

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

WORK ORDER # 9168

Date In: 25 JUL 23 Author: TPASSER
Promised Date: 12 MAY 24 Stock No:
: Year: 2022
Customer Name: 16974 - METZ, CARTER A Manufacturer: GRAND DESIGN
Address: 30717 OAK DRIVE Brand: REFLECTION FW
: WATERFORD, WI Model: 341RDS
Postal/Zip: 53185 Miles/Hrs:
Phone#(res): 262-470-0352 Exterior Color:
Phone#(bus): Unit Type: FW-FIFTH WHEEL
Cell Phone: License#:
Email: METZSUECARTERJ@GMAIL.C Tag#: 10/30 SCA SCHEDULED FO
Purchased Date: :
Delivery Date: :
InService Date: :
Serial#: 573FR3828N9920395 :

Job # Description JOB INFORMATION Type Bill To

WARR COMPLAINT: ADJUST ENTRY DOOR LATCH AND OR HINGES TO W 1020 GRAND
MAKE SMOOTHER CLOSING
CAUSE: pics taken the hinges are bent on entry
door hard to open and close will need a
whole new door assembly with decal
CORRECTION: remove the complete damage entry door
cleaned wall surface place butyl tape on
framework of new entry door installed
to wall with new screws re attached door
trim and silicone edges
WARR COMPLAINT: WARRANTY REPAIR 1 - BEDROOM PASSAGE DOOR W 1020 GRAND
IS PEELING
CAUSE: MFG
CORRECTION: need new door
WARR COMPLAINT: WARRANTY REPAIR 2 - NEED NEW PASSAGE W 1020 GRAND
DOOR FOR BEDROOM
CAUSE: the door for bathroom sliding door the
one sent from mfg was damaged at top
CORRECTION: remove the upper trim in bathroom to
gain excess to door roller hinges
disconnect the hinges I used the
hardware from old door and secured them
to new passage door in bathroom re
attached hinges to upper track and
tested door now ok
WARR COMPLAINT: WARRANTY REPAIR 3 - RESECURE BACK W 1020 GRAND
SPLASH, IT IS BENDING OUTWARD
CAUSE: Will need new back splash and side trim

Continued on page 2

Work Order : 9168

```

*****
Job #   Description           JOB INFORMATION           Type Bill To
*****
                                pics taken
CORRECTION: remove the old back splash in kitchen
measurements taken clean wash surface re
attached the new back splash to wall
with trim adhesive and silicone edges by
sink now ok
WARR    COMPLAINT:  WARRANTY REPAIR 4 - UNIT CAME WITH NO      W      1020    GRAND
                                REFER LOCK, CMR WOULD LIKE ONE
CAUSE:      customer has
CORRECTION: customer has strap for refrigerator
WARR    COMPLAINT:  WARRANTY REPAIR 5 - MICROWAVE IS          W      1020    GRAND
                                ARCHING, NEED NEW MICROWAVE - 8/29 cust
                                called stating microwave is venting out
                                the front and not outside
CAUSE:      needed a new microwave
CORRECTION: remove the microwave turn the blower
motor around on new microwave so it will
vent out wall install new microwave and
tested ok
WARR    COMPLAINT:  WARRANTY REPAIR 6 - NEED TWO NEW SHADES  W      1020    GRAND
                                FOR LIVING ROOM WINDOWS- THEYRE TOO
                                SHORT 20X26
CAUSE:      wrong size shades pics taken of tags the
                                ones they sent are to wide
CORRECTION: remove and install two new shades in
rear of camper tested after repairs now
ok
WARR    COMPLAINT:  WARRANTY REPAIR 7 - COMPLETE CEILING OF  W      1020    GRAND
                                LIVING AREA IS BOWING DOWNWARD IN THE
                                MIDDLE
CAUSE:      pics taken under the snap ceiling
strips the ceiling panels wasn't secured
with staples to hold panels into place
CORRECTION: pulled down snap trim for ceiling panels
and secured with staples and re attached
strips now ok
WARR    COMPLAINT:  WARRANTY REPAIR 8 - BOTH SET SCREWS IN    W      1020    GRAND
                                AWNING TUBE ARE LOOSE
CAUSE:      the screws in awning heads are ok but I
found left awning arm loose needed star
washer on drag arm
CORRECTION: install star washer in drag arm for
awning arm to stiffness now ok
WARR    COMPLAINT:  WARRANTY REPAIR 9 - DS FRONT COMPARTMENT W      1020    GRAND
                                DOOR NEEDS ADJUSTMENT
CAUSE:      on door side front compartment the lower
framework was even along the bottom pics
taken
CORRECTION: remove lower screws to compartment door

```

Continued on page 3

Work Order : 9168

and added batten strips to even out the difference secured into place and silicone screws

WARR COMPLAINT: WARRANTY REPAIR 10 - WATER LEAKING UNDER W 1020 GRAND
THE SHOWER DOOR UNDER THE TRACK

CAUSE: pics taken lower shower door track needed silicone

MS CORRECTION: silicone the lower shower track now ok

COMPLAINT: OXFORD /EMERICK LAKE CAMPGROUND SITE E 16974 METZ
166JBW 105 FAWN DRIVE OXFORD WI 53952

CAUSE: SERVICE CALL ADJUSTMENTS IF NEEDED

WARR COMPLAINT: LEVELING JACKS IN THE REAR OF THE UNIT W 1020 GRAND
ARE NOT WORKING PROPERLY IN MANUAL OPERATION. SEEM SLIGHTLY OFF IN AUTO-LEVEL MODE

CAUSE: DIAGNOSE FOR WARRANTY SUBMISSION

WARR COMPLAINT: WARRANTY REPAIR 11 - CMR CALLED 3/28 E 16974 METZ
STATED STOVE IS NOT LIGHTING ON AUTO - HAD TO USE A LIGHTER TO LIGHT. WARRANTY EXPIRES 4/7/24

CAUSE: pics taken tested voltage to oven that was 13.10 ok all dials light up it just won't spark will need a new oven

CORRECTION: Will need a new oven

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
WARR	822056118	DOOR ENTRANCE	8030R 30 X 7 W-1020		1	471.69	471.69
WARR	822090825	DIE CUT 9 RH REFLECTION	20 W-1020		0	26.26	0.00
WARR0	92201617	DOOR PASSAGE 1 3/8 X 24 X	W-1020		1	145.48	145.48
WARR0	92201617	DOOR PASSAGE 1 3/8 X 24 X	W-1020		1	31.02	31.02
WARR0	822092662	BACK SPLASH 20 5/8 X 61 AP	W-1020		1	8.42	8.42
WARR0	82202665	STRAP 1" X 10" BLACK POLY	W-1020		1	4.69	4.69
WARR0	82200698	MICROWAVE OTR NON CONVECTI	W-1020		1	505.05	505.05
WARR0	82201332	SHADE 26 X 31 BLACK MANUAL	W-1020		2	50.73	101.46
WARR0	8220692103	SHADE 20 X 24 BLACK MANUAL	W-1020		2	42.73	85.46
WARR1	720474	FURRIION RANGE OVEN STAINLE	E-16974		0	1,020.12	0.00

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
WARR	Z992	MISC LABOUR CODE (WARR			W-1020	0.00	115.00	0.00
WARR	Z992	MISC LABOUR CODE (WARR JS			W-1020	0.13	115.00	14.95
WARR	Z992	INSTALL ENTRY DOOR JS			W-1020	1.50	115.00	172.50
ARR01	WARR	MANUFACTURER WARRANTY JS			W-1020	0.50	115.00	57.50
ARR02	Z992	MISC LABOUR CODE (WARR			W-1020	0.00	115.00	0.00
ARR02	Z992	MISC LABOUR CODE (WARR JS			W-1020	0.12	115.00	13.80
ARR02	Z992	MISC LABOUR CODE (WARR JS			W-1020	0.02	115.00	2.30
ARR02	Z992	INSTALL PASSAGE DOOR JS			W-1020	0.50	115.00	57.50
ARR03	Z992	MISC LABOUR CODE (WARR JS			W-1020	0.43	115.00	49.45
ARR03	Z992	MISC LABOUR CODE (WARR JS			W-1020	0.07	115.00	8.05

Continued on page 4

Work Order : 9168

```

*****
Job#  Lab Code  Description    LABOUR    Mech Bill to      Hrs      Rate      Total
*****
ARR04 Z992      MISC LABOUR CODE (WARR JS    W-1020      0.50     115.00     57.50
ARR05 Z992      MISC LABOUR CODE (WARR JS    W-1020      0.50     115.00     57.50
ARR05 Z992      RECHECK MICROWAVE VENT JS    W-1020      0.50     115.00     57.50
ARR06 Z992      MISC LABOUR CODE (WARR JS    W-1020      0.17     115.00     19.55
ARR06 Z992      MISC LABOUR CODE (WARR JS    W-1020      0.33     115.00     37.95
ARR07 Z992      MISC LABOUR CODE (WARR JS    W-1020      0.42     115.00     48.30
ARR07 Z992      MISC LABOUR CODE (WARR JS    W-1020      0.08     115.00       9.20
ARR08 Z992      MISC LABOUR CODE (WARR JS    W-1020      0.50     115.00     57.50
ARR09 Z992      MISC LABOUR CODE (WARR JS    W-1020      0.50     115.00     57.50
ARR10 Z992      MISC LABOUR CODE (WARR JS    W-1020      0.50     115.00     57.50
AMS   Z992      MISC LABOUR CODE (WARR      E-16974     0.00     115.00       0.00
ARR11 Z992      MISC LABOUR CODE (WARR JS    E-16974     0.50     140.00     70.00

```

```

*****
Job #   Excode   Description    EXTRAS      bill to      Qty      Price      Total
*****
WARR   FRT       FRT FOR 590825      W-1020      1.00      14.76      14.76
WARR   FRT       FRT FOR 561118      W-1020      1.00     165.24     165.24
ARR02   FRT       FREIGHT            W-1020      1.00     144.48     144.48
ARR03   FRT       FREIGHT            W-1020      1.00      31.64      31.64
ARR05   FRT       FREIGHT            W-1020      1.00      43.68      43.68
ARR06   FRT       FRT FOR SHADES, DOORS AND W-1020      1.00     164.56     164.56
ARR06   FRT       SHADES            W-1020      1.00      14.76      14.76
MS      SSE       SHOP SUPPLIES - EXTERNAL E-16974     1.00       5.25       5.25
MS      SC        SERVICE CALL       E-16974     0.00       3.75       0.00

```

```

*****
                        BILLINGS SUMMARY
Type Bill Id      Parts      Labour      Sublet      Extras      Tax      Total
*****
E   16974          0.00      70.00        0.00        5.25      4.15      79.40
W   1020     1353.27     836.05        0.00     579.12      0.00    2,768.44

      Totals     1353.27     906.05        0.00     584.37      4.15    2,847.84

```

&k2S

&k0S