Claim Response

Claim: C3841258

Last Modified by C2275

Claim	Reference no.	Repair start date	Repair date	VIN	Pre-auth	Dealer	Repairing dealer name	Labor rate	Changed warranty rate	Type	Date Of Purchase
C3841258	76992	6/11/2025	7/30/2025	4YDTCGN24SV503394	PA03871123	1194	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	180.00	0.00	WARR	3/7/2025

Deny code	Item number	Name	Quantity	Qty Returned	Dealer price	Markup	Part total	Appr Freight	Sub Freight	Sublet	Status
	492981	Water Heater - Tankless "On	1.00	0.00	530.10	30.00	689.13	50.00	0.00	0.00	Parts Under Review

672.15/873.80 / pd krv cost + 25% + frt swb
Component Model: 1 **Component Serial Number:** 1

14	492981	Water Heater - Tankless "On	1.00	0.00	134.67	30.00	175.07	0.00	0.00	0.00	Parts Under Review

Problem listed below.
over krv cost denied swb
Component Model: 1 **Component Serial Number:** 31 12/9/2024

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	4154006B	Water Heater - Tankless - Replac		1.20	1.20	216.00	0.00	1	1.00	Approved

Complaint: TANKLESS WATER HEATER AT TIMES THE KITCHEN SINK WILL NOT TURN IT ON IT WORKS FINE EVERY WHERE CHECK TO MAKE SURE THE TEMP IS CORRECT ASWELL
6/24/2025,02:30:33 pm,papca: sent to furrion
Cause: Assess hot water flow to Kitchen sink and water temp...
Correction: Turned on water pump and LP. Ran hot water at sink and it came in fairly quick and was Warm. Checked all areas where lines are exposed for kinks or pinches but all flow to all lines and pressure is efficient. Ran Hot Water at Bathroom sink with the Temp setting at 120* and with a manual thermometer read 101* and a digital (about 30 seconds later) read 98.2! Temp is not reaching what the wall unit says so I believe it's in the Water Heater.

KRV- replace water heater VCB.

RICHARD M SCHELLER

Claim Response

Submitted parts & subLet	864.20	Approved parts & subLet	0.00
Submitted labor & subLet:	216.00	Approved labor & subLet	216.00
Submitted freight:	0.00	Approved freight:	0.00
Tax:	0.00	Tax:	0.00
Total Submitted:	1,080.20	Total approved:	216.00