

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

WORK ORDER # 3926B

Date In: 10 APR 21 Author: KOTT
Promised Date: 31 DEC 22 Stock No: 10042
: Year: 2021
Customer Name: 15023 - SCHULZ, CHRIST Manufacturer: GRAND DESIGN
Address: 218981 COUNTY RD J Brand: IMAGINE
: SCHOFIELD, WI Model: 2910BH
Postal/Zip: 54476 Miles/Hrs:
Phone#(res): 715-297-5605 Exterior Color:
Phone#(bus): Unit Type: TT-TRAVEL TRAILER
Cell Phone: License#:
Email: CHRIS.SCHULZ78@YAHOO.C Tag#: WILL CALL BACK IF THEY
Purchased Date: 10 APR 21 :
Delivery Date: 10 APR 21 :
InService Date: :
Serial#: 573TE3424M6629767 :

Job # Description JOB INFORMATION Type Bill To

WARR COMPLAINT: Dent in rock gard on front of camper E 14691 BJ TR
CAUSE: Customer found dented rock guard during
show through Damage lower front Rock
gaurd
CORRECTION: black metal needs to be ordered 95 and a
half wide by 26in high Removal outer
front cap screw track corner molding
and transition metal that hold on rock
gaurd Remove and install new rock gaurd
secured all metal trim and silicone
edges now ok
1 COMPLAINT: CUSTOMER STATES THAT THE UNIT SMELLS I SEP POLIC
FOUL ALMOST LIKE THE TANK IS SEEPING
INTO THE UNIT- WOULD LIKE TO HAVE LOOKED
AT-
CAUSE: Lowered underbelly to see if tank is
leaking no leaks found also checked
vents as well no blockage tanks are
cleaned maybe customer needs to used a
black tank cleaner to get rid of smell
CORRECTION: But at this time no issues found with
tank maybe add tank cleaners
2 COMPLAINT: CUSTOMER STATES THEY HAD RECEIVED A W 1020 GRAND
LETTER FOR THE REGULATOR RECALL- WOULD
LIKE TO HAVE UNIT CHECKED-
CAUSE: Pics taken
CORRECTION: Removal and install new lp regulator
tested after repairs now ok

Continued on page 2

Work Order : 3926B

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Job #   Description           JOB INFORMATION           Type Bill To
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3      COMPLAINT:  SLIDE OUT ON REAR LOWER CORNER HAS           I   SEP   POLIC
      BROKEN PLASTIC TRIM PEICE WANTS PART
      ONLY NO REOPAIR NEED TO MEASURE FOR
      PARTS AND TAKE PICKS
      CAUSE:        Pics and measurements taken will need a
      j wrap and slide corner lower fascia
      CORRECTION:  Will need j wrap and lower corner fascia
      t mold trim
4      COMPLAINT:  PART ONLY-                               E   15023  SCHUL
      CAUSE:        PART ONLY
      CORRECTION:  PART TAGGED ON THE CUSTOMER SHELF-
WARR   COMPLAINT:  WARRANTY REPAIR 3 - RECALL DOOR HANDLES W   1020  GRAND
      CAUSE:        RECALL
      CORRECTION:  CHANGE HANDLES

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Job # Part No  Description           PARTS           Bill to  Qty  Price  Total
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WARR0 822030117 ROCK GUARD BLK STUCCO 27X95 E-14691  1  53.14  53.14
2      822020007 REGULATOR FOR RECALL 21V-39 W-1020  1  72.15  72.15
4      82200422  S/O BOTTOM CAP TALL BLACK E-15023  0  8.40  0.00
WARR0 822062704 DOOR PULL 1 1/2 X 4 SATIN N W-1020  38  2.72  103.36

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Job# Lab Code Description  LABOUR Mech Bill to  Hrs  Rate  Total
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ARR01 Z992 MISC LABOUR CODE (WARR CF E-14691  1.00 115.00 115.00
ARR01 Z992 MISC LABOUR CODE (WARR JS E-14691  2.00 115.00 230.00
1 WARR MANUFACTURER WARRANTY JS I-SEP  0.00 70.00 0.00
2 WARR MANUFACTURER WARRANTY JS W-1020  0.90 115.00 103.50
3 Z992 MISC LABOUR CODE (WARR I-SEP  0.00 70.00 0.00
3 Z992 MISC LABOUR CODE (WARR JS I-SEP  0.08 70.00 5.60
ARR03 Z992 MISC LABOUR CODE (WARR SD W-1020  1.60 115.00 184.00

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Job # Excode Description  EXTRAS bill to  Qty  Price  Total
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ARR01 SSE SHOP SUPPLIES - EXTERNAL E-14691  1.00 0.00 0.00
ARR01 FRT FRT FOR ROCK GUARD E-14691  1.00 108.85 108.85
ARR03 FRT FREIGHT W-1020  1.00 13.68 13.68
ARR01 M MISCELLANEOUS E-14691 -1.00 361.63 -361.63

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CUSTOMER COMMENTS

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CAMPER ALSO MISSING BLUE CURLY HOSE LOKE SO MANY SD 4/14
5/21-CUSTOMER WOULD LIKE A CALL AS SOON AS WARRANTY IS APPROVED - FG
6/25-PER SHAWN- PLACE PART ON ORDER- BJ TRUCKING IS GOING TO BE PAYING
FOR THE PART AND THE INSTALL- KO

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Work Order : 3926B

3/26-UPDATED CUSTOMER ON THE STATUS OF THE WORK ORDER- NOTIFIED CUSTOMER THAT WE NEEDED TO GO THROUGH THE PROCESS OF WARRANTY, ONCE WARRANTY DENIED

SENT TO BARB AT BJ TRUCKING WILL PAY NEED TO ORDER AND ALREADY SHOW WORK BEING ACTUAL TO GET TOTAL BUT STILL NEEDS REPAIR. SD 6/25

6/29 - RECEIVED CHECK FROM BARB AT BJ TRUCKING BK LOST CHECK BK

7/6 PART FOR WARR01 WAS ORDERED PO # 117300 ORDER # 280-650941. AF

7/29 - RECEIVED ANOTHER CHECK FROM BARB BK

7/30 - PARTS RECEIVED FOR WARR01# - FG

8/7-CUSTOMER IS GOING TO DROP UNIT ON MONDAY 8/23- KO

THERE WAS NO FRT FOR ROCKGUARD GD ORDER # 650941 DKH

9/24 - PART FOR WARR01# HAS BEEN RECEIVED - FG

10/18 - CHECKING TO VERFIY THE CORRECT ROCK GUARD IS HERE - FG

10/19 - ROCK GUARD IS GOOD, CALLING CUSTOMER ABOUT SCHEDULING, LEFT VM @ 10:35AM - FG

11/5- CALLED CUSTOMER AND LEFT VOICEMAIL THAT ANNA CONFIRMED ROCKGUARD-DMS

11/11 LEFT VM ABOUT SCHEDULING A TIME TO COME IN WITH UNIT SO GWRV CAN DO REPAIRS ON UNIT-DMS

11/12 CUSTOMER WILL CALL 1 WEEK B4 MARCH 17TH TO SET UP TIME FOR DROP OFF UNIT-DMS

3/21 PARTS IN B2 FLOOR. JH

4/4 CUSTOMER HAS HANDLE RECALL

4/6 WARRANTY APPROVED HANDLES ORDERED

5/20 PARTS FOR LINE # WARR 03 HAVE SHIPPED, DUE TO US ON MONDAY 5/23. AF WILL CALL BACK IF THEY WANTB THEM SD 6/4

7/13 LINE ONE DENT IN ROCK GUARD 153.37 WAS PAID BY BJ TRUCKING

BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
E	14691	53.14	345.00	0.00	-252.78	8.01	153.37
I	SEP	0.00	5.60	0.00	0.00	0.00	5.60
W	1020	175.51	287.50	0.00	13.68	0.00	476.69
Totals		228.65	638.10	0.00	-239.10	8.01	635.66

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&k0S