

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:	31 JAN 26	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#:	WS COMP
Purchased Date:	24 FEB 25	:	:
Delivery Date:	22 APR 25	:	:
InService Date:	:	:	:
Serial#:	5ZT2PURB6N4016461	:	:

Job #	Description	JOB INFORMATION	Type	Bill To
WARR	COMPLAINT:	WARRANTY REPAIR 1 - CUSTOMER STATES THAT W	1021	FORES
	CAUSE:	THE AWNING ARM TO THE FRONT DOES NOT STAY UPRIGHT. 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 recommended. Lippert Solera, 63" Black. (3.5hrs) The smooth washers inside the pivot arm are allowing the arm to move. The issue was misdiagnosed the whole arm doesn't need replacement. I took the pivot arm apart, removed the smooth washers, added a more aggressive style washer so it will bite into the arm and tightened the pivot point down. The arm is now working properly. See pics.		
WARR	CORRECTION:	... Done WARR AUTH: .50		
WARR	COMPLAINT:	WARRANTY REPAIR 2 - CUSTOMER STATES THAT W	1021	FORES
	CAUSE:	THE AWNING FABRIC IS BEGINNING TO PULL OUT OF THE TRACK THAT THE AWNING FABRIC SITS IN. NEEDS TO BE DIAGNOSED. States Awning is pulling out of track. Awning fabric is actually separating from mounting bead. Is this one of the		

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Job #      Description      JOB INFORMATION      Type Bill To
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recalled lippert fabrics?  Fabric
requires replacement, 21' black fabric
with a double mounting bead. Lippert
Solera. (2hr) The fabric ripped. I
removed the old tube and fabric and put
the new one on and tested it.

CORRECTION: ... Done. WARR AUTH: 1.50

WARR COMPLAINT: WARRANTY REPAIR 3 - Water leak on          W    1021    FORES
bedroom slide left side where the wires
are coming out of wall. I caulked it
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.
Usualy 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. Water
damage. I removed the screws, cut the
silicone and removed the end table from
the unit. To remove the damaged pieces i
had to completely disassemble the end
table and its made up of multiple pieces
and the manufacturer used a combination
of staples and Z staples to hold it all
together. I only have one style so i had
to carefully pry everything apart to not
damage anything. Once the damaged pieces
were removed i cut the new styles to
size and i had to use a combination of

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screws, staples and wide crown staples to put everything back together. Once it was assembled i put it back in the unit and secured it to the wall. I cleaned off the old silicone and re sealed along the table top. We dont have an exact color match for putty so i had to make a color to cover the staple holes. The bottom edge of the wall is discolored so i cut a wide baton strip and stapled along the bottom edge to hide the discoloration. I puttied the holes when i was done.

CORRECTION: ... Done.

WARR COMPLAINT: WARRANTY REPAIR 5 - The USB outlets on W 1021 FORES
the bedroom slide back wall don't 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) Bad USB port. I replaced and tested it

CORRECTION: ... Done. WARR AUTH: PART ONLY

WARR COMPLAINT: WARRANTY REPAIR 6 - Bedroom slide light W 1021 FORES
above the bed on the right doesn't 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 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 WARRANTY AUTH: .20 HOURS OF LABOR

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

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 ceeling cavity with shop vac,

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		reinstalled light fixture. REQUEST .25			
		WARRANTY AUTH: .10 HOURS OF LABOR			
WARR	COMPLAINT:	WARRANTY REPAIR 8 - Air conditioning	W	1021	FORES
		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.			
	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.			
		WARRANTY AUTH: .30 HOURS OF LABOR			
WARR	COMPLAINT:	WARRANTY REPAIR 9 - Exterior back top	W	1021	FORES
		has a large gap in molding. I filled it with caulk and we haven't had any more 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 amount of screws to secure screwtrack correctly. Reinstalled screwtrack cover, and resealed areas affected. REQUEST			

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.70 HOURS OF LABOR WARRANTY AUTH: .50

HOURS OF LABOR

ISR0 COMPLAINT: INTERNAL STOCK REPAIR 01- Randall was I SAP POLIC
 supposed to contact me about getting
 more black metal floor vents but he
 hasnt. 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: ...

WS COMPLAINT: WINTERIZE WATER SYSTEM & TRAPS -SELF I SEP POLIC
 CONTAINED - TOWABLE

CAUSE: Needed to be winter

CORRECTION: Winterized

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
WARR0	8220C67VR	Replacement Pitch Arm fo	W-1021		1	182.48	182.48
WARR0	82207596	AWNING, 21' LED/POWER BL	W-1021		1	435.99	435.99
WARR0	82203095	USB PORT, DUAL CHARGE BL	W-1021		1	5.32	5.32
WS	009114950003	-50 F GLYCERIN FREE BASE	I-SEP		3	6.62	19.86
WARR0	F100132726	MOLDING, BATTEN, #198, 1	W-1021		1	3.00	3.00
WARR0	F100185272	STILE, SQUARE, 2"X8', CH	W-1021		1	9.17	9.17

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
ARR01	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.30	140.00	42.00	
ARR01	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.03	140.00	4.20	
ARR01	Z992	MISC LABOUR CODE (WARR JGK	W-1021		0.36	140.00	50.40	
ARR02	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.00	140.00	0.00	
ARR02	Z992	MISC LABOUR CODE (WARR JGK	W-1021		1.26	140.00	176.40	
ARR03	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.00	140.00	0.00	
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	
ARR05	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.00	140.00	0.00	
ARR05	Z991	MISC CODE (NTERNAL) JGK	W-1021		0.20	140.00	28.00	
ARR06	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.32	140.00	44.80	
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	
ARR09	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.18	140.00	25.20	
ARR09	Z992	MISC LABOUR CODE (WARR RW	W-1021		0.32	140.00	44.80	
ISR01	Z991	MISC LABOUR CODE (INTE RW	I-SAP		0.00	70.00	0.00	
ISR01	Z991	MISC LABOUR CODE (INTE RW	I-SAP		0.50	70.00	35.00	
WS	W495	WINTERIZE RV (WATER SY JL	I-SEP		0.51	70.00	35.70	
WS	W495	WINTERIZE RV (WATER SY JL	I-SEP		0.19	70.00	13.30	

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*****
Job#  Lab Code  Description    LABOUR    Mech Bill to      Hrs      Rate      Total
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ARR01 Z992      MISC LABOUR CODE (WARR JGK  W-1021      0.09     140.00     12.60
ARR02 Z992      MISC LABOUR CODE (WARR JGK  W-1021      0.21     140.00     29.40
ARR02 Z992      MISC LABOUR CODE (WARR JGK  W-1021      0.26     140.00     36.40
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1021      0.00     140.00       0.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1021      0.00     140.00       0.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1021      0.50     140.00     70.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1021      0.00     140.00       0.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1021      0.00     140.00       0.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK  W-1021      0.00     140.00       0.00
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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
ARR02  FRT       FREIGHT      W-1021      1.00     450.45     450.45
ARR05  FRT       FREIGHT      W-1021      0.00       0.00       0.00
ARR03  FRT       FREIGHT      W-1021      0.00       0.00       0.00
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                        BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
I      SAP         0.00       35.00       0.00       0.00       0.00       35.00
I      SEP        19.86       49.00       0.00       0.00       0.00       68.86
W      1021       635.96     739.20       0.00     450.45       0.00     1,825.61

      Totals      655.82     823.20       0.00     450.45       0.00     1,929.47

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&k2S
&k0S