

APPOINTMENT DATE 7/30/2025		VEHICLE ARRIVED 7/30/2025		WSO DATE PREPARATION		CLAIM STATUS Approved			WARRANTY CLAIM No			
REPAIR COMPLETION DATE 9/9/2025		CUSTOMER NOTIFIED		VEHICLE PICKED UP		CREDIT DATE 9/9/2025		CREDIT NUMBER		KZ612605		
RV SERIAL NUMBER 4EZTU3422S5075852				MAKE		SPORTSMEN		MODEL 332BHKSE		YEAR 2025		
DEALER				CUSTOMER				FACTORY USE ONLY				
NUMBER TRI030		LABOR RATE \$175.00		FEE RATE 15.00		CONTACT Amanda Wright-Brown			ACCT. #		DENIAL CODE	
NAME Tri-Am RV Center of E. Tn, Inc		PHONE		ADDRESS			PHONE		EQUIP. SER. #		EQUIP SER. #	
ADDRESS 1202 Idell Road				3660 W Pines Rd.			423-588-9634		EQUIP. MODEL		EQUIP. MODEL	
CITY Bulls Gap		STATE TN		ZIP 37711		CITY Greeneville		STATE TN		ZIP 37745		
								EQUIP. MFR.		EQUIP. MFR.		

WARRANTY CLAIM # KZ612605	JOB OPERATION 1	Customer said the awning is ripping and pulling away from the unit	OPERATION CODE 9857		AUTHORIZATION # MF25072403								
			HOURS 1.00		AMOUNT \$175.00								
			SUBLET										
			SUPPLIER NAME A KZ FACTORY DEFECT		STATUS Submitted								
			LABOR \$175.00		PARTS		MARK UP						
CAUSE Tech didn't verify any rips or tears on fabric. However, awning is not retracting due to it's out of adjustment caused by improper install. Set screws not securing fabric from moving			FREIGHT		SUBLET								
			PART #		CHARGEBACK # AKZF_000609		Dup N						
			JOB OPERATION DENIAL CODE		INITIALS								
			REMEDY										
			Adjusted fabric and reinstalled set screws. Awning was then tested and works as designed										
PART NUMBER		PART DESCRIPTION		RETURN TAG #		QUANTITY		UNIT		TOTAL PARTS		ADJUSTED TOTAL	
				SUB-TOTAL:		LABOR \$175.00		PARTS		\$0.00			

WARRANTY CLAIM # KZ612605	JOB OPERATION 2	Customer said the fridge lock is not holding the fridge doors closed when in travel	OPERATION CODE 8277		AUTHORIZATION # MF25072404								
			HOURS 0.50		AMOUNT \$87.50								
			SUBLET										
			SUPPLIER NAME KZ Goodwill		STATUS Submitted								
			LABOR \$87.50		PARTS		MARK UP						
CAUSE Locking latch for lower fridge door has broken and not working as it should to hold the door			FREIGHT		SUBLET								
			PART #		CHARGEBACK # AKZ007_000290		Dup N						
			JOB OPERATION DENIAL CODE		INITIALS								
			REMEDY										
			Replace lower fridge door latch										
PART NUMBER		PART DESCRIPTION		RETURN TAG #		QUANTITY		UNIT		TOTAL PARTS		ADJUSTED TOTAL	
505060		LATCH,DOOR,FRESHER,PARTS PACKAGE,REFRIGERATOR,FURRIION,KZ#'S 156353,156354,156355,156356,164482,16448				1		\$26.55		\$26.55		\$30.53	
				SUB-TOTAL:		LABOR \$87.50		PARTS		\$26.55			

WARRANTY CLAIM # KZ612605	JOB OPERATION 3	Customer said the slide/holder at the bottom of the door will not stay in place, screw's coming out	OPERATION CODE 5545			AUTHORIZATION # MF25072405				
			HOURS 0.50		AMOUNT \$87.50		SUBLET			
			SUPPLIER NAME A KZ FACTORY DEFECT					STATUS Submitted		
			LABOR \$87.50		PARTS		MARK UP		FREIGHT	
CAUSE Lower door guide is not attached and mounting screws are loose			PART #		CHARGEBACK # AKZF_000609				Dup N	
			JOB OPERATION DENIAL CODE					INITIALS		
			REMEDY Reattach door guide and added larger screws to secure in place							

PART NUMBER	PART DESCRIPTION	RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
		SUB-TOTAL:	LABOR	\$87.50	PARTS	\$0.00

WARRANTY CLAIM # KZ612605	JOB OPERATION 4	Customer said the spring for holding door is falling apart	OPERATION CODE 2583			AUTHORIZATION # MF25072406				
			HOURS 0.30		AMOUNT \$52.50		SUBLET			
			SUPPLIER NAME KZ Goodwill					STATUS Submitted		
			LABOR \$52.50		PARTS		MARK UP		FREIGHT	
CAUSE Due to manufacturer defect, the spring has slipped past the set screw			PART #		CHARGEBACK # AKZ007_000290				Dup N	
			JOB OPERATION DENIAL CODE					INITIALS		
			REMEDY Remove slingshot, disassemble spring, reinstall set screw, reinstall slingshot							

PART NUMBER	PART DESCRIPTION	RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
		SUB-TOTAL:	LABOR	\$52.50	PARTS	\$0.00

COMMENTS MF-VCB MF 7/23/2025 Job op 2 LCI Case #6064503-denied, KZ to goodwill MF 7/22/2025 Job op 2 sent to furrion MF 7/22/2025 Job op 4 sent to lci denied, KZ to goodwill MF 7/24/2025 - Pre-authorization is for labor only. Any parts and parts costs that are associated with this claim are subject to adjustment at time of final approval. Thank you..	SUBMIT DATE	9/9/2025	TOTAL PARTS	\$26.55	\$30.53
	PREPARED BY Ashlee Olsen	MARK UP ALLOWANCE		\$3.98	
		FREIGHT		\$16.34	
		GST			
		BROKERAGE			
		TOTAL LABOR		\$402.50	
		SUBLET		\$0.00	
		TOTAL		\$449.37	\$449.37

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