



Claim CLAIM97181 (C3940459)

Last Modified By

Claim	Reference no.	Repair start date	Repair date	VIN	Pre-auth	Dealer	Repairing dealer name	Labor rate	Changed		Date of Purchase
									warranty rate	Type	
CLAIM97181 (C3940459)	40259	3/13/2026	4/20/2026	4YDTATG16T8920549	PA03985627	16105	Link Ford & RV Minong LLC 1025 Hokah St Minong, WI 54859	165.00	0.00	WARR	5/16/2026
Deny code	Item number	Name	Qty	Returned	Dealer price	Markup	Part total	Appr Freight	Sub Freight	Sublet	Status
	102107	Sealant - Silicone - Neutral Cure - Translucent - (30/Case)	1	0	6.67	30.00	8.67	0.00	0.00	0.00	Approved
	211107	Warranty Shop Supply - Adhesive and Adhesive Tape	1	0	3.00	30.00	3.90	0.00	0.00	0.00	Approved
	211119	Warranty Shop Supply - Cleaning Supplies	1	0	5.00	30.00	6.50	0.00	0.00	0.00	Approved
	211119	Warranty Shop Supply - Cleaning Supplies	1	0	5.00	30.00	6.50	0.00	0.00	0.00	Approved
30	390798	Caps - Vent - Plastic - Black	2	0	0.82	30.00	2.13	0.00	5.65	0.00	Approved
adjusted cost to match Invoice/claiming 1.10											
	639155	Sealant - Self Leveling - 5121 Alphathane 100% - White - Tube	1	0	8.50	30.00	11.05	0.00	0.00	0.00	Approved
14	670034	Seam - Tape - 6" - Painted Charcoal	5	0	0.77	30.00	5.01	25.43	14.13	0.00	Approved
adjusted freight to match Invoice											
	673518	Label - Sheet - Keystone Label - 2021 Set	1	0	2.98	30.00	3.87	0.00	2.83	0.00	Approved



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Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
4122137B		Furnace - Suburban - Blower Wheel	1.3	1.3	214.5	0	1	0.4	Approved
		<p>Complaint Dealer states the furnace fan sounds like it is rubbing on something when operating. (unsure on correct labor code, this seemed closest)</p> <p>Cause Misadjusted blower wheel in housing.</p> <p>Correction Removed the exhaust then remove the interior cover over furnace. After disconnecting the LP line from the furnace, tried to pull furnace out. The wires to the furnace were tight before the furnace would come out, so removed the bunk cover that was adjacent to the furnace and removed the screw holding the wires to the bunk frame. Once removed, was able to pull furnace out the rest of the way. Took the blower cover off and checked the smaller blower wheel, which looked good and was not rubbing. Removed small blower wheel and removed the other side of the blower cover to access the larger blower wheel. Could see that the fan blades had been rubbing against the opening that it sits in. Adjusted the blower wheel, then partially reinstalled cover to test that there was no longer any rubbing. Once confirmed, removed cover and put the small blower wheel back on, reinstalled the cover pieces and tested again. Still no rubbing, so proceeded to put the furnace back in and reconnected the LP line. Put the furnace cover on and put the exhaust back in. Tested a final time with no issues found. Sealed exhaust. *NOT A FLAT RATE JOB*</p>							

KRV - no part - dealer repaired

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
3202014A		Panel - Interior Wall - Repair	0.5	0.5	82.5	0	1	0.1	Approved
		<p>Complaint Dealer stated the wall panel is bulged out at the seam above the window by the couch.</p> <p>Cause Wall studs are offset from each other.</p> <p>Correction Pulled the seam tape back, it looks like someone at the factory already messed with this. The wall studs seem to be offset from each other causing a difference in the wall panels. Pull the right panel back enough to get a thin shim along the stud and fastened back down in place. Put seam tape over it. *Not a flat rate job, this was a repair on the stud and wall panel</p>							

KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
2302312B		Compartment Door - Lock or Latch	0.2	0.2	33	0	1	0.2	Approved
		<p>Complaint Dealer states the compartment hardware on drivers side has adhesive stuck to them.</p> <p>Cause Adhesive on hardware from manufacturer.</p> <p>Correction Cleaned off with adhesive remover.</p>							



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Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
2102808B		Wall - Metal Siding - over 8 FT Replace	0	0	0	0	1	0.5	Denied
<p>Complaint Dealer stated they found several spots of scratched paint on 3 pieces of metal siding. Cause Metal was scratched during install at the manufacturer. Correction Will have to remove 2 windows, the front and rear extrusions, replace the metal siding and will need a new VIN sticker as they are on one of the pieces that need replacing. Took basic measurements of width of pieces, length is approximately 18ft long.</p> <p>KRV – Non-Warranty, Damage: Dealer Pick-Up (DPU) unit. Contact your Transportation Carrier.</p>									

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
3202312A		Vinyl Trim - Gimp & etc. - Repair - per 3 ft	0.3	0.3	49.5	0	1	0.1	Approved
<p>Complaint Dealer states that the molding above the entry door has adhesive residue stuck on it. Cause Adhesive on molding. Correction Cleaned off with adhesive remover and plastic scraper.</p>									

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
2202606B		Plumbing Vent - Roof - Replace	0.6	0.6	99	0	1	0.3	Approved
<p>Complaint Dealer stated that both stink vents are missing the caps. Cause Once of the stink vents did not have the set screw in cap, the other broke off at the set screw. Correction Replace 2 stink vents.</p> <p>KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.</p>									

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
2203314D		Sealant - Roof Only Multiple Areas	0.3	0.3	49.5	0	1	0.3	Approved
<p>Complaint Dealer stated the roof needs resealed in several spots. Cause Caulking was not applied correctly at the manufacturer. Correction Reseal roof where needed</p>									

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
3100306A		Base Cabinets - Stile - Repair	0.2	0.2	33	0	1	0.2	Approved
<p>Complaint Dealer stated the stile on the medicine cabinet door is damaged. Cause Damaged during install. Correction Replace stile.</p> <p>KRV - time approved to wrap stile</p>									



Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
24073B	Information Label	Complaint Dealer stated the LP Caution/Warning labels were removed and replaced	0.2	0.2	33	0	1	0.2	5/18/2026 Approved 8:56:03 AM

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Cause Improper install by the manufacturer.
Correction Need to replace LP warning/caution labels.

Submitted parts & subLet	47.63	Approved parts & subLet	47.63
Submitted labor & subLet	594.00	Approved labor & subLet	594.00
Submitted freight	22.61	Approved freight	25.43
Total Submitted	<u>664.24</u>	Total approved	<u>667.06</u>