

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

WORK ORDER # 12845

Date In:	27 SEP 25	Author:	MGRAY
Promised Date:	25 DEC 25	Stock No:	11500
:	:	Year:	2026
Customer Name:	1020 - GRAND DESIGN	Manufacturer:	GRAND DESIGN
Address:	11333 COUNTY RD 2	Brand:	TRANSCEND
:	MIDDLEBURY, IN	Model:	315RKT
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#:	WARR DECLINED ADD. LAB
Purchased Date:	09 SEP 25	:	:
Delivery Date:	18 SEP 25	:	:
InService Date:	:	:	:
Serial#:	573TT3721T8840719	:	:

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*****
Job #   Description      JOB INFORMATION      Type Bill To
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WARR    COMPLAINT:  WARRANTY REPAIR 1 - stereo doesn't      W      1020    GRAND
        adjust quiet enough with either my phone
        or the volume now
        CAUSE:      NPF. I hooked my phone up to the radio
        and turned the volume up and down and it
        turns off from my phone and the radio.
        CORRECTION: Done. REQ: .20 HRS  WARR AUTH: .20 HOURS
        OF LABOR
WARR    COMPLAINT:  WARRANTY REPAIR 2 - dead bolt isn't      W      1020    GRAND
        aligned and doesn't work.
        CAUSE:      The door catch was upside down. I
        installed it the correct way and the
        deadbolt catches.
        CORRECTION: Done REQ: .20 WARR AUTH: .10
WARR    COMPLAINT:  WARRANTY REPAIR 3 - shower door leaks    W      1020    GRAND
        where it retracts into
        CAUSE:      The manufacturer didn't seal around the
        shower properly. I poured water down
        the edge and it started leaking right
        away. I sealed around the problem area
        and I let it dry. After the sealant
        dried I poured water on it and the leak
        stopped.
        CORRECTION: Done. REQ: .40 WARR AUTH: .40 HOURS
WARR    COMPLAINT:  WARRANTY REPAIR 4 - glue/caulk on        W      1020    GRAND
        multiple surfaces on interior
        living/kitchen area - needs to be
        cleaned off.
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*****
Job #      Description      JOB INFORMATION      Type Bill To
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CAUSE:      There are multiple surfaces to a camper.
              I need to know where. Is it inside,
              outside, DS, ODS, top or bottom? I
              cleaned up some silicone i found on the
              outside and we received more information
              from the customer and he states its on
              the inside by the booth and kitchen
              area. I found some spots that had
              access putty that i cleaned off with a
              rag.
CORRECTION: Done. REQ: .50  WARR AUTH: .50 HORUS
WARR COMPLAINT: WARRANTY REPAIR 5 - the floor is causing W      1020      GRAND
              a bad squeak between the bathroom and
              the bedroom.
CAUSE:      The squeak is coming from the
              ceiling. There is a 1x4 rubbing against
              one of the truss's. The ceiling panel
              or something in the ceiling by the
              bedroom door is flexing. I can push on
              the paneling and it makes the same noise
              as when your walking down the hallway. I
              removed the styles above the door,
              removed the door and i noticed the
              manufacturer has a folded up wire in
              between the track and style. I drew a
              line on each side of the style and
              removed it. I drew a line in the center
              of the two lines from the style and i
              cut the paneling. I pulled the panel
              down and looked in side and where the
              squeaks are coming from there are
              ceiling truss's stacked next to each
              other. I took expanding foam and put in
              the ceiling to act as a buffer and i
              screwed the style back to the ceiling
              until the foam dried. I checked it the
              next day and the ceiling still has a
              slight squeak but not as bad as it was
              before. I put the track back up, re
              attached the door and the rolled up wire
              the manufacturer put in there was acting
              as a shim so the door sits flush against
              the wall. I cut a piece of wood and put
              it in place of the wire and put the
              styles back on. We will have to see how
              the manufacturer wants us to proceed
              further to fix the squeak. I put floor
              jacks in the middle of the frame to see
              if that will help the squeek and it does

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but its still not 100% gone. The only other option is to remove the bedroom and bathroom doors, cut the ceiling panel along both walls and remove the panel completely and we can see whats going on. We will have to get some of the molding that hides the wall and ceiling seam. 6-8 hours depending on what will have to get fixed in the ceiling. I removed the styles on both bathroom doors, removed the doors and door tracks. I removed the plastic screw track that hides the ceiling panel seam and cut the panel along the bathroom wall. I cut the expanding foam and partially dropped the panel. The manufacturer ran a 1x4 all the way across the unit and its rubbing on the truss and its causing the squeak. I used a combination of a L-bracket and a piece of steel banding to secure the two pieces together. I moved around in the unit and the squeak stopped. I leveled the unit and ran the stab jacks down and tried it again and still no squeak. I put everything back together when i was done.

CORRECTION: Done.

WS COMPLAINT: WINTERIZE WATER SYSTEM & TRAPS -SELF E 17843 CAMPB
CONTAINED - TOWABLE

CAUSE: 1001 CUSTOMER REQUESTED

CORRECTION: Done

WARR COMPLAINT: Transferred to GRV*12845B on 10 OCT 25 W 1020 GRAND
Estimate amount was 0.00 WARRANTY REPAIR
7 - When i went to winterize the spray
port it started leaking when i
disconnected the hose and wont stop
unless the pump is shut off.

CAUSE: The spray port broke. I replaced it.

CORRECTION: Done.

Job # Part No Description PARTS Bill to Qty Price Total

WARR0 019079613745 SPRAY PORT-BK SA-PORT BL W-1020 1 13.23 13.23
WS 071247312003 -50 ANTIFREEZE/ 1 GALLON E-17843 3 9.62 28.86

Job# Lab Code Description LABOUR Mech Bill to Hrs Rate Total

ARR01 Z992 MISC LABOUR CODE (WARR JGK W-1020 0.20 140.00 28.00
ARR01 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
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ARR02 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.20     140.00     28.00
ARR02 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.00     140.00       0.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.35     140.00     49.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.00     140.00       0.00
ARR03 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.15     140.00     21.00
ARR04 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.50     140.00     70.00
ARR04 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.00     140.00       0.00
ARR04 WARR      MANUFACTURER WARRANTY JGK W-1020      0.50     140.00     70.00
ARR05 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.12     140.00     16.80
ARR05 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.00     140.00       0.00
ARR05 WARR      MANUFACTURER WARRANTY JGK W-1020      0.79     140.00    110.60
ARR05 WARR      MANUFACTURER WARRANTY JGK W-1020      2.06     140.00    288.40
ARR05 WARR      MANUFACTURER WARRANTY JGK W-1020      0.96     140.00    134.40
ARR05 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.97     140.00    135.80
   WS W495      WINTERIZE RV (WATER SY JGK E-17843     0.23     130.00     29.90
   WS W495      WINTERIZE RV (WATER SY JGK E-17843     0.00     130.00       0.00
   WS W495      WINTERIZE RV (WATER SY JGK E-17843     0.35     130.00     45.50
   WS W495      WINTERIZE RV (WATER SY JGK E-17843     0.12     130.00     15.60
ARR07 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.00     140.00       0.00
ARR07 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.00     140.00       0.00
ARR05 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.25     140.00     35.00
ARR05 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.81     140.00    113.40
ARR05 Z992      MISC LABOUR CODE (WARR JGK W-1020      1.96     140.00    274.40
ARR05 Z992      MISC LABOUR CODE (WARR JGK W-1020      0.21     140.00     29.40

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Job #  Excode  Description    EXTRAS      bill to      Qty      Price      Total
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ARR01  SSE      SHOP SUPPLIES - EXTERNAL W-1020      1.00        6.83        6.83
   WS  J-ADJ      QUOTE ADJUSTMENT      E-17843     1.00     -14.86     -14.86

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                                BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
E   17843          28.86       91.00        0.00      -14.86        5.79     110.79
W   1020          13.23     1404.20        0.00        6.83        0.00    1,424.26

      Totals          42.09     1495.20        0.00      -8.03        5.79    1,535.05

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&k2S
&k0S