



Warranty Claim Detail

R.O. Number **73138**
 Job **2**

COMPLAINT INFORMATION	
Flat Rate Code	2828
Description	Sensor String - KIB Repair Only
Occurrences	1
Requested Hours	2.00
Authorized Hours	1.00
Fault Code	62-WARRANTY GOODWILL
Vendor Responsible	89998-CUSTOMER GOODWILL Hours:20

GENERAL INFORMATION	
Status	Pending Claim Submission
Denial Code	11-Paid at time authorized
Date In	04/01/2026
Submit Date	05/05/2026
Authorization	No 05/07/2026
Work Complete	No
Payment	No

CUSTOMER COMPLAINT
COMMENT ENTERED ON 05/05/2026 AT 02:57 PM BY DEALER Customer states gray tank will not register properly.

AUTHORIZATION NOTES
COMMENT ENTERED ON 05/05/2026 AT 02:57 PM BY DEALER We are aware customer is out of warranty, trying to help him out. COMMENT ENTERED ON 05/05/2026 AT 3:09:15 PM BY ALDUNNING PICTURES FROM CASE 01089168 COMMENT ENTERED ON 05/07/2026 AT 9:14:28 AM BY ZELLIS GOODWILL 1 HOUR LABOR TO REPLACE SENSOR AND CALIBRATE. MAKE SURE YOU TURN BATT DISCONNECT OFF WHEN INSTALLING NEW SENSOR THAN ON AND THAN DO A FACTROY RESET ON SENSOR PRIOR TO CALIBRATING EMPTY THAN FULL.

DEALER CORRECTION
COMMENT ENTERED ON 05/05/2026 AT 02:57 PM BY DEALER Attempted tank sensor calibration. Unsuccessful. Bad sensor. Fluctuating between 85% and true reading of 15%. Replace sensor.

TOTALS	Requested	Authorized
Labor	370.00	185.00
Sublet	.00	.00
Parts	.00	.00
Freight	.00	.00
Adjustments	.00	.00
TOTAL	370.00	185.00
TOTAL PAID		.00

