

Claim Response

Claim: C3726546

Last Modified by L4931

| Claim | Reference no. | Repair start date | Repair date | VIN | Pre-auth | Dealer | Repairing dealer name | Labor rate | Changed warranty rate | Type | Date Of Purchase |
|----------|---------------|-------------------|-------------|-------------------|------------|--------|--|------------|-----------------------|------|------------------|
| C3726546 | 10644B-2 | 9/12/2024 | 11/8/2024 | 4YDTHPT28R9330258 | PA03703794 | 1612 | Greeneway Inc 8220 State Hwy 13 S Wisconsin Rapids, WI 54494 | 140.00 | 0.00 | WARR | 6/20/2024 |

| Deny code | Item number | Name | Quantity | Qty Returned | Dealer price | Markup | Part total | Appr Freight | Sub Freight | Sublet | Status |
|-----------|-------------|--------------------------------|----------|--------------|--------------|--------|------------|--------------|-------------|--------|--------------------|
| | 336686 | Screen - Door - Patio - 30 1/8 | 1.00 | 0.00 | 57.44 | 15.00 | 66.06 | 0.00 | 173.13 | 0.00 | Parts Under Review |
| | Crate | Crate Charge | 1.00 | 0.00 | 50.00 | 15.00 | 50.00 | 0.00 | 0.00 | 0.00 | Parts Under Review |
| | 457913 | Drawer - Guide - 20" - Full Ex | 2.00 | 0.00 | 6.29 | 15.00 | 14.47 | 0.00 | 23.61 | 0.00 | Parts Under Review |

| Deny code | Operation | Description | Srvc advisory | Sub hours | Apvd Hours | Labor amt | Sublet | Qty | Base Hours | Status |
|-----------|------------------------------------|--|---------------|-----------|------------|-----------|--------|-----|------------|------------------|
| 3101614B | Closet - Panel | Complaint: Upper loft closet above bedroom, bottom part of the closet is pushed up and not seated correctly. Cause: In the closet, the paneling is popped up and cracked. Correction: Took out cracked paneling and cut a piece out of scrap paneling. Sorry no photos were taken. | | 0.50 | 0.50 | 70.00 | 0.00 | 1 | 0.20 | Pending approval |
| 2301824B | Entrance Door - Sliding Patio - Sc | Complaint: Customer states patio screen door is missing from unit and the patio door is catching and sticking. Cause: There is no screen door and faulty manufacturer design. When the door is opened, the seal catches on the frame and there is nothing securing the left side of the frame so it pulls away with the door. There are two pieces of trim around the door frame and seems to need screws to secure the frame. Correction: Will need a screen door and latch for the missing part and Screws were ran in as far over as we could and now the door operates correctly. KRV please check under the bed for the screen door. | | | | 0.00 | 0.00 | 1 | 0.20 | Pending approval |

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|-----------|-----------|--|---------------|-----------|------------|-----------|--------|-----|------------|------------------|
| | 3103502B | Drawer - Slides - Replace Complaint: If you are standing in the kitchen looking at the island, the top right draws opens and closes hard. Cause: The glides are digging into the side of the drawer. I removed the drawer and measures the distance in between the glides front and back and the back is a little wider than the front. Correction: Removed the screws in the bracket, slid the glide over and resecured it. It's a little better but it's still diffing in. Will need new glides and a drawer. | | 0.50 | 0.50 | 70.00 | 0.00 | 1 | 0.20 | Pending approval |
| | 4103719A | A/C - Coleman - Thermostat - We Complaint: The front A/C and furnace quit working. Cause: I checked the fuses in the box and thermostat and they are good. I checked for 12 volts in the thermostat and a/x and I can't find anything. Correction: It was raining so I couldn't pull the furnace out and you can't get to the backside of it. This will need further diagnosis, but requesting time for what we already did. KRV will need diag for full reimbursement. | | | | 0.00 | 0.00 | 1 | 0.50 | Pending approval |
| | 5104228A | Receptacle - 12V - Repair Complaint: Customer states there is water leaking in the bedroom dresser when it rains. Cause: It appears to be coming in from the outlet on the exterior side of the unit. Correction: Sealed with silicone and we will see if that stops the leaks, if not, it may need a new outlet. | | 0.20 | 0.20 | 28.00 | 0.00 | 1 | 0.20 | Pending approval |

Submitted parts & subLet 130.53
Submitted labor & subLet 168.00
Submitted freight: 196.74
Tax: 0.00
Total Submitted: 495.27

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