

Claim Response

Claim: C3698063

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
C3698063	10821B	9/9/2024	9/13/2024	4YDTHPU20S9330033	PA03717909	1612	Greeneway Inc 8220 State Hwy 13 S Wisconsin Rapids, WI 54494	140.00	0.00	WARR	

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	1216008A	Step - Fold Up Complaint: on DAF- the rear step is bent. Cause: Bent on arrival. Correction: Order 2 step steps for rear entrance. R&R steps.	stock			0.00	0.00	1	0.10	Denied
		KRV – Non-Warranty, Damage: Dealer Pick-Up (DPU) unit. Contact your Transportation Carrier.								
	2104828A	Slide Out - Box - Slide Out Floor Complaint: Unfilled holes on bottom exterior of slide room floors. Cause: Manufacturer did not fill holes in exterior bottom of slide floors where screws went in. Correction: Cleaned all 4 slide room exterior bottom edges and then filled holes with black silicone.		0.30	0.30	42.00	0.00	1	0.30	Approved
	3500102A	Carpet - Repair - per square yard Complaint: Carpet has many strings and unfinished looking edges. Cause: Manufacturer laid carpet but left loose ends all over and it looks sloppy. Correction: Cut away loose carpet edges.		0.80	0.80	112.00	0.00	1	0.50	Approved
	3500212A	Vinyl Flooring - Repair - per squa Complaint: Slide room floor coverings have stains. Cause: Stained from manufacturer. Correction: Use cleaner to remove the spots on the slide room floor covering.		0.30	0.30	42.00	0.00	1	0.60	Approved
	3202814A	Step - Interior Stair - Support Complaint: On one of the steps to the bedroom, the face of the step is pushed outward in one spot. Cause: Improper install. Correction: Noting with manufacturer in case future customer is not happy with the step in the bedroom.		0.30	0.30	42.00	0.00	1	0.30	Approved

Claim Response

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	5103014A	Monitor Panel - Repair Complaint: On the monitor panel, one slide room switch is not laying flat. Cause: Manufacturing installation. Correction: Removed screws holding panel then pryed the clips out a bit more from the slide switch in back to hold it flush.		0.20	0.20	28.00	0.00	1	0.20	Approved

Submitted parts & subLet 0.00
Submitted labor & subLet 266.00
Submitted freight: 0.00
Tax: 0.00
Total Submitted: 266.00

Approved parts & subLet 0.00
Approved labor & subLet 266.00
Approved freight: 0.00
Tax: 0.00
Total approved: 266.00