

Claim Response

Claim: C3838432

Last Modified byambri

Claim	Reference no.	Repair start date	Repair date	VIN	Pre-auth	Dealer	Repairing dealer name	Labor rate	Changed warranty rate	Type	Date Of Purchase
C3838432	10907B	7/18/2025	7/24/2025	4YDTHPT29P9330153	PA03731548	1612	Greenway Inc 8220 State Hwy 13 S Wisconsin Rapids, WI 54494	140.00	0.00	WARR	8/9/2024

Deny code	Item number	Name	Quantity	Qty Returned	Dealer price	Markup	Part total	Appr Freight	Sub Freight	Sublet	Status
93	695062	Cabinet - Door - FPSQ - 12" x No VCB--scratch/dent/chip/bent SO#6035393	1.00	0.00	26.16	15.00	30.08	37.40	37.40	0.00	Approved
99	671113	Trim - Casing - 5/16" x 1 7/16" No VCB SO#6180840	9.00	0.00	1.52	15.00	15.73	152.99	152.99	0.00	Approved
92	745550	Microwave - OTR - 30" - 1.5 C No VCB--Incidental Damage/Abuse/MisUse SO#6035393	1.00	0.00	415.64	15.00	477.99	187.25	187.25	0.00	Approved
Component Model: 1			Component Serial Number: 1								
99	703504	Bedspread - Package - King - No VCB SO#6081213	1.00	0.00	129.45	15.00	148.87	102.27	102.27	0.00	Approved
30	211116	Warranty Shop Supply - Plum Part Missing-nothing to return	1.00	0.00	4.07	15.00	4.68	0.00	0.00	0.00	Approved
14	544252	Fan - Garnish - 12V Extensior Problem listed below. SO#6035393	1.00	1.00	44.92	15.00	51.66	144.46	144.46	0.00	Approved
Component Model:			Component Serial Number: 501 9/7/2022								

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
2302202A	Compartment Door	Complaint: The ODS rear cargo door catches during operation. Cause: Storage compartment door catches due to end caps being misaligned. Correction: Removed end cap screws then the moved the end caps over enough that the door would no longer get caught up. Reinstalled the screws and tested good.		0.40	0.40	56.00	0.00	1	0.20	Approved

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	2315428A	Window - 47" or Less - Seal Glas Complaint: The window on the ODS rear slide isn't closing all the way, and the exterior deal isn't sitting right. Cause: Gap in the rear ODS window seal. Correction: Fixed gap with a small piece of foam seal we had on hand.		0.20	0.20	28.00	0.00	1	0.20	Approved
	2101312A	Metal Lower Wrap Complaint: There is silicone on the front edge of the metal on the ODS front slide. Cause: Excess silicone on J-wrap of front ODS slideout. Correction: Removed excess silicone on the slide.		0.30	0.30	42.00	0.00	1	0.50	Approved
	5103016A	Monitor Panel - Repair Complaint: The monitor panel is bowed out. Cause: There is quite a bit of stress on the control panel from the wiring making it bow out in the middle. Correction: Installed 2 additional fasteners to secure the panel better.		0.50	0.50	70.00	0.00	1	0.20	Approved
	3102908B	Dinette Table - Leg Complaint: There is a scuff mark on the kitchen table. Cause: Scuff mark, damage on the table/dinette. Correction: Finish on the table cannot be touched up appropriately, warranty for a new table. KRV – Damage is not covered under KRV's Limited Warranties.				0.00	0.00	1	0.10	Denied
	3500212A	Vinyl Flooring - Repair - per squa Complaint: There is a sticky residue on the floor under the sink. Cause: Construction residue. Correction: Cleaned KRV – The issue submitted is not considered a warranty defect				0.00	0.00	1	0.60	Denied
	2201825D	Floor Line Molding - per 10 ft Complaint: The sealant is cracked along multiple side tracks on the slide outs. Cause: Defect from manufacturing. Correction: Cleaned and re-sealed al lthe problem areas.		0.50	0.50	70.00	0.00	1	0.10	Approved

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	3103214A	Drawer - Repair Complaint: The latch for the pantry drawer isn't attached. Cause: Screws for the latch were never installed. Correction: Attached with screws.		0.10	0.10	14.00	0.00	1	0.20	Approved
	3201516A	Batten Strips & Corner Molding - Complaint: There are multiple exposed holes on the interior front wall ODS. The DS baton strip on the hallway floor is coming off the wall Cause: Defect from manufacturing. A few fasteners pulled loose on the baton strip. Correction: Puttied the holes and glues the ripped piece back down, if customer doesn't like it, we will have to order a new baton strip. Used larger gauge fastener to secure the trim piece on the DS baton strip in the hallway.				0.00	0.00	1	0.10	Denied
	3103828A	Overhead Cabinet - Repair Complaint: There is a knick in the cabinet door frame above the refrigerator. Cause: Fastener pushed out finish tape cracking it. Correction: Hid the crack as best as possible with white putty.		0.20	0.20	28.00	0.00	1	0.20	Approved
	3100825B	Cabinet Door - Replace Complaint: The cabinet door on the bottom right of the island is scratched. Cause: Cabinet door is 12" x 21". The door has a few scuffs and appear to be from factory. Correction: Replace the cabinet door.		0.20	0.20	28.00	0.00	1	0.20	Approved
	3201816A	Decorative Wood Trim - Repair - Complaint: The decorative piece around the lights in the DS slide ceiling is falling down. Cause: There are staples coming loose from the decorative ceiling board in the slide out. Correction: Installed a few color matching screws to secure the trim.		0.10	0.10	14.00	0.00	1	0.10	Approved
	3500116A	Carpet - Repair - per square yard Complaint: The carpet on the steps isn't secured correctly and there are multiple strands hanging off. Cause: Improper installation from the factory. Correction: I was able to trim the excess carpeting on the sides of the steps. But then I noticed there was a spot in the front upper bunk area where the carpet edge is about an inch short from the wall. Adding a baseboard to cover it or possible replacement of the carpet depending on what the customer says.		0.50	0.50	70.00	0.00	1	0.50	Approved

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	4158006B	Oven - Insignia - Replace Complete Complaint: There is a dent in the back of the microwave. Cause: Defect from manufacturing. Correction: Will need to R&R microwave.		0.50	0.50	70.00	0.00	1	0.50	Approved
	2316125A	Window - 48" or More - Seal Glass Complaint: The seam tape is bubbled under the front window. Cause: Defect from manufacturing. There is a bunch of putty behind the seam tape. Correction: Cleaned it out the best we could and put in some super glue to help it lay down.		0.20	0.20	28.00	0.00	1	0.20	Approved
	3102228A	Countertop - Other - Repair Complaint: The ODS couch countertop is cut crooked. Cause: Defect from manufacturing. Correction: Taped off the edges and hit it with black silicone. Also did the other counter top to make it uniform.		0.20	0.20	28.00	0.00	1	0.20	Approved
	3202028A	Panel - Interior Wall - Repair Complaint: The bottom of the paneling in the drop-down ceiling in the front end is cut short on the ODS. Cause: Gap in the ceiling panel in the front of the unit. Correction: Installed additional batten strip to fill the gap.		0.10	0.10	14.00	0.00	1	0.10	Approved
	2203314D	Sealant - Roof Only Multiple Areas Complaint: There are cracks and holes in the dicor. Cause: The dicor is a bit weathered. There are a few areas that need touch up. Correction: Applied dicor self-leveling sealant and sealed the areas of concern.		0.80	0.80	112.00	0.00	1	0.30	Approved
	3202014A	Panel - Interior Wall - Repair Complaint: It looks like a repair was done on the bedroom wall and it looks terrible. Cause: Manufacturing defect. The wall was cut, and the manufacturer just put a piece of seam tape over it. While looking at the wall issue, I noticed the carpet edge in the doorway is unfinished and the door frame is broken. Door frame is 77 inches long. Correction: Need to know how the manufacturer wants us to repair the wall and door frame. KRV the door frame. need to remove the casing and shim the wall stud reinstall casing time is around 1.50		1.50	1.50	210.00	0.00	1	0.10	Approved

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	2101408A	Roof - Ceiling Panel - Repair - pe Complaint: Ceiling panels in the bedroom are bubbled along the ODS wall. Cause: Moisture damage on ceiling panels caused them to delaminate at the edge. Two 4x8 sheets, white to replace. Correction: Replace ceiling panels. KRV – The issue submitted is not considered a warranty defect in materials or workmanship.				0.00	0.00	1	0.20	Denied
	3300108B	Bedspread - Replace Complaint: Bed set is stained in multiple spots. Cause: Manufacturing defect. Correction: R&R bed set		0.10	0.10	14.00	0.00	1	0.10	Approved
	3101614A	Closet - Panel Complaint: The wall panel in the DS bedroom cabinet is peeling. Cause: Defect from manufacturing. The manufacturer tried covering a hole with a piece of seam tape. Correction: Removed the tape and puttied the hole.		0.20	0.20	28.00	0.00	1	0.20	Approved
	2100914A	Floor- Darco Underbelly - Repair Complaint: There are large gaps in the underbelly and there was a section cut out that was just hanging down. Cause: Defect from manufacturing. Correction: Secured the underbelly with a board and screws and filled all the gaps with expanding foam.		0.50	0.50	70.00	0.00	1	0.50	Approved
	6109224B	Sewer Cap Complaint: Sewer cap missing, hanger still attached. Cause: Cap fell off in transport. Correction: Replace with new cap.		0.10	0.10	14.00	0.00	1	0.10	Approved
	2200908B	Roof Vents - 14"x 14" - All - Garn Complaint: Fan shroud in the bathroom is cracked. Cause: Fan shroud is cracked. Correction: R&R fan		0.30	0.30	42.00	0.00	1	0.10	Approved

JOEL & RENEE RUONAVAR

Submitted parts & subLet	729.01	Approved parts & subLet	729.01
Submitted labor & subLet:	1,050.00	Approved labor & subLet	1,050.00
Submitted freight:	624.37	Approved freight:	624.37
Tax:	0.00	Tax:	0.00
Total Submitted:	<u>2,403.38</u>	Total approved:	<u>2,403.38</u>