

# Warranty Claim Detail

R.O. Number **72358-1**  
 Job **1**

| COMPLAINT INFORMATION |                                    |
|-----------------------|------------------------------------|
| Flat Rate Code        | 4842                               |
| Description           | Shade-MCD-Manual Shade-Auto Stop   |
| Occurrences           | 1                                  |
| Requested Hours       | .50                                |
| Authorized Hours      | .40                                |
| Fault Code            | 25-Loose                           |
| Vendor Responsible    | 000748-AUTO MOTION SHADE Hours: 40 |

| GENERAL INFORMATION |                            |
|---------------------|----------------------------|
| Status              | Pending Claim Submission   |
| Denial Code         | 11-Paid at time authorized |
| Date In             | 11/24/2025                 |
| Submit Date         | 03/02/2026                 |
| Authorization       | No 03/02/2026              |
| Work Complete       | No                         |
| Payment             | No                         |

| CUSTOMER COMPLAINT  |
|---|
| COMMENT ENTERED ON 03/02/2026 AT 09:58 AM BY DEALER<br>Previously on claim 72358 but has timed out. Dining room black out shade will not stay closed. |

| AUTHORIZATION NOTES  |
|--|
| COMMENT ENTERED ON 03/02/2026 AT 11:26:45 AM BY JMTRAXLER<br>PREVIOUSLY APPROVED RO #72358 LINE 2. |

| DEALER CORRECTION   |
|---|
| COMMENT ENTERED ON 03/02/2026 AT 09:58 AM BY DEALER<br>Internal spring is not catching. Need auth to replace shade. |

| TOTALS       | Requested    | Authorized   |
|--------------|--------------|--------------|
| Labor        | 92.50        | 74.00        |
| Sublet       | .00          | .00          |
| Parts        | .00          | .00          |
| Freight      | .00          | .00          |
| Adjustments  | .00          | .00          |
| <b>TOTAL</b> | <b>92.50</b> | <b>74.00</b> |
| TOTAL PAID   |              | .00          |

