

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

WORK ORDER # 9075B

Date In:	06 SEP 23	Author:	KOTT
Promised Date:	31 MAY 24	Stock No:	
:		Year:	2021
Customer Name:	15966 - JAECK, DANIEL	Manufacturer:	GRAND DESIGN
Address:	30903 VERGON DRIVE	Brand:	TRANSCEND XPLORE
:	BURLINGTON, WI	Model:	297QB
Postal/Zip:	53105	Miles/Hrs:	
Phone#(res):		Exterior Color:	
Phone#(bus):		Unit Type:	TT-TRAVEL TRAILER
Cell Phone:	262-939-0217	License#:	
Email:	DANJAECK@SBCGLOBAL.NET	Tag#:	CAMPER IS HERE 10/26AL
Purchased Date:		:	
Delivery Date:		:	
InService Date:		:	
Serial#:	573TT3629M8815277	:	

Job #	Description	JOB INFORMATION	Type	Bill To
2	COMPLAINT:	ROOF INSPECTION/WARRANTY ESTIMATE - CUST W	1020	GRAND
	CAUSE:	SAYS SAGGING OVER DOOR BETWEEN ROOF SUPPORTS & REAR ROOF HAS BUCKLING WARRANTY GRAND DESIGN CASE# 580838 The decking is bowed in multiple places. The worst one was by the entry door. I went up on the roof, and I could see the dip in the decking as clear as day. I tapped on it and stood on it, and it's solid. There are no signs of water damage anywhere. I went inside and pulled down the light, and the decking had a thermal barrier, so I couldn't see the bare wood. I shoved a long screw driver through the hole to see if I could feel a crack in the decking, and I couldn't feel anything. The only way to see the decking from the inside is to remove the cabinets and cut the ceiling panel. I can't see a good way of getting the decking to flex back up. Its such a narrow area and being close to a rafter we run the risk of popping the nails loose that holds the decking on. The only right option is a roof replacement so we can replace the warped pieces of decking. See pics. I went inside and disconnected the a/cs, and whoever		

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          installed the front a/c stripped the
          bolts. I cut the sealant, pulled the
          screws and removed the side and rear
          tracks. I cut the dicor around
          everything on the roof and removed
          everything. I cut the membrane into
          strips and peeled it off. I can see
          three sheets of decking that will need
          to be replaced due to warping. I removed
          all three sheets, cut the new ones, and
          installed them. I got Todd and Ryan, and
          we rolled out and glued down the new
          membrane. I cleaned all the old putty
          and sealant off of all the tracks and
          everything I removed from the roof and
          re puttied it all. I put everything on
          with new screws and sealed it all with a
          combination of silicone, dicor, and non
          leveling dicor. I put the a/cs back in
          and I was able to use new bolts to get
          the front one secured. I tested them
          both when I was done. Roof replacement
          roof inspection the roof is 8 ft wide
          and 30ft long but what I found was one
          of the sheet of decking on roof is
          bowing inward but not rotten I can stand
          on it and bounce found no external
          leaks or sealant needed pics taken of
          roof
CORRECTION: Done. Help Jessie roll out fabric. roof
          inspection was done COMPLETE ROOF
          INSTALLED AND 3 ROOF DECKING PANELOS FOR
          SAGGING SPOTS.
3 COMPLAINT: PICK UP AND DELIVERY AND POSSIBLE W 1020 GRAND
          WINTERIZE IN FALL STAND ROCK CAMPGROUND
          SITE 264 NEAR DELLS WILL BE READY FOR
          PU IS CLOSE TO DECK BUT STRAIGHT PULL
          OUT.
CAUSE: Unit needed to be picked up
CORRECTION: Unit picked up
WS COMPLAINT: WINTERIZE WATER SYSTEM & TRAPS -SELF E 15966 JAECK
          CONTAINED - TOWABLE
CAUSE: Needed winterize
CORRECTION: Unit winterized
1 COMPLAINT: FLOOR REPAIR STILL CREAKING FROM WO 6273 I PCM POLIC
          TALK TO SHAWN MIGHT HAVE TO ADD BRACKETS
          AND PULL FLOOR DOWN WITH GLUE CAN'T SHIM
          HIGHER IT IS SHOWING INSIDE UNIT .
CAUSE: The floor squeaks.

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CORRECTION: I took down the patch that Jo put in, pulled the wedges out, and had a couple of people walk around on the inside. I made two brackets, secured the brackets to the floor joists, and had a couple of people stand on the floor to bring it down and secured it with the brackets. Their was still a small squeak in the floor so I made a third bracket and added it to the problem area. I walked around inside and the squeak stopped. I patched up the underbelly when I was done.

4 COMPLAINT: TOUNGE JACK IS NOT WORKING PROPERLY. HAS E 15966 JAECK
OUTSIDE WARRANTY COMPANY CUSTOMER WILL
PAY UIS THEN GET REINBERSED. NEED ALL
INFO IN WO NEEDED FOR WARRANTY REPAIR.

CAUSE: Bad switch

CORRECTION: Replaced the switch.

6 COMPLAINT: WHEN DONE WITH REPAIRS PUT ON LOT TAKE E 15966 JAECK
CAP OFF DRY X CONTAINER IN SINK TO HELKP
WITH MOISTURE

CORRECTION: DONE

5 COMPLAINT: VENT ON ROOF OF UNIT IS LOOSE. WE I PD GOODW
REPLACED BOTH VETNS ON TOP. ONE WE
REPLACED TWICE, OTHER HAS ONLY BEEN
REPLACED ONCE. CMR DOES NOT REMEMEBER
WHICH ONE IT WAS OR IF IT WAS FIXED
DURING ROOF REPAIR.

CAUSE: I checked the kitchen and bathroom vent,
and the bathroom vent assembly is
stripped. I replaced it.

CORRECTION: Done. - Discussed with CMR about the
vent failure. Explained that the unit
should not be failing as often and there
may be user error. We covered the repair
this time, but if fails again need tech
to review with CMR how it is being used
to help see if we can direct in a
different way to prevent ongoing
replacements.

Job # Part No Description PARTS Bill to Qty Price Total

2 8220540180 RUBBER ROOF 9' X 350' AL W-1020 270 0.98 264.60
2 677917000333 10.3oz TUBE LAP SEALANT W-1020 10 7.50 75.00
2 8220100203 TAPE - PFL: BUTYL, COLOR W-1020 5 2.25 11.25
2 677917000951 1gal WATER BASED ADHESIV W-1020 1 76.52 76.52
2 677917000661 10.3oz LAP SEALANT WHITE W-1020 1 8.02 8.02
WS 009114950003 -50 F GLYCERIN FREE BASE E-15966 3 8.82 26.46
1 711217019111 4" X 180' BOTTOM BOARD - I-PCM 0 0.29 0.00

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Job # Part No      Description      PARTS      Bill to      Qty      Price      Total
*****
4      152558        EXTEND / RETRACT TONGUE      E-15966      1      35.53      35.53
5      822010428        VENT ROOF OPERATOR ASSEM      I-PD      1      4.99      4.99
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Job#  Lab Code  Description      LABOUR      Mech Bill to      Hrs      Rate      Total
*****
2 Z992        MISC LABOUR CODE (WARR JS      W-1020      1.00      115.00      115.00
2 Z992        MISC LABOUR CODE (WARR TD      W-1020      2.05      115.00      235.75
2 WARR        MANUFACTURER WARRANTY      JGK      W-1020      0.50      115.00      57.50
2 Z992        MISC LABOUR CODE (WARR JGK      W-1020      0.78      115.00      89.70
2 Z992        MISC LABOUR CODE (WARR JGK      W-1020      0.17      115.00      19.55
2 WARR        ROOF REPLACEMENT      JGK      W-1020      4.24      115.00      487.60
2 WARR        ROOF REPLACEMENT      JGK      W-1020      3.01      115.00      346.15
2 WARR        ROOF REPLACEMENT      JGK      W-1020      3.16      115.00      363.40
2 WARR        ROOF REPLACEMENT      JGK      W-1020      3.77      115.00      433.55
2 WARR        ROOF REPLACEMENT      JGK      W-1020      3.04      115.00      349.60
2 WARR        ROOF REPLACEMENT      JGK      W-1020      3.64      115.00      418.60
2 WARR        ROOF REPLACEMENT      JGK      W-1020      3.80      115.00      437.00
2 WARR        ROOF REPLACEMENT      JGK      W-1020      3.91      115.00      449.65
2 WARR        ROOF REPLACEMENT      JGK      W-1020      3.40      115.00      391.00
2 WARR        ROOF REPLACEMENT      JGK      W-1020      3.62      115.00      416.30
2 WARR        ROOF REPLACEMENT      JGK      W-1020      3.41      115.00      392.15
3 Z990        PU LABOR      JT      W-1020      0.50      115.00      57.50
3 Z990        DEL LABOR      JT      W-1020      0.50      115.00      57.50
WS W495        WINTERIZE RV (WATER SY      JT      E-15966      0.70      115.00      80.50
1 WARR        MANUFACTURER WARRANTY      JGK      I-PCM      1.50      70.00      105.00
1 WARR        MANUFACTURER WARRANTY      JGK      I-PCM      0.48      70.00      33.60
1 WARR        MANUFACTURER WARRANTY      JGK      I-PCM      0.02      70.00      1.40
4 Z990        MISC LABOUR CODE (EXTE JGK      E-15966      0.50      115.00      57.50
5 Z990        MISC LABOUR CODE (EXTE JGK      I-PD      0.50      70.00      35.00
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Job #  Excode      Description      EXTRAS      bill to      Qty      Price      Total
*****
2 FRT          FREIGHT      W-1020      1.00      173.86      173.86
3 SC          PU      W-1020      0.00      3.75      0.00
3 SC          DEL      W-1020      0.00      3.75      0.00
WS SSE        SHOP SUPPLIES - EXTERNAL      E-15966      1.00      10.35      10.35
WS J-ADJ      QUOTE ADJUSTMENT      E-15966      1.00      -12.31      -12.31
2 M          3 SHEETS OF 4 X 8 PLYWOOD      W-1020      1.00      129.73      129.73
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                        BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
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E 15966          61.99      138.00      0.00      -1.96      10.93      208.96
I PCM           0.00      140.00      0.00      0.00      0.00      140.00
I PD            4.99      35.00      0.00      0.00      0.00      39.99
W 1020         435.39      5117.50      0.00      303.59      0.00      5,856.48
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BILLINGS SUMMARY

Type Bill Id	Parts	Labour	Sublet	Extras	Tax	Total

Totals	502.37	5430.50	0.00	301.63	10.93	6,245.43

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