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Last Modified By

93	786508	Countertop - Kitchen Top - AA260RK - 1 1/4" x 39 13/16" x 49 5/8" - Pressed - MDF - C2 - WW01 - w/Buildup - 131-2999b - Lightning Glass	1	0	192.17	30.00	249.82	178.31	228.31	0.00	Approved
Dealer claimed 249.82 inv 5123799 shows cost at 192.17 Component Serial Number hole											

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	2302306B	Compartment Door - Lock or Latch	0.4	0.4	70	0	1	0.2	Approved
	Complaint	Customer said the over hang storage compartment has a key that doesn't fit and turn the lock			Notes KEVIN C & KAREN R RAUSIS				
	Cause	Tech verified the tumbler on this compartment door is faulty and will not turn		70					
	Correction	Replace compartment door tumbler G391 KRV-Approved to replace 2 locks VCB							



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Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	2302302B	Compartment Door - Lock or Latch	0	0	0	0	1	0.2	Denied
	Complaint Customer said the off door side front storage handle will not lock Cause Handle is stuck and will not allow to be opened Correction Replace compartment door handle with a new one and test KRV-Approved in part of line 1								
Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	3102114B	Countertop - Kitchen - Replace	5	5	875	0	1	2	Approved
	Complaint Customer said the countertop next to the oven (right side) has a chip or looks like a screw was put in the counter then filled Cause Counter looks to have been repaired prior and the compound has come out, leaving a hole on the counter Correction Replace the counter top								
Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	3103506B	Drawer - Slides - Replace	0.2	0.2	35	0	1	0.2	Approved
	Complaint Customer said there is a broken drawer in the kitchen top right of cook top Cause Drawer will not latch in. Tech did attempt to reset the guide, but as soon as the drawer closed, it broke again Correction Replace the 16" drawer guide KRV-Approved VCB								
Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	4151808B	Refrigerator - GE Compact - Interior Components	0	0	0	0	1	0.1	Denied
	Complaint Customer said the lower shelf in the fridge has cracked Cause Lower fridge shelf shattered Correction Replace fridge shelf KRV – Damage is not covered under KRV’s Limited Warranties								
Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	3103206A	Drawer - Repair	0.2	0.2	35	0	1	0.2	Approved
	Complaint Customer said the drawer under the washer/dryer is coming apart Cause Drawer came loose and did not stay together from install Correction Drawer can be resecured back together correctly, so drawer can operate as designed								



Claim CLAIM88810 (C3932165) Last Modified By

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	3100808A	Cabinet Door - Repair	0.2	0.2	35	0	1	0.2	Approved
Complaint Customer said the washer/dryer door has a nail popping out Cause Wood grain is not holding paint Correction Replace both cabinet doors at the washer/dryer KRV-Approved to repair/touch up not replace									

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	2200731B	Roof Termination Moldings Door Side Seam	1	1	175	0	1	0.5	Approved
Complaint When doing a roof inspection, tech found three screw covers needing replaced Cause When doing a roof inspection tech found three screw covers needing replaced, both top gutter rail screws covers and left rear screw cover Correction Replace screw cover (vinyl insert) on both top gutter rails and the left rear side KRV-Approved to replace all 3 screw cover moldings.									

Operation	Qty	Hours	Description
2200428B	1	0.5	Corner Moldings - ODS - Rear - Replace
2200831B	1	0.5	Roof Termination Moldings Off Door Side Seam

Submitted parts & subLet	340.37	Approved parts & subLet	340.37
Submitted labor & subLet	1,225.00	Approved labor & subLet	1,225.00
Submitted freight	266.26	Approved freight	216.26
Total Submitted	<u>1,831.63</u>	Total approved	<u>1,781.63</u>