Warranty Claim Detail

R.O. Number **72051-1**
Job **1**

COMPLAINT INFORMATION	
Flat Rate Code	3263
Description	Door-Challenger-Entrance Lock Assembly
Occurrences	1
Requested Hours	.20
Authorized Hours	.20
Fault Code	57-Worn
Vendor Responsible	002453-CHALLENGER DOOR Hours:.30
Notes	CASE 6389164 LIPPERT WILL AUTHORIZE ONE NEW SCREEN DOOR LATCH & 0.2 HOURS OF LABOR.

CUSTOMER COMPLAINT

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COMMENT ENTERED ON 03/02/2026 AT 09:50 AM BY DEALER
This was approved on claim 72051 but timed out. Case 6389164. Screen door latch catch
 is inop
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AUTHORIZATION NOTES

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COMMENT ENTERED ON 03/19/2026 AT 12:16:55 PM BY ALDUNNING
PART #158023A & #158023B RETURNED. VCB DONE SCRAPPED. NPR
```

DEALER CORRECTION

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COMMENT ENTERED ON 03/02/2026 AT 09:50 AM BY DEALER
Found latch to be defective. Remove and replace latch.
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GENERAL INFORMATION	
Status	Paid
Date In	10/23/2025
Submit Date	03/02/2026
Authorization	No 03/03/2026
Work Complete	Yes 03/19/2026
Payment	Yes 03/25/2026

TOTALS	Requested	Authorized
Labor	37.00	37.00
Sublet	.00	.00
Parts	7.35	7.35
Freight	.00	.00
Adjustments	.00	.00
TOTAL	**46.55**	**46.55**
TOTAL PAID		**46.55**