

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

WORK ORDER # 10958

Date In:	09 AUG 24	Author:	MGRAY
Promised Date:	14 AUG 24	Stock No:	10779
:	:	Year:	2023
Customer Name:	1020 - GRAND DESIGN	Manufacturer:	GRAND DESIGN
Address:	11333 COUNTY RD 2	Brand:	TRANSCEND XPLOR
:	MIDDLEBURY, IN	Model:	265BH
Postal/Zip:	46540	Miles/Hrs:	:
Phone#(res):	888-825-2820	Exterior Color:	:
Phone#(bus):	:	Unit Type:	TT-TRAVEL TRAILER
Cell Phone:	:	License#:	:
Email:	NONE	Tag#:	:
Purchased Date:	21 OCT 23	:	:
Delivery Date:	01 NOV 23	:	:
InService Date:	:	:	:
Serial#:	573TT3325P8825393	:	:

Job #	Description	JOB INFORMATION	Type	Bill To
1	COMPLAINT:	celing in the unit by the bunk slide out is about an 1/8 inch away from hitting the top of the slide out. would like looked at with pictures so we can sendin to warrantry for how they would like to proceed.	W	1020 GRAND
	CAUSE:	The rear of the slideout is almost touching the ceiling when fully retracted. This is a thru-frame LCI slide mechanism. This is happening for a couple of reasons. A) The slide is coming in further than it should and pulls the slideout up a little as well. I adjusted the stop mechanism and that did gain a small amount of clearance from the ceiling. B) The part of the ceiling that almost touches the slide out is the lowest part of the ceiling, and appears to be sagging. The ceiling is 77" high at its lowest point and 78" high consistently everywhere else. I had someone hold a straight edge to the ceiling and took a few pictures to show the bow of the ceiling. There may be a broken rafter, or just a bad rafter that needs to be replaced. This could possibly be from the water leak at the roof vent on the other warrantry line.		

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Job #	Description	JOB INFORMATION	Type	Bill To

		There is no visible signs of a water leak inside the unit. Could look into this more if/when the roof is repaired from the leak. Would make sense to potentially replace the roof rafter while the roof is torn apart for the other repairs. Pictures uploaded WILL NEED 2-4 HOURS DEPENDING ON WHAT WE FIND ONCE WE START THE REPAIR.		
	CORRECTION:	.		
2	COMPLAINT:	BACK STAIRS ARE RUSTED, HARD TO MOVE THEM IN OR OUT. HAVE BEEN GREASED AND A LITTLE BETTER BUT NOT MUCH	W	1020 GRAND
	CAUSE:	The rear steps are difficult to open, often binding up before fully extended. A few if the joints are rusty. I used multi purpose lube spray to loosen/free up the bottom joint. Also sprayed the front steps. Pictures uploaded		
	CORRECTION:	.		
3	COMPLAINT:	WHEN FRONT DOOR GETS HOT IT GETS HARD TO OPEN AND CLOSE, LIKE ITS EXPANDING. WHEN HOT ENOUGH IT WILL NOT OPEN AT ALL. door at front of unit, that leads to main bedroom.	W	1020 GRAND
	CAUSE:	The front entry door opens as it should in every circumstance unless the sun is shining and heating up the door side of the camper. When the DS of camper is in the sun and gets warm, it is not possible to open the front entry door, at all. Seems as though a fastener on the strike plate is catching the side of the door when the sun heats up the area, expanding the metals and other materials. I adjusted the strike plate and installed longer fasteners to help drive in the strike plate away from the doorway. Left the unit sit in the sun for 30 mins to ensure it was fixed. .5hr		
	CORRECTION:	.		
WARR	COMPLAINT:	WARRANTY REPAIR 1 - UNDERNEATH SLIDE OUT THE WIRES ARE HANGING DOWN AND LOOKS LIKE SPRING IS dettached	W	1020 GRAND
	CAUSE:	The fastener that holds a spring for the wiring harness to the frame snapped off. Used a larger fastener and washer to secure the harness spring to the frame.		

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NEED .30 FOR REPAIR.

WARR CORRECTION: .
 COMPLAINT: WARRANTY REPAIR 2 - ON THE SLIDEOUT ON W 1020 GRAND
 THE FRONT ROOF, THE SEAM OF THE EXTERIOR
 CORNER ON THE SLIDE OUT IS BUBBLING.
 CAUSE: Looks like the Eternabond tape has gaps
 where the T-moulding meets the roofing
 material, allowing water to get to the
 fasteners (and beyond) and soaking into
 the slide roof sheeting. Requesting
 2-4hrs depending on the severity. Hard
 to tell without removing the roof
 membrane.
 CORRECTION: Will need to remove the top piece of the
 T-moulding and peel back the roofing
 membrane to dry out and possibly replace
 some of the roof sheeting. There is a
 slide topper on this slideout.

WARR COMPLAINT: WARRANTY REPAIR 3 - GUTTER ABOVE THE W 1020 GRAND
 SPEAKER IS LEAKING. CMR HAS RECAULKED
 AND STILL LEAKING.
 CAUSE: There is a small gap at the seam of the
 DS gutter track. Cleaned area, used
 Eternabond tape and silicone to seal
 gutter seam. WILL NEED .30 FOR REPAIR.
 CORRECTION: .

WARR COMPLAINT: WARRANTY REPAIR 4 - RIGHT FRONT THERE IS W 1020 GRAND
 A PIECE OF MOLDING THAT IS COMING OFF
 AND NEEDS TO BE REATTACHED.
 CAUSE: Small trim piece on front of DS fender
 skirt is loose. Used fastener to secure
 the bottom end of trim piece. WILL NEED
 .20 FOR REPAIR.
 CORRECTION: .

WARR COMPLAINT: WARRANTY REPAIR 5 - INSIDE BATHROOM TRIL W 1020 GRAND
 TO BEDROOM IS COMING DOWN AND NEEDS TO B
 REATTACHED.
 CAUSE: The adhesive used to mount the doorway
 trim piece let loose, and the piece was
 too long, causing it to bow. Removed old
 adhesive, scuffed up the back of the
 trim piece so the new adhesive holds
 better, and cut about " off. WILL NEED
 .70 FOR REPAIR.
 CORRECTION: .

WARR COMPLAINT: WARRANTY REPAIR 6 - FLAT SPOTS ON THE W 1020 GRAND
 TIRES (2X) FRONT AXLE TIRES.
 CAUSE: There is indeed 1 or 2 flat spots on the
 front 2 tires. This appears to be from
 abrasion/tires skidding. I would guess
 from having the brake controller set too
 high/strong. Will most likely need 2 new

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tires. Picture uploaded of the tires.
ST225/75R15

CORRECTION: WILL NEED TWO NEW TIRES AND 1 HR FOR REPAIR.

WARR COMPLAINT: WARRANTY REPAIR 7 - CONTROLLER STILL DOESN'T WORK. WHEN YOU ARE GOING DOWN THE ROAD AND HIT THE BRAKES IT WORKS, BUT WHEN TRYING TO GET THE BRAKES TO WORK FROM THE CONTROLLER THEY DO NOT WORK. W 1020 GRAND

CAUSE: need vehicle in for further diag

WARR COMPLAINT: WARRANTY REPAIR 8 - RIGHT REAR ROOF CORNER, GUTTER ROOF SEAM, OPEN UP PRETTY GOOD, THE CAULKED JOINTS ARE OPENING UP. CHECK ALL SEAMS W 1020 GRAND

CAUSE: There are a couple of openings in the sealant on the DS rear corner of the roof. Looks like a couple of small gaps in the sealant (see pictures) possibly allowed water in and some swelling occurred and pushed out the rear few inches of screw track/gutter track. I sealed the small holes as well as the top of the screw track. Upon inspection of the roof I also noticed portions of the roof decking has a funny texture (water leak) near the back corners as well as around a vent near the back (see pictures). The vent ended up being broken in several places and you can see not 1 of the 4 fasteners used made it into the mounting holes on the roof vent. This cracked the vent in several places, allowing water to leak in. I replaced the vent to prevent further damage. The decking is noticeably soft when you step near the roof vent. I suggest the rear 2 or 3 pieces of decking be replaced as there looks to be water damage to the decking. Will need to remove the screw track and any roof penetrations and pull back the roof fabric about 10-12' to inspect and or replace the decking. Pictures uploaded of the area in question. 2-3hrs to pull back fabric and put back, remove and reinstall the roof penetrations. 3-5hrs to r&r the decking.

CORRECTION: .

WARR COMPLAINT: WARRANTY REPAIR 9 - ODS SLIDE OUT TRIM FORWARDMOST TRIM IS STICKING OUT FURTHER THAN OTHER SIDE. W 1020 GRAND

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CAUSE: The slideout closes evenly. Looks good to me.

CORRECTION: .

WARR COMPLAINT: WARRANTY REPAIR 10 - THERE IS AN L-BRACKET ON THE INSIDE OF THE BOTTOM SKIRTING ON THE SLIDEOUT. SIDE TOWARD THE FRONT OF THE UNIT WERE HOOKS UP, HAS L-BRACKET, AND SIDE TOWARDS REAR DOES NOT, AND THE REAR SIDE TAKES ON AIR AND FLAPS IN THE WIND. WONDERING IF THERE IS SUPPOSED TO BE A ANOTHER L-BRACKET IN THE REAR TO PREVENT THAT.

CAUSE: There is a support for the skirting/J-wrap on the front side of the slideout and not on the rear, allowing it to flip in the wind while at highway speeds. I installed an additional support bracket. WILL NEED .30 FOR REPAIR.

CORRECTION: Done

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Job # Part No      Description      PARTS      Bill to      Qty      Price      Total
*****
WARR0 756815008754 MUSHROOM STYLE PLUMBING W-1020      1      11.45      11.45
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Job#  Lab Code  Description      LABOUR      Mech Bill to      Hrs      Rate      Total
*****
1 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.15      115.00      17.25
2 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
3 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
ARR01 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
ARR02 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
ARR03 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
ARR04 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
ARR05 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
ARR06 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
ARR07 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.00      115.00      0.00
ARR08 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
ARR09 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
ARR10 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.50      115.00      57.50
1 Z992      MISC LABOUR CODE (WARR NOK W-1020      0.35      115.00      40.25
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*****
Job #  Excode      Description      EXTRAS      bill to      Qty      Price      Total
*****
1 SSE      SHOP SUPPLIES - EXTERNAL W-1020      1.00      0.00      0.00
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BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
W	1020	11.45	690.00	0.00	0.00	0.00	701.45
	Totals	11.45	690.00	0.00	0.00	0.00	701.45

&k2S
&k0S