

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

WORK ORDER # 8306E

Date In:	02 NOV 23	Author:	MGRAY
Promised Date:	14 JUL 24	Stock No:	10497
:	:	Year:	2023
Customer Name:	16378 - TRUDELL, DOUGL	Manufacturer:	GRAND DESIGN
Address:	2410 WISCONSIN AVE	Brand:	REFLECTION FW
:	PLOVER, WI	Model:	324MBS
Postal/Zip:	54467	Miles/Hrs:	0
Phone#(res):	715-347-7978	Exterior Color:	:
Phone#(bus):	:	Unit Type:	FW-FIFTH WHEEL
Cell Phone:	:	License#:	:
Email:	TRUDELL2410@GMAIL.COM	Tag#:	:
Purchased Date:	07 JAN 23	:	:
Delivery Date:	04 JUL 23	:	:
InService Date:	:	:	:
Serial#:	573FR382XP9922233	:	:

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Job #   Description                JOB INFORMATION                Type Bill To
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7       COMPLAINT:  ADDED 9/13 - CMR STATES POWER JACKS ARE W    1028    LIPPE
        LEAKING LIQUID OUT OF CASE BOTH FRONT
        ONES . RIGHT AT TOP CAP POSSIBLE
        EXCESSIVE GREASE. ADDED When Inspecting
        front Jacks, noticed they slid from
        factory position
        CAUSE:       Grease residue on the motor. ADDED When
        Inspecting previous warranty concerns
        with front jacks, noticed they slid from
        factory installed position.
        CORRECTION:  I cleaned it off and ran the landing
        gear to see if anymore came out and it
        didn't. ADDED Need to contact Lippert
        per Shawn, to be advised how to correct
        issue. Something seems manufactured
        incorrectly. See pictures CONTACTED
        LIPPERT CASE # 4873892
8       COMPLAINT:  VERY REAR UPPER CABINET INSIDE IT THE      W    1020    GRAND
        TRIM IS COMING OFF. ABOVE TO DINETTE.
        CAUSE:       The baton strip is too long so it popped
        off
        CORRECTION:  I trimmed it and nailed it back on
9       COMPLAINT:  ODS TO RIGHT OF FIREPLECE THE TRIM          W    1020    GRAND
        COMING OFF SLIDE FACIA
        CAUSE:       The bAtton strip popped off.
        CORRECTION:  I nailed it back on and puttied the
        holes.
10      COMPLAINT:  DS REAR BEHIND COUCH THE VALACE MATERIAL W    1020    GRAND
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Job #   Description           JOB INFORMATION           Type Bill To
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      IS SPLITTING
CAUSE:   The valance fabric is separating
CORRECTION: We will have to order a new valance.
           It's 78 in long x 29 1/2 wide 3/1
           Valance that was ordered is incorrect,
           colors match, style doesn't. Needs to be
           reordered We will have to order a new
           valance. It's 78 in long x 29 1/2 wide
11 COMPLAINT: THE VERY REAR WINDOW BLIND ON RIGHT SIDE W 1020 GRAND
           IS MISSING THE PLASITIC PLUG IN IT.
CAUSE:   Missing cap Missing end cap
CORRECTION: Install missing cap We will have to
           order one INSTALLED AND CHECKS OK
12 COMPLAINT: THE RAIN SENSOR ON KITCHEN VENT DID NOT W 1020 GRAND
           WORK AND OR CLOSE AND RAINED INSIDE
           UNIT.
CAUSE:   NPF
CORRECTION: I turned the fan on, went on the roof,
           put a drop of water on the sensor, and
           the fan closed instantly.
13 COMPLAINT: OUTISDE KITCHEN CARGO DOOR IS LEAKING W 1020 GRAND
           WATER INTO IT AND IS SOFT. FRAME IS
           MISSING SCREWS AND NEVER LATCHED
           PROPERLY EITHER
CAUSE:   One screw is missing, and some water is
           getting in between the frame on the
           door.
CORRECTION: I put a screw in place and sealed around
           the door. The door operates normally and
           their is absolutely no sign of a soft
           spot in the door.
14 COMPLAINT: THE SHOWER HEAD WILL NOT SHUT OFF WATER W 1020 GRAND
           WHEN BUTTON ON IT IS PLESSED IT DOES
           NOTHING
CAUSE:   Customer states Shower head doesn't shut
           off with button 1005 COMPONENT FAILURE
CORRECTION: Replaced shower head with new warranty
           part. Tested, still dribbles when off
           button is pressed. Customer will need to
           upgrade existing shower head, factory
           part seems cheap. The shower head
           doesn't shut off. We will have to order
           a new one
15 COMPLAINT: THE SPRAY PORT EXTERIOR DS FRONT NEAR W 1020 GRAND
           OUTSIDE KITCHEN WHERE THE HOSE PLUGS IN
           THE HOUSING IS CRACKED AND NEEEDS
           REPLAEMENT
CAUSE:   The spray port is broke.
CORRECTION: Replaced it

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16	COMPLAINT: THE BOX THAT HOUSES THE FAUCET LEAKS WATER AFTER SHOWER IS OVER. MUST BE LEAKING WATER INTO IT WHEN SHOWERING SO NEEDS TO BE RESEALED CAUSE: The seal in the hot water fitting isn't seated right, which is causing it to leak. CORRECTION: I took the cover off, and since the unit has already been winterized, I hooked up a leftover jug of antifreeze, turned the pump on and I I can see the hot fitting leaking. I disconnected the fitting and I can see that seal is folded up. I replaced it and put thread tape on the backside of the faucet and hooked the fitting back up. I turned the pump back on and I the leak stopped. I put the cover back on and sealed around it.	W	1020	GRAND
17	COMPLAINT: REAR AWNING ARM WILL NOT STAY UP FOLDS DOWN WHEN AWNING IS PUT OUT CAUSE: The pivot point is slipping CORRECTION: I took the bolt out and added a more aggressive style washer so the arm won't slip.	W	1020	GRAND
1	COMPLAINT: FRONT JACKS FROM LINE 1 DOUBLE CHECK OPERATION AND FOR LEAKING GREASE WHEN IN USE WHEN CODY WAS ON SITE WITH JOE SAW IT WITH CUSTOMER COULD HAVE JUST HAD EXCESSIVE GREASE IN GEAR CASE. TEST AGAIN CAUSE: Previous concern of leaking lubricant CORRECTION: Front Jacks look ok. Tested, no more excessive leakage.	I	SEP	POLIC
WARR	COMPLAINT: WARRANTY REPAIR 19 - When Inspecting front Jacks, noticed they slid from factory position CAUSE: When Inspecting previous warranty concerns with front jacks, noticed they slid from factory installed position. CORRECTION: Need to contact Lippert per Shawn, to be advised how to correct issue. Something seems manufactured incorrectly. See pictures Spoke with Lippert while Anna was in office, they sent over an OEM install guide for leveling system. Though it didn't specify in the guide anything about the front jacks. Brought unit in 4/22 and repositioned front jacks to factory location and torqued to 65 foot pounds. Also marked a line with white market where factory position is.	W	1020	GRAND

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18 COMPLAINT: PET PROTECTOR E 16378 TRUDE
 CAUSE: Request to install Screen door pet protector
 CORRECTION: Product provided is sized incorrectly. Also Defender will not work with this screen door, it is an odd size, per the instructions defender only works with even sizes. Product will need to be reordered. Use Camco # 1004.2028 if customer is still interested

 Job # Part No Description PARTS Bill to Qty Price Total

 10 822083756 VALANCE ONLY LR 72 X 28 W-1020 1 70.71 70.71
 10 822083757 VALANCE LR LEGS ONLY 29" W-1020 1 85.18 85.18
 11 82200992 END CAP MANUAL ROLLER BL W-1020 2 1.21 2.42
 14 822050424 FAUCET SHOWER HEAD MATTE W-1020 1 8.71 8.71
 15 019079613745 SPRAY PORT-BK SA-PORT BL W-1020 0 13.23 0.00
 16 822050282 PLATE SHOWER FAUCET STAN W-1020 0 7.48 0.00
 18 014717439800 STD SCREEN DOOR GRILLE A E-16378 1 75.76 75.76

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

 7 WARR MANUFACTURER WARRANTY JGK W-1028 0.42 105.00 44.10
 7 WARR MANUFACTURER WARRANTY JGK W-1028 0.08 105.00 8.40
 8 WARR MANUFACTURER WARRANTY JGK W-1020 0.50 115.00 57.50
 9 WARR MANUFACTURER WARRANTY JGK W-1020 0.50 115.00 57.50
 10 WARR MANUFACTURER WARRANTY RW W-1020 0.29 115.00 33.35
 10 WARR MANUFACTURER WARRANTY JGK W-1020 0.10 115.00 11.50
 10 WARR MANUFACTURER WARRANTY RW W-1020 0.11 115.00 12.65
 11 WARR MANUFACTURER WARRANTY RW W-1020 0.00 115.00 0.00
 11 WARR MANUFACTURER WARRANTY JGK W-1020 0.14 115.00 16.10
 11 WARR MANUFACTURER WARRANTY JGK W-1020 0.36 115.00 41.40
 12 WARR MANUFACTURER WARRANTY JGK W-1020 0.10 115.00 11.50
 13 WARR MANUFACTURER WARRANTY JGK W-1020 0.50 115.00 57.50
 14 WARR MANUFACTURER WARRANTY JGK W-1020 0.50 115.00 57.50
 14 WARR MANUFACTURER WARRANTY RW W-1020 0.50 115.00 57.50
 15 WARR MANUFACTURER WARRANTY JGK W-1020 0.50 115.00 57.50
 16 WARR MANUFACTURER WARRANTY JGK W-1020 0.50 115.00 57.50
 17 WARR MANUFACTURER WARRANTY JGK W-1020 0.50 115.00 57.50
 1 Z990 MISC LABOUR CODE (EXTE RW I-SEP 0.30 70.00 21.00
 1 Z992 MISC LABOUR CODE (WARR RW I-SEP 0.06 70.00 4.20
 ARR19 Z992 MISC LABOUR CODE (WARR RW W-1020 0.44 115.00 50.60
 18 Z990 MISC LABOUR CODE (EXTE RW E-16378 0.30 105.00 31.50

 Job # Excode Description EXTRAS bill to Qty Price Total

 10 FRT FREIGHT W-1020 1.00 14.22 14.22
 10 FRT FREIGHT W-1020 1.00 25.32 25.32

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Job #  Excode   Description   EXTRAS      bill to    Qty    Price    Total
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  10   FRT      FREIGHT           W-1020     1.00    12.44    12.44
  14   FRT      FREIGHT           W-1020     1.00    14.60    14.60
  16   FRT      FREIGHT           W-1020     1.00    12.44    12.44
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                        BILLINGS SUMMARY
Type Bill Id      Parts    Labour    Sublet    Extras      Tax      Total
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E   16378         75.76     31.50     0.00     0.00     5.91    113.17
I   SEP           0.00     25.20     0.00     0.00     0.00     25.20
W   1020        167.02    637.10     0.00    79.02     0.00    883.14
W   1028           0.00     52.50     0.00     0.00     0.00     52.50

      Totals      242.78    746.30     0.00    79.02     5.91    1,074.01

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&k2S
&k0S