	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.50	140.00	70.00	
ARR07	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.25	140.00	35.00	
ARR08	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.50	140.00	70.00	
ARR09	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.00	140.00	0.00	
ISR01	Z991	MISC LABOUR CODE (INTE RW	I-SAP		0.00	70.00	0.00	
ARR01	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.03	140.00	4.20	
ARR03	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.35	140.00	49.00	
ARR03	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.15	140.00	21.00	

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Job#  Lab Code  Description   LABOUR   Mech Bill to    Hrs    Rate    Total
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ARR09 Z992      MISC LABOUR CODE (WARR RW   W-1021    0.18    140.00    25.20
ISR01 Z991      MISC LABOUR CODE (INTE RW   I-SAP     0.50     70.00    35.00
ARR09 Z992      MISC LABOUR CODE (WARR RW   W-1021    0.32    140.00    44.80

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Job #   Excode   Description   EXTRAS      bill to    Qty    Price    Total
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ARR01   SSE      SHOP SUPPLIES - EXTERNAL   W-1021     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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I      SAP         0.00     35.00     0.00     0.00     0.00     35.00
W      1021         0.00    525.00     0.00     0.00     0.00    525.00

      Totals         0.00    560.00     0.00     0.00     0.00    560.00

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&k0S