

Claim Response

Claim: C2797853

Non-Warranty Goodwill Adjustment

Last Modified byE9325

Claim	Reference no.	Repair start date	Repair date	VIN	Pre-auth	Dealer	Repairing dealer name	Labor rate	Changed warranty rate	Type	Date Of Purchase
C2797853	62531	11/13/2020	4/14/2021	4YDT17016KW105540	PA02694402	1194	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	130.00	0.00	WARR	2/27/2020

Deny code	Item number	Name	Quantity	Qty Returned	Dealer price	Markup	Part total	Appr Freight	Sub Freight	Sublet	Status
	102107	Sealant - Silicone - Transluce	1.00	0.00	2.40	15.00	2.76	0.00	0.00	0.00	Parts Under Review
	549978	Baggage - Door Seal - Wedge	12.00	0.00	1.31	15.00	18.09	0.00	11.99	0.00	Parts Under Review
	532777	Dinette-Top-40 1/2" x 23 1/4"-	1.00	0.00	23.12	15.00	26.59	0.00	46.96	0.00	Parts Under Review
	648240	Support - Table Stiffener Plate	2.00	0.00	9.46	15.00	21.76	0.00	35.48	0.00	Parts Under Review
	638164	Awning - Fabric Only - 10' - Si	1.00	0.00	226.10	15.00	260.02	0.00	72.45	0.00	Parts Under Review
	Crate	Crate Charge	1.00	0.00	20.00	15.00	20.00	0.00	0.00	0.00	Parts Under Review

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	4105914A	A/C - Window - Complete Complaint: Water leaking around a/c when raining Cause: Daylight showing from under a/c Correction: Removed trim below a/c, raised a/c up a bit used silicone to fill gap		0.20	0.20	26.00	0.00	1	0.20	Pending approval

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	2302406B	Compartment Door - Weather Se Complaint: Both outside compartments are leaking Cause: Seals failed Correction: removed old seal, cleaned area, installed seals KRV - Time approved per flat rate VCB - All parts testing good will be returned to the dealer. KRV- Please provide full photo view of the component, tags, and defect		0.40	0.40	52.00	0.00	1	0.20	Pending approval
						<u>Operation</u>	<u>Qty</u>	<u>Hours</u>	<u>Description</u>	
						2302406B	1	0.20	Compartment Door - Weather Seal	
Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	2302406B	Compartment Door - Weather Se Complaint: Compartment doors outside plastic inserts pulling out Cause: Plastic inserts cut to short Correction: Remove and install new inserts		0.40	0.40	52.00	0.00	1	0.20	Pending approval
						<u>Operation</u>	<u>Qty</u>	<u>Hours</u>	<u>Description</u>	
						2302406B	1	0.20	Compartment Door - Weather Seal	
Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	3301837B	Coffee Table - Replace Complaint: Dinette table warped Cause: Table bowed Correction: Replace table top KRV- repair part for bowed dinette table Part number 479542 - Support - Door Stiffener - 35" – Brown		0.40	0.40	52.00	0.00	1	0.20	Pending approval

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	2400228A	Die Cut, over 3' long Complaint: Decals have bubbles, several decals have bubbles both sides, there approximately 10 to 12 areas Cause: Decals have shrunk Correction: Make a small hole and work the air out under decal KRV – Denied, Cosmetic Item.				0.00	0.00	1	0.10	Pending approval
	4201516B	Awning - Main - Roller Tube Assy Complaint: Awing fabric is tight when extended towards front of unit, fabric towards rear of unit is sagging down about the last 6 in or so Cause: Fabric sown crooked Correction: Remove fabric and install new		1.50	1.50	195.00	0.00	1	1.50	Pending approval

Submitted parts & subLet 349.22
 Submitted labor & subLet 377.00
 Submitted freight: 166.88
 Tax: 0.00
 Total Submitted: 893.10

Approved parts & subLet 0.00
 Approved labor & subLet 0.00
 Approved freight 0.00
 Tax: 0.00
 Total approved: 0.00