

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: 31 DEC 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#: db 10/22
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 WARR AUTH: .50 HOURS
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

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Job #   Description           JOB INFORMATION           Type Bill To
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opened or closed? I opened the slide out
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 WARR AUTH: .30
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 WARR AUTH: .10 HOURS
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

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9 COMPLAINT: THE CONNECTION ON THE UNIT SOME TIMES IT W 1020 GRAND
 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 W 1020 GRAND
 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 WARR AUTH: 2 HOURS OF
 LABOR authorize 4 steel grease caps
 complete, up to 4 seals if needed, any
 affected center caps and 2 hours labor.
 You can do a VCB and authorization is in
 case 6330117. Dealer MUST replace all
 grease/dust caps otherwise the approval
 will be denied.

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	2	7.05	14.10
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

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Job#  Lab Code  Description   LABOUR   Mech Bill to    Hrs    Rate    Total
*****
  3 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.06   140.00    8.40
  3 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
  4 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.11   140.00   15.40
  4 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
  4 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.51   140.00   71.40
  5 Z990      MISC LABOUR CODE (EXTE JGK E-85544   0.20   130.00   26.00
  5 Z990      MISC LABOUR CODE (EXTE JGK E-85544   0.00   130.00    0.00
  6 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.30   140.00   42.00
  6 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
  7 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.35   140.00   49.00
  7 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
  1 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.92   140.00  128.80
  1 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
  8 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.12   140.00   16.80
  8 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.00   140.00    0.00
  9 Z992      MISC LABOUR CODE (WARR JGK W-1020    0.10   140.00   14.00
  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    1.50   140.00  210.00
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
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Job #  Excode   Description   EXTRAS      bill to    Qty    Price    Total
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  WS  SSE      SHOP SUPPLIES - EXTERNAL  E-85544    1.00    8.78    8.78
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                                BILLINGS SUMMARY
Type Bill Id      Parts    Labour    Sublet    Extras    Tax    Total
*****
E   85544          28.86    117.00    0.00     8.78    8.53    163.17
W   1020          28.91    695.80    0.00     0.00    0.00    724.71

Totals          57.77    812.80    0.00     8.78    8.53    887.88
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&k2S
&k0S