

APPOINTMENT DATE 4/26/2025		VEHICLE ARRIVED 4/26/2025		WSO DATE PREPARATION		CLAIM STATUS Approved		WARRANTY CLAIM No	
REPAIR COMPLETION DATE 5/30/2025		CUSTOMER NOTIFIED		VEHICLE PICKED UP		CREDIT DATE 5/30/2025		CREDIT NUMBER	
RV SERIAL NUMBER 4EZTL2920P7050675				MAKE		CONNECT		MODEL C282FKK	
						YEAR 2023		PURCHASE DATE 6/24/2023	
DEALER				CUSTOMER				FACTORY USE ONLY	
NUMBER TRI030		LABOR RATE \$175.00		FEE RATE 15.00		CONTACT DUSTIN & CAROL JACKSON		ACCT. #	
NAME Tri-Am RV Center of E. Tn, Inc		PHONE		ADDRESS		PHONE		EQUIP. SER. # 231206518	
ADDRESS 1202 Idell Road				6926 SIMS RD				EQUIP. MODEL sw6delc	
CITY Bulls Gap		STATE TN		ZIP 37711		CITY HARRISON		STATE TN	
						ZIP 37341		EQUIP. MFR. suburban	
								EQUIP. MFR.	

WARRANTY CLAIM # KZ605896	JOB OPERATION 1	Customer said the electric side of the water heater is inop # 520900 - 7.84	OPERATION CODE 8410		AUTHORIZATION # JS5050721			
			HOURS 0.50	AMOUNT \$87.50		SUBLET		
			SUPPLIER NAME SUBURBAN MANUFACTURING COMPANY			STATUS Submitted		
CAUSE Tested and found open loop on heating element			LABOR \$87.50	PARTS \$9.02	MARK UP	FREIGHT \$14.62	SUBLET \$0.00	
			PART # 504189		CHARGEBACK # SUBURB_000309		Dup N	
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY R&R the heating element, then test					
PART NUMBER	PART DESCRIPTION			RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
504189	WATER HEATER,ELEMENT,ELECTRIC,120 VOLT,SUBURBAN				1	\$15.68	\$15.68	\$18.03
				SUB-TOTAL:	LABOR	\$87.50	PARTS	\$15.68

WARRANTY CLAIM # KZ605896	JOB OPERATION 2	Customer said the molding by the entry door has come loose, left hand side when walking in	OPERATION CODE 5525		AUTHORIZATION # JS5050722			
			HOURS 0.10	AMOUNT \$17.50		SUBLET		
			SUPPLIER NAME A KZ WARRANTY			STATUS Submitted		
CAUSE Improper installation, trim is too long			LABOR \$17.50	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK # AKZ004_000603		Dup N	
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY Remove trim, cut to fit, and resecure in place					
PART NUMBER	PART DESCRIPTION			RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
				SUB-TOTAL:	LABOR	\$17.50	PARTS	\$0.00

WARRANTY CLAIM # KZ605896	JOB OPERATION 3	Customer said the faucet in the kitchen is leaking at the base	OPERATION CODE 3313		AUTHORIZATION # JS5050723			
			HOURS 0.40	AMOUNT \$70.00	SUBLET			
			SUPPLIER NAME A KZ OUT OF VENDOR WARRANTY			STATUS Submitted		
			LABOR \$70.00		PARTS	MARK UP	FREIGHT	SUBLET
CAUSE Water is coming from the base of the faucet, internal failure			PART #		CHARGEBACK # AKZ005_000558		Dup N	
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY R&R faucet, and test					

PART NUMBER	PART DESCRIPTION	RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
153943	FAUCET,KITCHEN,BLACK MATTE.W/SPRING & PULL-DOWN HEAD W/TOGGLE,8"		1	\$75.34	\$75.34	\$86.64
		SUB-TOTAL:	LABOR	\$70.00	PARTS	\$75.34

WARRANTY CLAIM # KZ605896	JOB OPERATION 4	Customer said the shade over the dinette lower bottom corner has come loose	OPERATION CODE 6660		AUTHORIZATION # JS5050724			
			HOURS 0.10	AMOUNT \$17.50	SUBLET			
			SUPPLIER NAME A KZ WARRANTY			STATUS Submitted		
			LABOR \$17.50		PARTS	MARK UP	FREIGHT	SUBLET
CAUSE Screw pulled away from wall			PART #		CHARGEBACK # AKZ004_000603		Dup N	
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY Fill hole, overlay, and move screw to correct place to hold the shade in place					

PART NUMBER	PART DESCRIPTION	RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
161922	TAPE,SEAM,HIGHLAND COVE EMPRESS,1"X150'		2	\$0.21	\$0.42	\$0.48
		SUB-TOTAL:	LABOR	\$17.50	PARTS	\$0.42

WARRANTY CLAIM # KZ605896	JOB OPERATION 5	Customer said the LED docking light on the jack will not work	OPERATION CODE 1191		AUTHORIZATION # JS5050725			
			HOURS 0.30	AMOUNT \$52.50	SUBLET			
			SUPPLIER NAME A KZ OUT OF VENDOR WARRANTY		STATUS Submitted			
CAUSE Tech determined light is getting power, but will not work			LABOR \$52.50	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK # AKZ005_000558		Dup N	
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY R&R jack and test					

PART NUMBER	PART DESCRIPTION	RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
164579	JACK,TONGUE,ELECTRIC,12 VOLT,3500LB,WITH FUSE		1	\$135.98	\$135.98	\$156.38
Shipping/Freight	Shipping/Freight		0	\$28.20	\$0.00	\$0.00
SUB-TOTAL:			LABOR	\$52.50	PARTS	\$135.98

WARRANTY CLAIM # KZ605896	JOB OPERATION 6	Customer said the right rear tail light is getting a fault in the truck when plugged in	OPERATION CODE 4481		AUTHORIZATION # JS5050726			
			HOURS 0.20	AMOUNT \$35.00	SUBLET			
			SUPPLIER NAME A KZ WARRANTY		STATUS Submitted			
CAUSE Tech determined the light is faulty and not working			LABOR \$35.00	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK # AKZ004_000603		Dup N	
			JOB OPERATION DENIAL CODE				INITIALS	
			REMEDY Replace the rear tail light					

PART NUMBER	PART DESCRIPTION	RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
142170	LIGHT,TAIL,LED,W/O LICENSE LIGHT,SURFACE MOUNT,ELLIPTICAL,CLEAR BASE,003-85		1	\$17.23	\$17.23	\$19.81
SUB-TOTAL:			LABOR	\$35.00	PARTS	\$17.23

COMMENTS 5/30/25 Corrected freight. AU JS 5/7/25 Line 1 email sent to vendor.....Suburban will authorize the replacement of the Water Heater's Electric Element, field scrap the old part, warranty allowance time is .50 hrs.	SUBMIT DATE	5/30/2025	TOTAL PARTS	\$244.65	\$281.34
	PREPARED BY	Ashlee Olsen	MARK UP ALLOWANCE	\$36.69	
			FREIGHT	\$28.20	
			GST		
			BROKERAGE		
			TOTAL LABOR	\$280.00	
			SUBLET	\$0.00	
			TOTAL	\$589.54	\$589.54

TERMS AND CONDITIONS	
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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

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.
