

APPOINTMENT DATE		12/8/2025		VEHICLE ARRIVED		12/3/2025		WSO DATE PREPARATION		CLAIM STATUS		Pre-Auth. Approved		WARRANTY CLAIM No																									
REPAIR COMPLETION DATE				CUSTOMER NOTIFIED				VEHICLE PICKED UP				CREDIT DATE		CREDIT NUMBER		KZ625226																							
RV SERIAL NUMBER				4EZTL3122S4003725				MAKE				CONNECT		MODEL		C301BHKSE		YEAR		2025		PURCHASE DATE		7/15/2025															
DEALER								CUSTOMER								FACTORY USE ONLY																							
NUMBER		TRI030		LABOR RATE		\$175.00		FEE RATE		15.00		CONTACT				KEVIN DOWNS				ACCT. #				DENIAL CODE															
NAME				Tri-Am RV Center of E. Tn, Inc				PHONE				ADDRESS				4511 E ANDREW JOHNSON HWY				PHONE				276-676-0193				EQUIP. SER. #				EQUIP SER. #							
ADDRESS								1202 Idell Road								4511 E ANDREW JOHNSON HWY								276-676-0193								EQUIP. MODEL				EQUIP. MODEL			
CITY				Bulls Gap				STATE		TN		ZIP		37711		CITY		MORRISTOWN		STATE		TN		ZIP		37814		EQUIP. MFR.				EQUIP. MFR.							

WARRANTY CLAIM # KZ625226		JOB OPERATION 1 DENIED		Customer states that the bedroom heater is inop.						OPERATION CODE 8571				AUTHORIZATION #					
CAUSE There are not any electrical strips in either AC.								HOURS 1.50				AMOUNT \$262.50				SUBLET			
								SUPPLIER NAME								STATUS			
								LABOR		PARTS		MARK UP		FREIGHT		SUBLET			
								PART #				CHARGEBACK #				Dup N			
								JOB OPERATION DENIAL CODE 370								INITIALS SK			
								REMEDY Need to add a strip and board and then test.											
PART NUMBER		PART DESCRIPTION						RETURN TAG #		QUANTITY		UNIT		TOTAL PARTS		ADJUSTED TOTAL			
								SUB-TOTAL:		LABOR		\$262.50		PARTS		\$0.00			

WARRANTY CLAIM # KZ625226		JOB OPERATION 2		Customer states that the rubber on the entry door handle is coming loose						OPERATION CODE 2215				AUTHORIZATION # EF6010839					
CAUSE Foam grip on entry handle has frayed and is coming apart from the top.								HOURS 0.10				AMOUNT \$17.50				SUBLET			
								SUPPLIER NAME KZ Goodwill								STATUS Approved			
								LABOR \$17.50		PARTS		MARK UP		FREIGHT		SUBLET			
								PART #				CHARGEBACK #				Dup N			
								JOB OPERATION DENIAL CODE								INITIALS SK			
								REMEDY Entry handle needs to be removed to get the foam grip handle. Replace with a new one and reinstall entry handle.											
PART NUMBER		PART DESCRIPTION						RETURN TAG #		QUANTITY		UNIT		TOTAL PARTS		ADJUSTED TOTAL			
								SUB-TOTAL:		LABOR		\$17.50		PARTS		\$0.00			

WARRANTY CLAIM # KZ625226	JOB OPERATION 3	Customer states that the floor vent in the kitchen is cracked.	OPERATION CODE 8858		AUTHORIZATION # EF6010840			
			HOURS 0.10	AMOUNT \$17.50	SUBLET			
			SUPPLIER NAME A KZ WARRANTY		STATUS Approved			
CAUSE Vent has cracked at the screw from build, screw was over tightened.			LABOR \$17.50	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK #			Dup N
			JOB OPERATION DENIAL CODE				INITIALS SK	
			REMEDY Removed damaged vent and replace with a new one.					
PART NUMBER	PART DESCRIPTION		RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL	
			SUB-TOTAL:	LABOR	\$17.50	PARTS	\$0.00	

WARRANTY CLAIM # KZ625226	JOB OPERATION 4 DENIED	Customer states the LP tank pigtails are not in the correct position	OPERATION CODE 7710		AUTHORIZATION #			
			HOURS 0.50	AMOUNT \$87.50	SUBLET			
			SUPPLIER NAME		STATUS			
CAUSE The pigtails are installed on the back side of the LP tank.			LABOR	PARTS	MARK UP	FREIGHT	SUBLET	
			PART #		CHARGEBACK #			Dup N
			JOB OPERATION DENIAL CODE 370				INITIALS sk	
			REMEDY Remove LP pigtails and install on the front side of tanks, then test LP to make sure pigtails are not leaking.					
PART NUMBER	PART DESCRIPTION		RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL	
			SUB-TOTAL:	LABOR	\$87.50	PARTS	\$0.00	

WARRANTY CLAIM # KZ625226	JOB OPERATION 5 DENIED	Customer states that the locks on the compartment doors are hard to open and lock.	OPERATION CODE 2212				AUTHORIZATION #		
			HOURS 0.50		AMOUNT \$87.50		SUBLET		
			SUPPLIER NAME					STATUS	
			LABOR	PARTS	MARK UP	FREIGHT	SUBLET		
CAUSE Tech verified all compartment door locks do not turn as they should, very hard to turn.			PART #		CHARGEBACK #			Dup N	
			JOB OPERATION DENIAL CODE 200				INITIALS SK		
			REMEDY Lube all compartment locks on unit.						
PART NUMBER	PART DESCRIPTION				RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
					SUB-TOTAL:	LABOR	\$87.50	PARTS	\$0.00

WARRANTY CLAIM # KZ625226	JOB OPERATION 6	Customer states that the bunk door keeps popping out of the lower guide.	OPERATION CODE 5593				AUTHORIZATION # EF6010841		
			HOURS 0.10		AMOUNT \$17.50		SUBLET		
			SUPPLIER NAME A KZ WARRANTY					STATUS Approved	
			LABOR \$17.50	PARTS	MARK UP	FREIGHT	SUBLET		
CAUSE The stop set screw was installed too far out to hold the door in place as designed			PART #		CHARGEBACK #			Dup N	
			JOB OPERATION DENIAL CODE				INITIALS sk		
			REMEDY Remove the stop and relocate it over just enough to hold door in place correctly						
PART NUMBER	PART DESCRIPTION				RETURN TAG #	QUANTITY	UNIT	TOTAL PARTS	ADJUSTED TOTAL
					SUB-TOTAL:	LABOR	\$17.50	PARTS	\$0.00

WARRANTY CLAIM # KZ625226	JOB OPERATION 7	Customer states that the black water drain handle is loose and hard for the customer to operate	OPERATION CODE 3382				AUTHORIZATION # EF6010842								
			HOURS 0.50		AMOUNT \$87.50		SUBLET								
			SUPPLIER NAME A KZ WARRANTY					STATUS Approved							
			LABOR \$87.50		PARTS		MARK UP		FREIGHT		SUBLET				
CAUSE Black water drain handle is faulty. The handle is very loose and is not working as designed.			PART #		CHARGEBACK #					Dup N					
			JOB OPERATION DENIAL CODE					INITIALS SK							
			REMEDY Replace black water drain handle and cable then test												
PART NUMBER		PART DESCRIPTION				RETURN TAG #		QUANTITY		UNIT		TOTAL PARTS		ADJUSTED TOTAL	
						SUB-TOTAL:		LABOR \$87.50		PARTS		\$0.00			

WARRANTY CLAIM # KZ625226	JOB OPERATION 8	Customer states that the LP tank bracket is loose	OPERATION CODE 7711				AUTHORIZATION # EF6010843								
			HOURS 0.30		AMOUNT \$52.50		SUBLET								
			SUPPLIER NAME A KZ WARRANTY					STATUS Approved							
			LABOR \$52.50		PARTS		MARK UP		FREIGHT		SUBLET				
CAUSE LP bracket on the tank broke off and is not holding LP tanks as designed			PART #		CHARGEBACK #					Dup N					
			JOB OPERATION DENIAL CODE					INITIALS SK							
			REMEDY Replace LP tank bracket												
PART NUMBER		PART DESCRIPTION				RETURN TAG #		QUANTITY		UNIT		TOTAL PARTS		ADJUSTED TOTAL	
						SUB-TOTAL:		LABOR \$52.50		PARTS		\$0.00			

COMMENTS *EF 1-8 ***Part pricing is subject to change and figured at final*** EF 1-7 Job #1 these are not heat pump units. If they are not getting heat in bedroom at the floor vents please check the ducting and furnace.	SUBMIT DATE		TOTAL PARTS		\$0.00		\$0.00	
	PREPARED BY Ashlee Olsen		MARK UP ALLOWANCE		\$0.00			
			FREIGHT					
			GST					
			BROKERAGE					
			TOTAL LABOR		\$192.50			
			SUBLET		\$0.00			
			TOTAL		\$192.50		\$192.50	

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