

2021 Ontour

COMPLAINT: CUSTOMER STATES THE LOWER DEEP DRAWER WILL NOT STAY CLOSE WHILE IN MOTION CAUSE: DRAWER WILL NOT STAY LOCK
CORRECTION: INSTALL NEW LATCH AND TEST OPERATION LABOR REQUEST: 0.40

0.30 approved plus part cost \$2.18.

2020 Ascent

JOB 1) COMPLAINT: THE 3 TOP CABINETS RATTLE AND HAVE A HARD TIME WHEN POPPING OUT LATCH.

CAUSE: LATCH BUTTON WILL NO POP OUT CORRECT

CORRECTION: TRIED SILICONE SPRAY BUT STILL SAME ISSUE, NECESSARY TO ORDER 3 NEW LATCHES AND INSTALL PROPERLY

NEED: 0.3 HR 0.30 approved. We will send you 3 new push latches under warranty. Please do NOT order the latches.