



Claim CLAIM16639 (C3860222)

Last Modified By

Claim	Reference no.	Repair		VIN	Pre-auth	Dealer	Repairing dealer name	Changed		Date of Purchase	
		start date	Repair date					Labor rate	warranty rate		Type
CLAIM16639 (C3860222)	25640	6/19/2025	9/16/2025	4YDTAAR27SZ915122	PA03896289	8140	Tri-AM RV Center of East TN 1202 Idell Rd Bulls Gap, TN 37711	175.00	0.00	WARR	4/28/2025

Deny code	Item number	Name	Quantity	Qty Returned	Dealer price	Markup	Part total	Appr Freight	Sub Freight	Sublet	Status
	682524	Seam - Tape - 1" - Misty Day	9	0	0.16	30.00	1.87	20.01	20.01	0.00	Approved

Invoice 5025635 Component Serial Number 810 7/29/2024

14	720782	Passage - Door - 1 3/8" x 36" x 72" - Carb 2 - L&L - HHx2 - Hermosa Onyx	1	0	105.85	30.00	137.61	172.69	222.69	0.00	Approved
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Invoice 5034676 added crate

	Crate	Crate Charge	1	0	50.00	30.00	50.00	0.00	0.00	0.00	Approved
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Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	3200914B	Door - Interior Sliding - Replace	1.3	1.3	227.5	0	1	0.8	Approved

Complaint Bunk room door is sacraping and leaving marks across the door

Cause Install failed, door is not in correct adjustment to slide across correctly. Screws holding the bunk side have came loose and track is not straight

Correction Need to pull the trim, header, door, and decor panel. Screw panels to cabinets on bunk side. Remove screws and replace with larger screws. Then need to reinstall all items removed to access the screws, resecure all items in proper place for door to slide, replace the bunk room door as well

Notes BEVERLY S & BRIAN S MORROW
227.5

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	1204818F	Slide Out Vertical & Horizontal Adjust	0.7	0.7	122.5	0	1	0.5	Approved

Complaint Customer said that the slide seal at the bottom of the slide is not coming out when opening, sticks in at the bottom and allows water to come in

Cause Slide out has shifted forward about 1/2" and not allowing the slide seal to operate in the correct way

Correction Slide needs to be adjusted back into correct position



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Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	2101614A	Roof - A/C Duct	1	1	175	0	1	0.5	Approved
	<p>Complaint Customer said the ac's have no flow of air, runs good but no flow of cold air</p> <p>Cause Both ac's have big gaps in the alum tape and the foam wasn't stuck. This is allowing the air to mix and makes it seem the ac air isn't as cool as it should be</p> <p>Correction Resecure in place and add alum tape if needed to cover gaps, secure foam in correct place</p>								

Deny code	Operation	Description	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	2201518J	Awning & Gutter Rails	0	0	0	0	1	0.2	Denied
	<p>Complaint Customer said the awning coming in and out fine, but when it rolls up too close, the awning sits crooked against the unit main awning</p> <p>Cause Both awning legs are out of adjustment and allowed material to shift frontwards 1/2"</p> <p>Correction Adjust both awning arms and material to allow the awning to open and close as designed to do KRV – The issue submitted is not considered a warranty defect in materials or workmanship.</p>								

Submitted parts & subLet	189.48	Approved parts & subLet	189.48
Submitted labor & subLet	525.00	Approved labor & subLet	525.00
Submitted freight	242.70	Approved freight	192.70
Total Submitted	<u>957.18</u>	Total approved	<u>907.18</u>