

Warranty Claim Detail

R.O. Number 73096
Job 1

COMPLAINT INFORMATION	
Flat Rate Code	2999
Description	HOUSE BATTERY - INTERSTATE BATTERY RV
Occurrences	1
Requested Hours	1.50
Authorized Hours	1.00
Fault Code	17-Electrical-poor connection
Vendor Responsible	89993-DEALER GOODWILL Hours:.30

GENERAL INFORMATION	
Status	Pending Claim Submission
Date In	03/27/2026
Submit Date	04/15/2026
Authorization	No 04/15/2026
Work Complete	No
Payment	No

CUSTOMER COMPLAINT
COMMENT ENTERED ON 04/15/2026 AT 02:11 PM BY DEALER Unit will not start. Has happened multiple times.

AUTHORIZATION NOTES
COMMENT ENTERED ON 04/15/2026 AT 4:51:49 PM BY TASELL WILL GOODWILL 1.0 FOR DIAG BUT ANY ADDITIONAL TESTING WILL NEED TO BE HANDLED AND PAID FOR BY THE CHASSIS MANUFACTURER

DEALER CORRECTION
COMMENT ENTERED ON 04/15/2026 AT 02:11 PM BY DEALER Parasitic drain emanating from chassis ECU cluster. Multiple warning lights are on dash. Recharged chassis battery overnight. Performed test on battery to verify it is still good. With all components off and coach turned off, chassis battery has a constant drain of 3.7 amps and an intermittent drain of 5.9 amps. Traced drain back to chassis relays controlled by ECU. All coach side tests normally with no drain. Requesting labor for diag. We will be subletting out to properly diagnose, advanced scanner is needed. It is possible we may need to add sublet at a later time.

TOTALS	Requested	Authorized
Labor	277.50	185.00
Sublet	.00	.00
Parts	.00	.00
Freight	.00	.00
Adjustments	.00	.00
TOTAL	277.50	185.00
TOTAL PAID		.00

