

DEALER ACCOUNT #		0049080	CLAIM STATUS		Paid
TRI AM RV CENTER OF EAST TN			CLAIM		2287980
1202 IDELL ROAD (I-81 EXIT 23)			CLAIM ORIGIN		WEB
BULLS GAP, TN 37711			ORIGINAL CLAIM ID		
USA			VIN		4X4TRLF20SZ197340
			CHASSIS VIN		
			MILEAGE		0
Labor rate:		\$165.00	SITE/WAREHOUSE		010 / 010D
OWNER INFORMATION			ITEM #		RLT2619FK
			DEALER RO #		25401
			CLAIM START DATE		05/05/2025
			CLAIM END DATE		05/27/2025

WARRANTY EXPIRATION DATE

Labor

Labor

Labor

Line# 3 **Operation Code** **Operational Description**
 30-100-01-00-001044 Drawer Guides or Tracks, pair - Interior/Cabinetry/Replace/No Tread Code
Complaint, Cause, Correction
 Original Note : ashlee@dealer-advisors.com, 2025-05-05 15:23:35 :: Complaint: Drawer in kitchen left of entry will not close all the way Cause: Noted on DAF, drawer guide is faulty Correction: R&R the drawer guide

Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$33.00
Serial#	Appr Hrs	0.20	Appr Labor Amt	\$33.00

Notes
 Hello, i'm not seeing that the guide is broken in the attached pictures. Can it be adjusted to fix the problem?
 Work is complete and unit is gone. Why wasn't this asked during the PA stage?
 Hello,
 I apologize for any confusion. The repair line was not reviewed by our authorizations team as the repair line is a flat rate repair that does not require pre-authorization. When viewing the code on Dealer Connect, you will see that this code does not have a green check mark next to the 'PAR' requirements. The repair code selected automatically authorizes the repair line. If you were to request additional time(we do not suggest) , the labor line then is submitted for pre-authorization. When a flat rate repair is submitted to be processed, it will then be reviewed by the processor to verify that it does meet the requirements to process the claim for payment. Thank

you kindly.

Once acknowledged I will approve as a goodwill.

Part

Line#	1	Item #	Description			
		USERPART	12" ball bearing drawer guide w/stop cab side			
		Model #	Serial #		Part tag	
		Sub Qty	1.00	Sub Dlr Price	\$12.55	Sub Freight \$0.00
		Appr Qty	1.00	Appr Dlr Price	\$12.55	Appr Freight \$0.00

Notes

Labor

Line#	4	Operation Code	Operational Description			
		30-99-24-00-001030	Valance - Interior/Soft Goods/Repair/No Tread Code			
		Complaint, Cause, Correction				
		Original Note : ashlee@dealer-advisors.com, 2025-05-05 15:25:15 :: Complaint: Valance to right of the seating is loose and sideways Cause: Noted on DAF Correction: Resecure the valance in correct place				
		Model#	Dlr Sub Hrs	0.10	Sub Labor Amt	\$16.50
		Serial#	Appr Hrs	0.10	Appr Labor Amt	\$16.50

Notes

Hello, the attached pictures do not show an issue. Do you have any pictures showing it's loose and sideways?

Work is complete and unit is gone. Why wasn't this asked during the PA stage?

Hello,

I apologize for any confusion. The repair line was not reviewed by our authorizations team as the repair line is a flat rate repair that does not require pre-authorization. When viewing the code on Dealer Connect, you will see that this code does not have a green check mark next to the 'PAR' requirements. The repair code selected automatically authorizes the repair line. If you were to request additional time (we do not suggest), the labor line then is submitted for pre-authorization. When a flat rate repair is submitted to be processed, it will then be reviewed by the processor to verify that it does meet the requirements to process the claim for payment. Thank you kindly.

Once acknowledged I will approve as a goodwill.

Labor

Line#	5	Operation Code	Operational Description			
		30-102-12-00-001096	Interior Trim or Moldings, each - Interior/Panels, Ceilings, & Interior Moldings/ Resecure or Tighten/No Tread Code			
		Complaint, Cause, Correction				
		Original Note : ashlee@dealer-advisors.com, 2025-05-05 15:26:05 :: Complaint: Window trim over recliners are scratched Cause: Noted on DAF Correction: Fill, color, and blend the scratches				
		Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$33.00
		Serial#	Appr Hrs	0.20	Appr Labor Amt	\$33.00

Notes

Labor

Line#	6	Operation Code	Operational Description			
		30-101-24-00-001078	Sliding, Pocket Door - Interior/Interior Doors/Repair/No Tread Code			
		Complaint, Cause, Correction				
		Original Note : ashlee@dealer-advisors.com, 2025-05-05 15:27:19 :: Complaint: Bedroom door is scratched Cause: Noted on DAF Correction: Fill, color, and blend area				
		Model#	Dlr Sub Hrs	0.20	Sub Labor Amt	\$33.00
		Serial#	Appr Hrs	0.20	Appr Labor Amt	\$33.00

Notes

Labor

Line#	7	Operation Code	Operational Description
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30-102-24-00-001101

Slide Out Fascia, each section - Interior/Panels, Ceilings, & Interior Moldings/
Repair/No Tread Code

Complaint, Cause, Correction
Original Note : ashlee@dealer-advisors.com, 2025-05-05 15:28:40 :: Complaint: Interior slide fascia has several staple holes on both sides of the fascia Cause: Noted on DAF Correction: Fill, color, and smooth area

Model#

Dlr Sub Hrs0.30Sub Labor Amt \$49.50

Serial#

Appr Hrs0.30Appr Labor Amt \$49.50

Notes

Submitted	Labor Amt	\$231.00	Approved	Labor Amt	\$231.00
	Parts & Freight	\$12.55		Parts & Freight	\$12.55
	Total	\$243.55		Total	\$243.55

DEALER

SIGNATURE

DATE

I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER

SIGNATURE

DATE

All repairs described have been inspected and are satisfactory.