

Subject: Warranty Reimbursement Request – Compliance with Tennessee Statutes §§ 55-17-601 et seq.

Dear [OEM Warranty Representative],

As required by **Tennessee Code Annotated §§ 55-17-601 through 55-17-616**, this letter serves as **formal notice** that we are submitting the following RV warranty claim and requesting **full reimbursement** in compliance with state law.

Tennessee Law Requires:

1. **Retail Labor Rate Reimbursement**

Per Tenn. Code Ann. § 55-17-613(f), manufacturers must reimburse dealers for warranty and diagnostic labor at **no less than the dealer's retail labor rate**—defined as the rate the dealer charges non-warranty retail customers. If manufacturer time allowances are insufficient, **actual reasonable hours must be used**.

2. **Parts Reimbursement**

Under § 55-17-613(j), warranty parts must be reimbursed at the dealer's **cost plus a reasonable profit**, consistent with the markup applied to retail non-warranty repairs.

3. **Timely Claim Processing**

Tennessee law requires all approved warranty claims to be paid **promptly**, and any claim not rejected **within a reasonable period** (typically 30–45 days) shall be treated as approved. Arbitrary denials, short-pays, or unreasonable delays violate the statute.

Claim Submission Details

- **Claim/RO Number:** INC-0137696/25755
- **Date of Repair:** 7/15/2025
- **Diagnostic Labor:** .5 hours @175.00
- **Warranty Labor:** 1 hours @ 175.00
- **Parts Used:** Coleman 37204-076
- **Return Freight Included:** TBD
- **30% Mark Up Handling Fee:**\$350.99

We are submitting this claim in **good faith** and **expect full reimbursement** consistent with Tennessee's RV dealer protection law. If additional documentation or clarification is required, please contact us directly.

Sincerely,
Ashlee Olsen
Warranty Administrator
Tri-Am RV Center
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