

Claim: C3654360

Last Modified byMcCoS

Deny code	Item number	Name	Quantity	Qty Returned	Dealer price	Markup	Part total	Appr Freight	Sub Freight	Sublet	Status
90 No VCB--P/P problem 4707085	695080	Cabinet - Door - CHSQ - 12" x 12" x 1/2"	1.00	0.00	30.61	15.00	35.20	42.19	42.19	0.00	Approved
4697589	533114	Glass - Mirror - 1/8" x 8 1/2" x 12"	1.00	0.00	10.77	15.00	12.39	42.18	42.18	0.00	Approved

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
2315825A	Window - 48" or More - Garnish	Complaint: 3/18/2024,11:37:15 am,milca: sent email to Tony in regards to line 8 WARRANTY REPAIR 1 - above the sofa the shelf above big window has unfinished ends on the shelf Cause: Mfg Correction: Colored the end of wood KRV – The issue submitted is not considered a warranty defect in materials or workmanship.	DARREL & TAMMY J KRUEGER			0.00	0.00	1	0.20	Denied
3101014B	Cabinet Door - Hinge	Complaint: cabinet door in bedroom the outer edge has the silver hinge exposed on only one cabinet door in complete unit Cause: The hinge was installed incorrectly Correction: Please order mirrored cabinet door for the left side wardrobe cabinets. 11 3/4 inch wide X 39 7/8 inch tall KRV – Labor time adjusted allowing for proper repair procedure to be performed. KRV-approved to replace and install hinge correctly.		0.20	0.20	28.00	0.00	1	0.10	Approved

Claim Response

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	3201616B	Batten Tape - Replace - per 8 ft Complaint: loose trim and batten tape throughout unit Cause: Loose Correction: Used pin nailed to secure and pressed the tape into place		0.50	0.50	70.00	0.00	1	0.20	Approved
	3200808A	Door - Interior Sliding - Repair Complaint: gouge in cabinet door in bedroom Cause: Gouged Correction: Used marker to cover the gouge KRV – The issue submitted is not considered a warranty defect in materials or workmanship.				0.00	0.00	1	0.20	Denied
	3201708A	Border - Wallpaper - Repair - per Complaint: wallpaper ripped above big front window Cause: Ripped Correction: Used a touch of glue and rescued the paper on wall KRV – The issue submitted is not considered a warranty defect in materials or workmanship.				0.00	0.00	1	0.20	Denied
	3202316A	Vinyl Trim - Gimp & etc. - Repair Complaint: the wood end trim one is cracked and other came off and is laying on the shelf Cause: cracked corner trim Correction: replaced KRV – Labor time adjusted allowing for proper repair procedure to be performed.		0.30	0.30	42.00	0.00	1	0.10	Approved
	3300824A	Chair - Recliner - Repair Complaint: the cup holder inserts are not in unit Cause: Missing possibly Correction: May need to order please check to see if there are suppose to be cup holder inserts for the sofa KRV – Unit built in accordance with current manufacturing specifications.				0.00	0.00	1	0.20	Denied
	3201814A	Decorative Wood Trim - Repair - Complaint: the doorway to bath the header is uneven plastic door trim lower on one side than other and the trim is not matching up Cause: The opening is not cut square Correction: put a screw in it to hold it up further KRV – Labor time adjusted allowing for proper repair procedure to be performed.		0.20	0.20	28.00	0.00	1	0.10	Approved

Claim Response

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	2104914A	Slide Out Box, Darco Underbelly Complaint: mfg never sealed the screw holes on underside of slides Cause: Mfg Correction: Cleaned around the screw holes then used black silicone to cover the holes on slide room bottoms KRV – Unit built in accordance with current manufacturing specifications.				0.00	0.00	1	0.50	Denied

Submitted parts & subLet	47.59
Submitted labor & subLet	168.00
Submitted freight:	84.37
Tax:	0.00
Total Submitted:	<u>299.96</u>

Approved parts & subLet	47.59
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