

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

WORK ORDER # 6929

Date In:	13 JUN 22	Author:	MGRAY
Promised Date:	02 SEP 24	Stock No:	10111
:	:	Year:	2021
Customer Name:	14680 - WOMACK, KENRIC	Manufacturer:	GRAND DESIGN
Address:	W2442 STATE RD 60	Brand:	REFLECTION FW
:	COLUMBUS, WI	Model:	320MKS
Postal/Zip:	53925	Miles/Hrs:	0
Phone#(res):	608-669-5077	Exterior Color:	
Phone#(bus):		Unit Type:	FW-FIFTH WHEEL
Cell Phone:		License#:	
Email:	KENRICK@KWOMACKPROPERT	Tag#:	talk to warr been issu
Purchased Date:	28 APR 21	:	:
Delivery Date:	28 APR 21	:	:
InService Date:		:	:
Serial#:	573FR3627M9913519	:	:

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Job #   Description      JOB INFORMATION      Type Bill To
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WARR    COMPLAINT:  WARRANTY REPAIR 1 - CUSTOMER STATES THAT W      1020    GRAND
        THERE ARE THREE DRAWERS THAT OPEN DURING
        TRAVEL-the bathroom drawers and the
        drawer under the tv.
        CAUSE:      Drawers don't stay closed during travel.
        CORRECTION: Adjusted drawer striker and drawer
        alignment to style faces for better
        striker line up. Add additional magnet
        striker to drawer under tv.
WARR    COMPLAINT:  WARRANTY REPAIR 2 - CUSTOMER STATES THAT W      1020    GRAND
        THE THEATER SEATING IS NOT FUNCTIONING
        AGAIN- WAS PREVIOUSLY LOOKED AT ON
        RO:3873B LOOK AT TOP OF SEAT ALIGNMENT,
        NOT ALIGNING CORRECTLY. THINKS THAT
        FRAME OF SEAT IS TWEAKED. WANTS OVERALL
        ALIGNMENT AND FUNCTION OF SEAT CHECKED.
        TAKE PICTURES OF LABLE OF SEATING INCASE
        IN CASE REPLACEMENT. NEED MULTIPLE
        PICTURES. added by cust 10/15/23 to
        correct repair needed The recliner on
        left when looking at it from in front of
        it. closeste to doinning table doesn't
        go all the way back light the next to it
        and top headrest is tilted. need to sit
        in it and lean back all the way.
        CAUSE:      Theater chair issue.Recliner on left
        side leans toward dinette table. WILL
        NEED .20 FOR REPAIRS.
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Job #   Description           JOB INFORMATION           Type Bill To
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CORRECTION: Works now but may have come unplug
              during travel. The outlet has separated
              from box. not issue with chair issue is
              this leans to side of arm rest Looked
              around on mechanism of re liner for
              adjustments , couldn't find any.
              Everything is riveted. Need to order
              new recliner , left side. Pics uploaded.
              All other functions are good. replaced
              seat in unit and no further issue,
              everything else tested well.
WARR    COMPLAINT: WARRANTY REPAIR 3 - CUSTOMER STATES THAT W    1020    GRAND
              THE TV DOES NOT TUNE PROPERLY- CUSTOMER
              IS NOT GETTING CHANNELS AND WHEN HE
              DOES, HE CANNOT ARROW UP OR DOWN-
              CAUSE: TV issues
              CORRECTION: Tested tv inside and get all the 20
              channels and can arrow up and down.
WARR    COMPLAINT: WARRANTY REPAIR 4 - CUSTOMER STATES THAT W    1020    GRAND
              THE AUTO LEVEL DOES NOT LEVEL TO LEVEL-
              ALSO ERRORS OUT WHEN THEY PUSH HITCH
              HEIGHT
              CAUSE: Auto level not calibrated.
              CORRECTION: Took 4 times to set zero point
              calibration before getting it set. Now
              it is set good.
WARR    COMPLAINT: WARRANTY REPAIR 5 - CUSTOMER STATES THAT W    1020    GRAND
              THE FRIDGE DRAIN IN THE BACK DOES NOT
              DRAIN TOTHE OUTSIDE- FILLS UP THE BOTTOM
              OF THE FRIDGE THEN DRAINS DOWN TO THE
              FLOOR-THE WOOD ON THE BOTTOM RIGHT IS
              STARTING TO SWELL FROM THE WATER
              CAUSE: Drain tube for refer not in right
              position. WILL NEED .50 FOR REPAIRS.
              CORRECTION: Reset drain tube into drain pan in back
              of refer. Drain tube for refer not
              draining to outside cup. Had to pull
              refer part way out to access drain tube
              on the back side. Drain tube was kinked
              in side the shell of the refer. Removed
              tube and repositioned threw the shell so
              tube could drain properly. Tested good.
              Reinstall refer. Tested good on gas and
              elec.
WARR    COMPLAINT: WARRANTY REPAIR 6 - CUSTOMER STATES THAT W    1020    GRAND
              THE OUTDOOR TRIM ON THE KITCHEN DOOR IS
              WARPED-
              CAUSE: Warped compartment door for kitchenette.
              Installed 3 decals on rear DS

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compartment door as per pictures provided. WILL NEED 1 HR FOR REPAIRS.

CORRECTION: Need to order new one. Pics uploaded.R&R storage door for outside kitchenette. Need to order decals. Decals that came in are for the rh side. Need to order for the left hand side. Done

WARR COMPLAINT: WARRANTY REPAIR 7 - CUSTOMER STATES THAT W 1020 GRAND
THE RIGHT SIDE? FENDER SKIRT HAD A SCREW THAT WAS POPPED THROUGH- CUSOTMER TOOK THE SCREW OUT AND REINSTALLED BUT WOUL LIKE TO HAVE IT LOOKED AT AS HE IS CONCERNED THAT THE TRIM WILL START TO COME OFF-

CAUSE: Fender skirt screw loose **SEE COMMENTS** WILL NEED .10 FOR REPAIRS.

CORRECTION: Install a slightly larger screw in place of the smaller one for better grip then seal with caulk. INSTALLED NEW FENDER SKIRT

WARR COMPLAINT: WARRANTY REPAIR 8 - CUSTOMER STATES THAT W 1020 GRAND
THE BALCK SENSORS ALWAYS READ FULL- CUSTOMER STATES THAT HE HAS RINSED IT AND CLEANED IT AND IT DIDNT HELP-

CAUSE: Black tank monitor reads full all the time.

CORRECTION: Tested monitor for black tank read out. Tested empty when checked. Then when filling tank Tested good for proper readings

WARR COMPLAINT: WARRANTY REPAIR 9 - CUSTOMER STATES THAT W 1020 GRAND
BOTH THE GRAY AND BLACK TANK VALVES LEAK PAST THE THE SEAL- CUSTOMER STATES THAT WHEN THEY TAKE THE CAP OFF THERE IS FLUID AT THE END-

CAUSE: Gate valve issue.

CORRECTION: Filled black tank to test for leak past gate valve. Npf. Filled gray tank to test for leak past gate valve. Npf. After initial dump there will be a residual left in pipe that will make its way to the cap after traveling. Recommend external termination valve.

WARR COMPLAINT: WARRANTY REPAIR 10 - CUSTOMER STATES W 1020 GRAND
THAT THE GASKET ON THE REAR ODS WINDOW IS WARPED-

CAUSE: Warped window gasket. WILL NEED .50 FOR REPAIRS.

CORRECTION: R&R rear ods window gasket.

WARR COMPLAINT: WARRANTY REPAIR 11 - CUSTOMER STATED W 1020 GRAND
THAT THE TV IS MOUNTED CROOKED- CUSTOMER POINTED OUT AT THE TIME OF THE SHOWTHRU-

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	CAUSE:	Crooked TV in livingroom. WILL NEED .10 FOR REPAIRS.		
	CORRECTION:	Straighten TV		
WARR	COMPLAINT:	WARRANTY REPAIR 12 -style boards inside under refer are swelled and need replacing due to water damage from drain hose on back of refer.	W	1020 GRAND
	CAUSE:	Water damage to style boards under refer.WILL NEED .50 FOR REPAIRS.		
	CORRECTION:	Need to order 4"8' with radius on one side. Then 1.5" and 2" both 8'. Remove refer then remove water damaged style board front of refer. Install new style board front for refer then reinstall refer.		
1	COMPLAINT:	Transferred to GRV*6929B on 19 OCT 22 Estimate amount was 0.00 ADDED 10/4-CUSTOMER STATES THAT REFER IS STILL LEAKING- IT IS LEAKING INTO THE REFER CAUSING THE REFER TO FILL WITH WATER AND RUN ONTO THE FLOOR WHERE THE DAMAGED WOOD IS-	W	1020 GRAND
	CAUSE:	Drain tube for refer inside drip pan came off.		
	CORRECTION:	Reattach drain tube and zip tied so it can't fall off again.		
WARR	COMPLAINT:	ADDED 9/20 DRAIN WE FIXED IS STILL NOT DRAINING.	I	PD GOODW
	CAUSE:	Duplicate line.		
	CORRECTION:	Duplicate line.		
WARR	COMPLAINT:	ADDED 9/20 TV WAS NEVER PLACED CORRECTLY AND IS STILL CROOKED	I	PD GOODW
	CAUSE:	Check tv in livingroom for unlevel mounting.		
	CORRECTION:	TV mount is good. The backing plate on TV has movement because the plate has a tapered design. It will move allittle. That's normal.		
WARR	COMPLAINT:	The recliner on left when looking at it from in front of it. closeste to doinning table doesn't go all the way back light the next to it and top headrest is tilted. need to sit in it and lean back all the way.	W	1020 GRAND
	CAUSE:	Recliner on left side leans toward dinette table. WILL NEED .70 FOR REPAIRS.		
	CORRECTION:	Looked around on mechanism of re liner for adjustments , couldn't find any. Everything is riveted. Need to order new recliner , left side. Pics uploaded.		

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2 COMPLAINT: All other functions are good.
DAMAGE TO SLIDE OUT THE SHAWN I PD GOODW
DISCUSSED.
CAUSE: Estimate for off door side jwrap on
slideout and plastics trim pieces for
bottom of tmolding. Jwrap is 18" x12'.
CORRECTION: REPLACED PLASTIC AND CHE KS OK
3 CMR WINTERIZED UNIT BEFORE DROP OFF. E 14680 WOMAC
4 COMPLAINT: REFER IS NOT DRAINING PROPERLY. DRIP PAN I PD GOODW
WAS FULL OF WATER AFTER USE LAST
WEEKEND.
CAUSE: Drain tube is too long. The drain tube
connected to the condensation drip tray
(located inside the fridge) that leads
down to the bottom drip pan on the rear
of the fridge is too long and sits on
the bottom of the drip pan. When the pan
fills up enough, the drain tube gets
submerged and slows the draining process
I cut the tube back some and secured the
tube with a tip tie. Done .6hr
CORRECTION: Cut back condensation drip tube - per
Matt item internalized.

Job # Part No Description PARTS Bill to Qty Price Total

WARR0 756815702652 2pk SIDE MOUNT MAGNETIC W-1020 1 3.64 3.64
WARR0 82202989 SOFA RIGHT ARM RECLINER W-1020 1 635.66 635.66
WARR0 82201045 (Out of Stock) DOOR BAGG W-1020 1 328.69 328.69
WARR0 822090761 DIE CUT 4 RH REFLECTION W-1020 1 140.06 140.06
WARR0 82200763 DIE CUT 5 RH REFLECTION W-1020 1 15.99 15.99
WARR0 822090765 DIE CUT 6 RH REFLECTION W-1020 1 63.64 63.64
WARR0 82200760 DIE CUT 4 LH REFLECTION W-1020 1 25.15 25.15
WARR0 82200762 DIE CUT 5 LH REFLECTION W-1020 1 73.19 73.19
WARR0 822090764 DIE CUT 6 LH REFLECTION W-1020 1 7.41 7.41
WARR0 82200269 TRIM ABS TANDEM FENDER S W-1020 1 55.22 55.22
WARR1 822080209 WINDOW GLAZING 7/8" W-1020 4 2.26 9.04
WARR1 822051331 STILE 18MM X 4 X 9FT RAD W-1020 3 27.61 82.83
WARR1 82201728 STILE 18MM X 2 X 108 BRO W-1020 2 11.31 22.62
WARR1 82201324 STILE 18MM X 1 1/2 X 9FT W-1020 1 11.80 11.80
2 82200422 S/O BOTTOM CAP TALL BLAC I-PD 1 7.32 7.32

Job# Lab Code Description LABOUR Mech Bill to Hrs Rate Total

ARR01 Z992 MISC LABOUR CODE (WARR TD W-1020 0.00 105.00 0.00
ARR02 Z992 MISC LABOUR CODE (WARR TD W-1020 0.20 115.00 23.00
ARR03 Z992 MISC LABOUR CODE (WARR TD W-1020 0.00 105.00 0.00
ARR04 Z992 MISC LABOUR CODE (WARR TD W-1020 0.00 105.00 0.00
ARR05 Z992 MISC LABOUR CODE (WARR TD W-1020 0.00 105.00 0.00
ARR05 Z992 MISC LABOUR CODE (WARR TD W-1020 0.40 115.00 46.00

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Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total	

ARR05	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR05	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR05	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.15	105.00	15.75	
ARR06	Z992	MISC LABOUR CODE (WARR	NOK		W-1020	0.00	105.00	0.00	
ARR06	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.20	115.00	23.00	
ARR06	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR06	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR07	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.50	115.00	57.50	
ARR07	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	115.00	0.00	
ARR08	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR09	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR09	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR10	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.20	115.00	23.00	
ARR11	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR12	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR12	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR12	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.20	115.00	23.00	
ARR12	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR12	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
ARR12	Z992	MISC LABOUR CODE (WARR	TD		W-1020	0.00	105.00	0.00	
1	WARR	MANUFACTURER WARRANTY	TD		W-1020	0.00	115.00	0.00	
WARR	Z990	MISC LABOUR CODE (EXTE	TD		I-PD	0.50	70.00	35.00	
WARR1	Z990	MISC LABOUR CODE (EXTE	TD		I-PD	0.50	70.00	35.00	
WARR2	Z990	MISC LABOUR CODE (EXTE	TD		W-1020	0.50	115.00	57.50	
WARR2	Z990	MISC LABOUR CODE (EXTE			W-1020	0.00	115.00	0.00	
WARR2	Z990	MISC LABOUR CODE (EXTE	TD		W-1020	0.00	115.00	0.00	
2	Z990	MISC LABOUR CODE (EXTE			I-PD	0.00	70.00	0.00	
2	Z990	MISC LABOUR CODE (EXTE	TD		I-PD	0.09	70.00	6.30	
2	Z990	MISC LABOUR CODE (EXTE	TD		I-PD	0.03	70.00	2.10	
2	Z990	MISC LABOUR CODE (EXTE	TD		I-PD	0.01	70.00	0.70	
4	Z990	MISC LABOUR CODE (EXTE	NOK		I-PD	0.00	70.00	0.00	
ARR06	Z992	MISC LABOUR CODE (WARR	NOK		W-1020	0.00	105.00	0.00	
4	Z990	MISC LABOUR CODE (EXTE	NOK		I-PD	1.00	70.00	70.00	
4	Z990	MISC LABOUR CODE (EXTE	NOK		I-PD	0.00	70.00	0.00	

Job #	Excode	Description	EXTRAS		bill to	Qty	Price	Total	

ARR02	FRT	FREIGHT			W-1020	1.00	162.71	162.71	
ARR06	FRT	FREIGHT			W-1020	1.00	83.04	83.04	
ARR06	FRT	DECALS			W-1020	1.00	13.56	13.56	
ARR06	FRT	FREIGHT			W-1020	1.00	14.74	14.74	
ARR06	FRT	FREIGHT			W-1020	1.00	14.69	14.69	
ARR06	FRT	FREIGHT			W-1020	1.00	12.44	12.44	
ARR07	FRT	FREIGHT			W-1020	1.00	24.90	24.90	
ARR12	SSE	SHOP SUPPLIES - EXTERNAL			W-1020	1.00	0.00	0.00	
ARR12	FRT	FREIGHT FOR 651331			W-1020	1.00	149.46	149.46	
ARR12	FRT	FREIGHT FOR 691728			W-1020	1.00	146.40	146.40	
ARR12	FRT	FREIGHT FOR 651324			W-1020	1.00	146.40	146.40	

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CUSTOMER COMMENTS

1/19- CONCERNS ORIGINALLY DOCUMENTED ON 10/5/21 ON RO:5599- CUSTOMER
WILL CALL IN SPRING TO SCHEDULE AN APPOINTMENT-KO
6/13-CUSTOMER DROPPED OFF UNIT-KR

7/5 WARRANTY PRE AUTH
7/11 lines 1,4 and 11 are declined 660033/160034/740055---only covered
for 6 months
7/11-UPDATED CUSTOMER ON THE STATUS OF THEIR WORK ORDER- CUSTOMER IS
GOING TO PICK UP UNIT-KR
7/12 FENDER SKIRT ON ORDER

7/27 STILES IN PR BIN B DKH
8/29 ORIGINAL FENDER SKIRT ORDERED FOR LINE WARR07 WAS NLA, THE DIRECT
REPLACEMENT WAS RECEIVED AND PUT ON WO, THE SPECIAL ORDER SAYS
"CANCELLED" THAT IS THE ONE THAT IS NLA. FENDER SKIRT IS HERE, VERIFIED
BY JH. AF
8/30-LEFT VOICEMAIL REQUESTING CUSTOMER CALL BACK TO SCHEDULE
APPOINTMENT-KR
PART IN RACK D
10/4-UNIT HERE-KR
10/17-CUSTOMER IS GOING TO PICK UP UNIT 10/18-KR
10/18-CUSTOMER PICKED UP UNIT-NOTIFIED CUSTOMER OF THE DECAL BEING ON
ORDER- CUSTOMER MAY PICK UP AND INSTALL HIMSELF- CALL CUSTOMER WHEN
DECAL COMES IN-KR
1019 DECALS FOR BAGGAGE DOOR ORDERED

BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
I	PD	7.32	149.10	0.00	0.00	0.00	156.42
W	1020	1474.94	268.75	0.00	768.34	0.00	2,512.03
	Totals	1482.26	417.85	0.00	768.34	0.00	2,668.45

&k2S
&k0S