

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

WORK ORDER # 13015

Date In: 17 OCT 25 Author: MGRAY
Promised Date: 24 OCT 25 Stock No: 11127
: Year: 2024
Customer Name: 1020 - GRAND DESIGN Manufacturer: GRAND DESIGN
Address: 11333 COUNTY RD 2 Brand: IMAGINE
: MIDDLEBURY, IN Model: 2800BH
Postal/Zip: 46540 Miles/Hrs: 0
Phone#(res): 888-825-2820 Exterior Color:
Phone#(bus): Unit Type: TT-TRAVEL TRAILER
Cell Phone: License#:
Email: NONE Tag#:
Purchased Date: 02 AUG 25 :
Delivery Date: 08 AUG 25 :
InService Date: :
Serial#: 573TE3224R6649625 :

Job # Description JOB INFORMATION Type Bill To

WS COMPLAINT: WINTERIZE WATER SYSTEM & TRAPS -SELF E 85544 DEWIT
CONTAINED - TOWABLE
CAUSE: 1001 CUSTOMER REQUESTED
CORRECTION: Done
2 COMPLAINT: DEAD BOLT ON THE MAIN DOOR SEEMS TO BE W 1020 GRAND
STUCK AND HARD TO LOCK OR UNLOCK
CAUSE: The edge of the fiberglass wall is
sticking out to far and the deadbolt
cant fully extend. I knocked down the
edge of the wall with a drill bit and i
painted it black.
CORRECTION: Done. REQUESTING .6
3 COMPLAINT: OUTSIDE LATCH ON COMPARTMENT DOOR ON W 1020 GRAND
OUTDOOR KITCHEN IS NOT LOCKING
CAUSE: NPF. Both latches and the lock are
operating correctly.
CORRECTION: Done.
4 COMPLAINT: THERE WAS A HARD RAIN AND THERE WAS W 1020 GRAND
WATER COMING IN THE CORNER OF THE SLIDE.
CMR STATES The slide was out. From the
inside of the camper looking at the
slide out it would be the left front
corner close to the bathroom and leaked
down from the ceiling onto the corner of
the carpet in front of the couch..
CAUSE: NPF. I need more information. There are
four corners to a slide out and was it
opened or closed? I opened the slide out

Continued on page 2

Work Order : 13015

```
*****
Job #   Description           JOB INFORMATION           Type Bill To
*****
                    and i sprayed down the rear wall, I
                    went inside and i dont see any water. I
                    lifted up the carpet and there is dust
                    on the floor in the corner so no water
                    is getting in. I went back outside, and
                    directly sprayed water on the top and
                    bottom corners and there is still no
                    sign of a leak.
CORRECTION: Done
5 COMPLAINT: CMR GOT THE PLATE BUT DOES NOT KNOW HOW E 85544 DEWIT
   TO PUT ON THE UNIT.
CAUSE: 1001 CUSTOMER REQUESTED I bolted the
        license plate to the license plate
        holder.
CORRECTION: Done.
6 COMPLAINT: BEDROOM SLIDING DOOR KEEPS COMING OFF W 1020 GRAND
   THE THE TRACK. NEEDS TO HAVE RESECURED
CAUSE: The sliding door fell off the bottom
        door holder. I took the screws out of
        the door holder, put the door back in
        place and put the screws back in.
CORRECTION: Done. request .5
7 COMPLAINT: BEDROOM OUTSIDE DOOR HOLDER LATCH IS W 1020 GRAND
   BROKEN AND NEEDS REPLACEMENT.
CAUSE: The front entry door holder broke. I
        removed the broken door holder, put
        putty on the new door holder and
        installed it.
CORRECTION: Done. request .4
1 COMPLAINT: GRAY TANK SEEMS TO HAVE SOME SEEPING W 1020 GRAND
   AFTER MOVEMENT. SEEMS TO BE MORE OF A
   SLIME RATHER THAN WASTE OR WATER.
CAUSE: NPF. I closed the unit up, pulled it out
        of my bay and dumped it. I pulled the
        gray tank valve and the only thing that
        came out is water. If anything besides
        water is coming out after the gray tank
        valve is pulled its means something was
        put down the drains. Usually its food
        sediment.
CORRECTION: Done.
8 COMPLAINT: REFER LATCH DOES NOT SEEM TO CATCH WELL. W 1020 GRAND
   DOESN'T STAY CLOSED.
CAUSE: NPF. I made sure the refrigerator door
        was latched and i pulled on the side of
        the door to see if it will open and it
        doesn't
CORRECTION: Done
9 COMPLAINT: THE CONNECTION ON THE UNIT SOME TIMES IT W 1020 GRAND
```

Continued on page 3

Work Order : 13015

DOES NOT READ PROPERLY. CHECK 7 WAY ON THE UNIT TO VERIFY IF THERE IS A PROBLEM WITH THE UNIT PORTION.

CAUSE: NPF. I plugged my tester in and the lights and brakes work.

CORRECTION: Done.

WARR COMPLAINT: WARRANTY REPAIR 10 - When i pulled the unit out to dump it i heard a rattling sound coming from the axles on the ODS. I had tod move the unit around while i was by the axle and its the ODS rear axle. I pulled the cap off and the hub cap fell out and its sitting inside the rim.

CAUSE: Inferior quality hub cap. Due to engineering flaw in the rim we dont have single impact in this shop that will fit into the rim so I had to take a regular socket and brake the lug nuts loose with a breaker bar. There is metal dust inside the hub so I pulled everything out and throughly cleaned everything in the parts cleaner. After everything was clean i repacked the bearings, put everything back together and put a different style hub cap on. I torqued the lug nuts down when I was done.

CORRECTION: Done. request 2.0

```
*****
Job # Part No      Description      PARTS    Bill to    Qty    Price    Total
*****
WS      071247312003  -50 ANTIFREEZE/ 1 GALLON E-85544    3      9.62     28.86
7       822090502      90* ENTRY DOOR CATCH BLA W-1020    1     12.64     12.64
WARR1   711217012518  DUST CAP LUBED FOR 5.2K  W-1020    1      7.05      7.05
WARR1   82201420      20PK- DBL LIP GREASE SEA W-1020    1      2.17      2.17
*****
```

```
*****
Job#  Lab Code  Description      LABOUR  Mech Bill to    Hrs    Rate    Total
*****
WS W495      WINTERIZE RV (WATER SY JGK  E-85544    0.70   130.00   91.00
WS W495      WINTERIZE RV (WATER SY JGK  E-85544    0.00   130.00    0.00
  2 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.50   140.00   70.00
  2 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
  3 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
  4 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.50   140.00   70.00
  4 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.00   140.00    0.00
  4 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.50   140.00   70.00
  5 Z990      MISC LABOUR CODE (EXTE JGK  E-85544    1.00   130.00  130.00
  5 Z990      MISC LABOUR CODE (EXTE JGK  E-85544    0.00   130.00    0.00
  6 Z992      MISC LABOUR CODE (WARR JGK  W-1020    0.50   140.00   70.00
*****
```

Continued on page 4

Work Order : 13015

```
*****
Job#  Lab Code  Description  LABOUR  Mech Bill to    Hrs    Rate    Total
*****
  6 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
  7 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.50   140.00   70.00
  7 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
  1 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.50   140.00   70.00
  1 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
  8 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.50   140.00   70.00
  8 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
  9 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.50   140.00   70.00
  9 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
ARR10 Z992     MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
ARR10 Z992     MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
ARR10 Z992     MISC LABOUR CODE (WARR JGK W-1020    0.50   140.00   70.00
ARR10 Z992     MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
ARR10 Z992     MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
*****
```

```
*****
Job #  Excode   Description  EXTRAS      bill to    Qty    Price    Total
*****
  WS  SSE      SHOP SUPPLIES - EXTERNAL  E-85544    1.00    16.58    16.58
*****
```

```
*****
                                BILLINGS SUMMARY
Type Bill Id      Parts    Labour    Sublet    Extras    Tax    Total
*****
E   85544          28.86    221.00     0.00    16.58    14.68    281.12
W   1020          21.86    700.00     0.00     0.00     0.00    721.86

      Totals          50.72    921.00     0.00    16.58    14.68    1,002.98
*****
```

&k2S
&k0S