

Claim Response

Claim: C3726534

Last Modified by ambrl

Claim	Reference no.	Repair start date	Repair date	VIN	Pre-auth	Dealer	Repairing dealer name	Labor rate	Changed warranty rate	Type	Date Of Purchase
C3726534	10644B	9/12/2024	11/8/2024	4YDTHPT28R9330258	PA03690829	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
90	700893	Trim - Jamb - 1 1/4" x 2 1/2" x	1.00	0.00	20.65	15.00	23.75	161.04	161.04	0.00	Approved
No VCB--P/P problem 501 1/31/24											
23	695596	TV - 50" - Connexx - LED - 12	1.00	0.00	454.10	15.00	522.22	171.75	171.75	0.00	Denied
Photos required per KRV flat rate 501 1/31/2024 no response to fb-past 2wks Component Model: CX50A21ETV Component Serial Number: 0522-096-0262											
	Crate	Crate Charge	0.40	0.00	50.00	15.00	20.00	0.00	0.00	0.00	Denied
14	698367	A/C - Flapper Only - Side - WI	1.00	1.00	17.27	15.00	19.86	22.81	22.81	0.00	Approved
Problem listed below. 501 1/31/2024 Component Model: 47204-076 Component Serial Number: 240011166											
23	657120	Fan - MaxxFan Standard - 10	1.00	0.00	191.24	15.00	219.93	35.36	35.36	0.00	Denied
Photos required per KRV flat rate 501 1/31/2024 no response to fb-past 2wks Component Model: 1 Component Serial Number: 1											
92	678386	Refrigerator - Door Assembly	1.00	0.00	355.30	15.00	408.60	48.08	48.08	0.00	Approved
No VCB--Incidental Damage/Abuse/MisUse Component Model: 1 Component Serial Number: 1											

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	3201803B	Decorative Wood Trim - Replace		0.10	0.10	14.00	0.00	1	0.20	Approved
Complaint: Pantry trim is cracked, top piece has a crack and needs replacement. Cause: Looks like it started as a small crack, but expanded with weather. Correction: Remove and replace the trim piece.										

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Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	4206406B	Television - Replace - Complete Complaint: TV has lines running through the picture, it also flashes in and out of pictures. Cause: Defect in TV. Unplugged TV to reet it and it was find for about one minutes and then scrambled again. Correction: Remove and replace TV KRV-VCB		0.30	0.30	0.00	0.00	1	0.30	Denied
			DONALD & CHERYL WALLOCH/need pics showing issue/defect							
	4134908B	Refrigerator - Residential - Door Complaint: Dent in left side refrigerator door. Customer noticed during show through and would like replaced. Cause: Looks like it may have been hit by the pantry door handle adjacent to refrigerator, suggest to MFG and customer to put a door bumper on pantry door or this may occur again. Correction: Need to remove and replace the refrigerator door.		0.30	0.30	42.00	0.00	1	0.20	Approved
	2200924B	Roof Vents - 14"x 14" - All - Garn Complaint: Broken plastic side air vent in the bunk loft. Piece is completely missing from the side. Cause: Missing when installed as there are no pieces laying anywhere that would have broken off. Correction: Remove and replace plastic shroud		0.10	0.10	14.00	0.00	1	0.10	Approved
			DONALD & CHERYL WALLOCH							
	2201406B	Roof Vents - 14"x 14" - Power Ve Complaint: Fan in the bathroom is very loud. Cause: Sounds off kilter. Correction: Remove and replace with new fan.		0.50	0.50	0.00	0.00	1	0.60	Denied
			DONALD & CHERYL WALLOCH/need pics showing complete & label							

Submitted parts & subLet	1,214.36	Approved parts & subLet	452.21
Submitted labor & subLet:	182.00	Approved labor & subLet	70.00
Submitted freight:	439.04	Approved freight:	231.93
Tax:	0.00	Tax:	0.00
Total Submitted:	<u>1,835.40</u>	Total approved:	<u>754.14</u>