

Warranty Claim Detail

R.O. Number **73419**
 Job **2**

COMPLAINT INFORMATION		GENERAL INFORMATION		
Flat Rate Code	2749	Status	Pending Claim Submission	
Description	MCD - DAY / NIGHT - SOFT SHADE - MANUAL	Denial Code	11-Paid at time authorized	
Occurrences	1	Date In	05/27/2026	
Requested Hours	1.00	Submit Date	06/01/2026	
Authorized Hours	.70	Authorization	No 05/29/2026	
Fault Code	6-Buckled	Work Complete	No	
Vendor Responsible	005851-MCD INNOVATIONS Hours:.20	Payment	No	
Notes	RGR #06092026CD01 TO R/R SHADES, .2 HOUR LABOR, SCRAP PART. NGW .5 HOUR LABOR.			
CUSTOMER COMPLAINT		TOTALS	Requested	Authorized
COMMENT ENTERED ON 05/28/2026 AT 09:06 AM BY DEALER Customer states day shade will not go all the way up at passenger seat.		Labor	185.00	129.50
AUTHORIZATION NOTES		Sublet	.00	.00
COMMENT ENTERED ON 05/28/2026 AT 9:21:27 AM BY ALDUNNING PICTURES FROM CASE 01096352 COMMENT ENTERED ON 05/29/2026 AT 2:55:57 PM BY PKING ----- DID YOU TRY AND ADJUST THE SPRING STOP ON THE SHADE COMMENT ENTERED ON 06/01/2026 AT 09:30 AM BY DEALER Yes, tech did try adjusting the spring stops. COMMENT ENTERED ON 06/09/2026 AT 8:13:39 AM BY JMTRAXLER EMAILED VENDOR FOR AUTH CASE #1096352. COMMENT ENTERED ON 06/16/2026 AT 8:48:26 AM BY JMTRAXLER AUTH IN CASE #1096352. HI JASON, OKAY, ITS APPROVED. PLEASE USE 2749 WITH .2 LABOR RATE FOR THE DUO MANUAL SHADE, RGR #06092026CD01. PLEASE FIELD DESTROY. THANK YOU, CHRISTI DORMAN WARRANTY ADMINISTRATOR		Parts	.00	.00
		Freight	.00	.00
		Adjustments	.00	.00
		TOTAL	185.00	129.50
		TOTAL PAID		.00
DEALER CORRECTION				
COMMENT ENTERED ON 05/28/2026 AT 09:06 AM BY DEALER Both black out shade and dday shade do not roll all the way up. They only roll half of the way. The wood valance needs to be unscrewed and taken off in order to get to the shades. The day shade needs to be unscrewed first and then replaced with a new shade. The black out shade needs to be unscrewed and replaced. After installed, they need to be tested and adjusted. Day shade 18x45, night shade 18x47.				

