

# Warranty Claim Detail

R.O. Number **72947**  
 Job **2**

COMPLAINT INFORMATION	
Flat Rate Code	4842
Description	Shade-MCD-Manual Shade-Auto Stop
Occurrences	1
Requested Hours	.50
Authorized Hours	.50
Fault Code	62-WARRANTY GOODWILL
Vendor Responsible	WARR-WARRANTY DEPARTMENT GOODWILL Hours:.50
Notes	ONE TIME CGW

GENERAL INFORMATION	
Status	Pending Claim Submission
Date In	02/20/2026
Submit Date	03/11/2026
Authorization	No 03/06/2026
Work Complete	No
Payment	No

CUSTOMER COMPLAINT
COMMENT ENTERED ON 03/06/2026 AT 12:54 PM BY DEALER We are aware customer is out of warranty. Looking to provide them some assistance if possible. Roller above entry door will not stay up or down.

AUTHORIZATION NOTES
COMMENT ENTERED ON 03/06/2026 AT 5:44:43 PM BY CSTROZIER SAME AS JOB LINE 1. PLEASE OUTLINE WHAT REASONING WOULD BACK YOUR REQUEST. MAY I SUGGEST A CALL AND WE CAN DISCUSS WITH OUR SUPPLIER. COMMENT ENTERED ON 03/11/2026 AT 10:44 AM BY DEALER Customer purchased new in October 2024. We were just looking to help them out since they weren't too far out of warranty.

DEALER CORRECTION
COMMENT ENTERED ON 03/06/2026 AT 12:54 PM BY DEALER Will need to order and replace.

TOTALS	Requested	Authorized
Labor	92.50	92.50
Sublet	.00	.00
Parts	.00	.00
Freight	.00	.00
Adjustments	.00	.00
<b>TOTAL</b>	<b>92.50</b>	<b>92.50</b>
TOTAL PAID		.00

