

APPOINTMENT DATE 4/22/2025		VEHICLE ARRIVED 4/22/2025		WSO DATE PREPARATION		CLAIM STATUS Approved			WARRANTY CLAIM No				
REPAIR COMPLETION DATE 5/21/2025		CUSTOMER NOTIFIED		VEHICLE PICKED UP		CREDIT DATE 5/22/2025		CREDIT NUMBER		KZ604504			
RV SERIAL NUMBER 4EZTL3321S4035577				MAKE		CONNECT		MODEL C312RE		YEAR 2025 PURCHASE DATE			
DEALER				CUSTOMER				FACTORY USE ONLY					
NUMBER TRI030		LABOR RATE \$175.00		FEE RATE 15.00		CONTACT			ACCT. #		DENIAL CODE		
NAME Tri-Am RV Center of E. Tn, Inc		PHONE		ADDRESS			PHONE		EQUIP. SER. #		EQUIP SER. #		
ADDRESS 1202 Idell Road									EQUIP. MODEL		EQUIP. MODEL		
CITY Bulls Gap		STATE TN		ZIP 37711		CITY		STATE		ZIP		EQUIP. MFR.	
												EQUIP. MFR.	

WARRANTY CLAIM # KZ604504	JOB OPERATION 1 DENIED	Ceiling light in light area on floor and cover will not stay on	OPERATION CODE 4401		AUTHORIZATION # JS5042314					
			HOURS 0.20	AMOUNT \$35.00	SUBLET					
			SUPPLIER NAME DREAM LIGHTING		STATUS OpenPR					
			LABOR \$35.00	PARTS	MARK UP	FREIGHT	SUBLET			
CAUSE Noted on DAF			PART #		CHARGEBACK #		Dup N			
			JOB OPERATION DENIAL CODE 300		INITIALS					
			REMEDY							
			R&R ceiling light and test							
PART NUMBER		PART DESCRIPTION			RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL	
156558		LIGHT,CEILING,LED,MUSHROOM,WITH HARD SWITCH,4 1/2",4000K,200/BOX				1	\$2.70	\$2.70	\$3.11	
		SUB-TOTAL:			LABOR	\$35.00	PARTS	\$2.70		

WARRANTY CLAIM # KZ604504	JOB OPERATION 2	Shade to left of the seating (DS) will not retract up and tech is not able to adjust 956001 - 16.68	OPERATION CODE 6605		AUTHORIZATION # JS5042315					
			HOURS 0.10	AMOUNT \$17.50	SUBLET					
			SUPPLIER NAME UNITED SHADE		STATUS Approved					
			LABOR \$17.50	PARTS \$19.18	MARK UP	FREIGHT \$16.43	SUBLET \$0.00			
CAUSE Noted on DAF, shade is faulty			PART # 162738		CHARGEBACK #		Dup N			
			JOB OPERATION DENIAL CODE		INITIALS					
			REMEDY							
			R&R shade and test							
PART NUMBER		PART DESCRIPTION			RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL	
162738		SHADE,ROLLER,DARK CHARCOAL,BASELINE,IMPORT,17MM,26X32,(BRACKET 505189)				1	\$33.36	\$33.36	\$38.36	
shipping		shipping				0	\$16.43	\$0.00	\$0.00	
		SUB-TOTAL:			LABOR	\$17.50	PARTS	\$33.36		

WARRANTY CLAIM # KZ604504	JOB OPERATION 3 DENIED	Staple holes in stile board at the sound bar	OPERATION CODE 5540			AUTHORIZATION #									
			HOURS 0.10		AMOUNT \$17.50		SUBLET								
			SUPPLIER NAME A KZ WARRANTY					STATUS							
			LABOR \$17.50		PARTS		MARK UP		FREIGHT		SUBLET				
CAUSE Noted on DAF			PART #		CHARGEBACK #					Dup N					
			JOB OPERATION DENIAL CODE 240					INITIALS							
			REMEDY												
			Fill, color, and blend area												
PART NUMBER		PART DESCRIPTION				RETURN TAG #		QUANTITY		UNIT		TOTAL PARTS		ADJUSTED TOTAL	
						SUB-TOTAL:		LABOR		\$17.50		PARTS		\$0.00	

WARRANTY CLAIM # KZ604504	JOB OPERATION 4	Small hole in wall on DS slide in the living area	OPERATION CODE 5597			AUTHORIZATION # JS5042316									
			HOURS 0.05		AMOUNT \$8.75		SUBLET								
			SUPPLIER NAME A KZ WARRANTY					STATUS Submitted							
			LABOR \$8.75		PARTS		MARK UP		FREIGHT		SUBLET				
CAUSE Noted on DAF			PART #		CHARGEBACK # AKZ004_000601					Dup N					
			JOB OPERATION DENIAL CODE					INITIALS							
			REMEDY												
			Fill, color, and blend area												
PART NUMBER		PART DESCRIPTION				RETURN TAG #		QUANTITY		UNIT		TOTAL PARTS		ADJUSTED TOTAL	
						SUB-TOTAL:		LABOR		\$8.75		PARTS		\$0.00	

WARRANTY CLAIM # KZ604504	JOB OPERATION 5 DENIED	Stile over DS slide has nail/staple holes	OPERATION CODE 5538		AUTHORIZATION #		
			HOURS 0.20	AMOUNT \$35.00	SUBLET		
			SUPPLIER NAME		STATUS		
			LABOR	PARTS	MARK UP	FREIGHT	SUBLET
CAUSE Noted on DAF			PART #		CHARGEBACK #		Dup N
			JOB OPERATION DENIAL CODE 240		INITIALS		
			REMEDY Fill, color, and blend area				
PART NUMBER	PART DESCRIPTION		RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
			SUB-TOTAL:	LABOR	\$35.00	PARTS	\$0.00

WARRANTY CLAIM # KZ604504	JOB OPERATION 6	Chip on top of bathroom door ** touch up the door *****	OPERATION CODE 5540		AUTHORIZATION # JS5042317		
			HOURS 0.10	AMOUNT \$17.50	SUBLET		
			SUPPLIER NAME A KZ WARRANTY		STATUS Submitted		
			LABOR \$17.50	PARTS	MARK UP	FREIGHT	SUBLET
CAUSE Noted on DAF			PART #		CHARGEBACK # AKZ004_000601		Dup N
			JOB OPERATION DENIAL CODE		INITIALS		
			REMEDY R&R bathroom door				
PART NUMBER	PART DESCRIPTION		RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
			SUB-TOTAL:	LABOR	\$17.50	PARTS	\$0.00

WARRANTY CLAIM # KZ604504	JOB OPERATION 7 DENIED	Stile over seating has chips on it	OPERATION CODE 5538		AUTHORIZATION #				
			HOURS 0.20	AMOUNT \$35.00	SUBLET				
			SUPPLIER NAME		STATUS				
CAUSE Noted on DAF			LABOR	PARTS	MARK UP	FREIGHT	SUBLET		
			PART #		CHARGEBACK #			Dup N	
			JOB OPERATION DENIAL CODE 240				INITIALS		
			REMEDY						
			Fill, color, and blend area						
PART NUMBER	PART DESCRIPTION				RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
SUB-TOTAL:					LABOR	\$35.00	PARTS	\$0.00	

WARRANTY CLAIM # KZ604504	JOB OPERATION 8	Chip in bedroom door	OPERATION CODE 5540		AUTHORIZATION # JS5042318				
			HOURS 0.10	AMOUNT \$17.50	SUBLET				
			SUPPLIER NAME A KZ WARRANTY		STATUS Submitted				
CAUSE Noted on DAF			LABOR \$17.50	PARTS	MARK UP	FREIGHT	SUBLET		
			PART #		CHARGEBACK # AKZ004_000601			Dup N	
			JOB OPERATION DENIAL CODE				INITIALS		
			REMEDY						
			Fill, color, and blend						
PART NUMBER	PART DESCRIPTION				RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
SUB-TOTAL:					LABOR	\$17.50	PARTS	\$0.00	

WARRANTY CLAIM # KZ604504	JOB OPERATION 9	Hole in lino at the entry door	OPERATION CODE 5506		AUTHORIZATION # JS5042319			
			HOURS 0.50	AMOUNT \$87.50	SUBLET			
			SUPPLIER NAME A KZ WARRANTY		STATUS Submitted			
CAUSE Noted on DAF			LABOR	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK # AKZ004_000601			Dup N
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY					
			Repair hole and note to unit for future					
PART NUMBER	PART DESCRIPTION		RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL	
			SUB-TOTAL:	LABOR	\$87.50	PARTS	\$0.00	

WARRANTY CLAIM # KZ604504	JOB OPERATION 1 DENIED	Bathroom corner trim has puddy coming out from behind it	OPERATION CODE 5540		AUTHORIZATION #			
			HOURS 0.10	AMOUNT \$17.50	SUBLET			
			SUPPLIER NAME		STATUS			
CAUSE Noted on DAF			LABOR	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK #			Dup N
			JOB OPERATION DENIAL CODE 240				INITIALS	
			REMEDY					
			Clean and blend area					
PART NUMBER	PART DESCRIPTION		RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL	
			SUB-TOTAL:	LABOR	\$17.50	PARTS	\$0.00	

WARRANTY CLAIM # KZ604504	JOB OPERATION 1	Bathroom cabinet door has black marks on the corner	OPERATION CODE 5540		AUTHORIZATION # JS5042320			
			HOURS 0.05	AMOUNT \$8.75	SUBLET			
			SUPPLIER NAME A KZ WARRANTY		STATUS Submitted			
CAUSE Noted on DAF			LABOR \$8.75	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK # AKZ004_000601		Dup N	
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY					
			Color, clean, and blend the area					
PART NUMBER	PART DESCRIPTION			RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
SUB-TOTAL:				LABOR	\$8.75	PARTS	\$0.00	

WARRANTY CLAIM # KZ604504	JOB OPERATION 1	Bathroom cabinet door handle is scratched	OPERATION CODE 5591		AUTHORIZATION # JS5042321			
			HOURS 0.10	AMOUNT \$17.50	SUBLET			
			SUPPLIER NAME A KZ WARRANTY		STATUS Submitted			
CAUSE Noted on DAF			LABOR \$17.50	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK # AKZ004_000601		Dup N	
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY					
			Replace the handle					
PART NUMBER	PART DESCRIPTION			RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
165976	PULL,BAR,ANTIQUE SILVER FEET & MATTE BLACK,128MM				1	\$6.84	\$6.84	\$7.87
SUB-TOTAL:				LABOR	\$17.50	PARTS	\$6.84	

WARRANTY CLAIM # KZ604504	JOB OPERATION 1	Bathroom door casing has a gap on the one side of it in the corner	OPERATION CODE 5550		AUTHORIZATION # JS5042322			
			HOURS 0.10	AMOUNT \$17.50	SUBLET			
			SUPPLIER NAME A KZ WARRANTY		STATUS Submitted			
CAUSE Noted on DAF			LABOR \$17.50	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK # AKZ004_000601		Dup N	
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY					
			R&R the bathroom door casing, gap is too large to fill and look like the other side					
PART NUMBER	PART DESCRIPTION		RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL	
			SUB-TOTAL:	LABOR \$17.50	PARTS \$0.00			

WARRANTY CLAIM # KZ604504	JOB OPERATION 1	J wrap on door side sticking out, missing screw and sealant	OPERATION CODE 2398		AUTHORIZATION # JS5042323			
			HOURS 0.20	AMOUNT \$35.00	SUBLET			
			SUPPLIER NAME A KZ WARRANTY		STATUS Submitted			
CAUSE Noted on DAF			LABOR \$35.00	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK # AKZ004_000601		Dup N	
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY					
			Resecure the J Wrap, by adding screw and reseal the area					
PART NUMBER	PART DESCRIPTION		RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL	
			SUB-TOTAL:	LABOR \$35.00	PARTS \$0.00			

COMMENTS 5/22/25 Job 1: The required clear readable photo of the back side of the defective light was not attached. Dealer is welcome to resubmit the repair on a new claim when the photo requested at authorization is available. AU JS 4/23/25 LIne 1 dealer to attach clear readable photo of the back side of the defective light Line 6 touch up the door vs replacing it. Denied claim lines are standard fit and finish. Concerns have been noted.	SUBMIT DATE 5/21/2025	TOTAL PARTS	\$40.20	\$46.23
	PREPARED BY Ashlee Olsen	MARK UP ALLOWANCE	\$6.03	
		FREIGHT	\$16.43	
		GST		
		BROKERAGE		
		TOTAL LABOR	\$227.50	
		SUBLET	\$0.00	
		TOTAL	\$290.16	\$290.16

TERMS AND CONDITIONS	I acknowledge that the services listed above have been completed, and to the extent they may be covered under warranty, I authorize KZRV, LP. to make payments to the servicing dealer.
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I hereby authorize you to perform this service at your regular prices and terms. You may operate my auto, trailer, or motor home to test, inspect or deliver same at my risk. I agree that you assume no liability for loss or damage to my trailer, auto, or motor home or the contents of either from any cause not the direct fault of your company.

AUTHORIZED BY