

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

WORK ORDER # 11435

Date In: 11 OCT 24 Author: MGRAY  
Promised Date: 25 DEC 24 Stock No:  
: Year:  
Customer Name: 15036 - WESELY, STEVEN Manufacturer:  
Address: 4976 2ND AVENUE Brand: 2023 FW GRAND DESIGN R  
: PITTSVILLE, WI Model:  
Postal/Zip: 54466 Miles/Hrs:  
Phone#(res): (715) 321-0513 Exterior Color:  
Phone#(bus): Unit Type:  
Cell Phone: License#:  
Email: STEVJANEKIDSRUS@TDS.NE Tag#:  
Purchased Date: :  
Delivery Date: :  
InService Date: :  
Serial#: :

\*\*\*\*\*  
Job # Description JOB INFORMATION Type Bill To  
\*\*\*\*\*  
WARR COMPLAINT: GD CASE 725421 - THE FW HITCH IS MAKING W 1020 GRAND  
LOUD GRINDING AND POPPING NOISES. HAS  
CASE WITH GD, NEED DIAG TO ENTER IN TO  
WARRANTY.  
CAUSE: Request diagnose pin-box  
Turning-point hitch should rotate freely  
without using much force. Takes a lot of  
effort to rotate hitch. Alot of friction  
between hard plastic wear pad and upper  
section of -box. Manual says castle  
nut should only be set to 50ft.lbs.  
checked torque. Nut was set correctly.  
Once loosened noticed nylon wear plate  
was tweaked. See picture. This wear  
plate is also not greased, adding to  
overall friction. Manual recommends  
greasing this section.  
CORRECTION: Loosened castle nut on pin-box turning  
pivot. Inspected and greased nylon wear  
plate. Resecured according to  
manufacturers specifications. Looked  
closely at wedge setup. According to  
pictures, hitch in tow vehicle is not  
set up and adjusted accurately with  
pin-box. Our shop always used the  
standard wedge, the one installed is a  
different type and is marred up and has  
chunks missing. Likely a configuration

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*****
Job #   Description           JOB INFORMATION           Type Bill To
*****
                                problem is causing all the troubles.
                                We need tow vehicle with hitch here to
                                make proper adjustments, possible using
                                the standard wedge.
WARR    COMPLAINT:  WARRANTY REPAIR 10 - labor for hitch      E    15036  WESEL
                                adjustment
                                CAUSE: Hitch adjustment was necessary.
                                CORRECTION: Locking pucks in bed mount were loose
                                all 4 and dropped 5th wheel head one
                                adjustment. Dick's where they bought it
                                didn't adjustment the hitch
                                approximately at pickup/showout.

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*****
Job#  Lab Code  Description  LABOUR  Mech Bill to  Hrs  Rate  Total
*****
ARR01 Z992    MISC LABOUR CODE (WARR RW  W-1020  0.50  115.00  57.50
ARR01 Z992    MISC LABOUR CODE (WARR RW  W-1020  0.50  115.00  57.50
ARR10 Z992    MISC LABOUR CODE (WARR RW  E-15036  0.50  130.00  65.00

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Job #  Excode  Description  EXTRAS  bill to  Qty  Price  Total
*****
ARR10  SSE     SHOP SUPPLIES - EXTERNAL  E-15036  1.00  4.88  4.88

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*****
                                BILLINGS SUMMARY
Type Bill Id  Parts  Labour  Sublet  Extras  Tax  Total
*****
E  15036      0.00   65.00   0.00   4.88   3.86   73.74
W  1020      0.00  115.00   0.00   0.00   0.00  115.00
Totals      0.00  180.00   0.00   4.88   3.86  188.74

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&k2S  
&k0S