

# Warranty Claim Detail

R.O. Number **73138**  
 Job **1**

COMPLAINT INFORMATION	
Flat Rate Code	1016
Description	A/C-Dometic, Complete unit
Occurrences	1
Requested Hours	2.50
Authorized Hours	2.50
Fault Code	46-Seized
Vendor Responsible	003200-DOMETIC SALES CORPORATION Hours:2.50
Notes	SERVICE EVENT# 10376162 @ 2.5
Appliance	30-REAR A/C
Model	CKD651X15J
Serial Number	34925062

GENERAL INFORMATION	
Status	Returned
Date In	04/01/2026
Submit Date	05/15/2026
Authorization	No 05/07/2026
Work Complete	No
Payment	No

TOTALS	Requested	Authorized
Labor	462.50	462.50
Sublet	.00	.00
Parts	.00	.00
Freight	.00	.00
Adjustments	.00	.00
<b>TOTAL</b>	<b>462.50</b>	<b>462.50</b>
TOTAL PAID		.00

CUSTOMER COMPLAINT
COMMENT ENTERED ON 05/05/2026 AT 02:56 PM BY DEALER Rear AC has error code E5

AUTHORIZATION NOTES
<p>COMMENT ENTERED ON 05/05/2026 AT 02:56 PM BY DEALER We are aware customer is out of warranty, but trying to help him out.</p> <p>COMMENT ENTERED ON 05/05/2026 AT 3:08:57 PM BY ALDUNNING PICTURES FROM CASE 01089168</p> <p>COMMENT ENTERED ON 05/07/2026 AT 9:09:33 AM BY ZELLIS DOMETIC HAS A 2 YEAR WARRANTY. YOU NEED TO ENTER THE MODEL AND SERIAL NUMBER IN THE CLAIM WHERE IT SAYS MODEL AND SERIAL NUMBER. TO PROCEED WE NEED THE BELOW INFORMATION TO FORWARD TO DOMETIC. 1. TEST THE START CAPACITOR TO ASSURE IT IS NOT THE ISSUE 2. IF START CAPACITOR IS GOOD WE NEED AC/DC VOLTAGE, AMP DRAW ON COMPRESSOR WHILE RUNNING. 3. NEED AMBIENT, INTAKE AND OUTPUT TEMPS WHILE AC IS RUNNING.</p> <p>COMMENT ENTERED ON 05/07/2026 AT 9:12:20 AM BY ZELLIS CORRECTION, BEFORE DOING ABOVE THE E5 ERROR IS A FREEZE SENSOR ERROR. YOU NEED TO MAKE SURE IT IS LOCATED PROPERLY IN THE FIN AND DO AN OHM TEST AND CEHCK TO AMBIENT TEMP TO SEE IF IT HAS FAILED. IF IT SHOWES OL OR SHORT TO GROUND IT IS DEFECTIVE AND NEEDS REPALACED.</p> <p>COMMENT ENTERED ON 05/15/2026 AT 12:55 PM BY DEALER Added information. Fan attempts to run. Once compressor call out is made, E5 code is thrown. Inspected wiring. Possible compressor lock out</p> <p>Capacitor tested ok. No visual damage. Ac voltage at 118v. Dc voltage at 13.8 v. Compressor hits 90 amp momentarily and never runs. Ambient temp of 79 degrees F. No delta temp can be provided due to no run condition. DELTA TEMP CAN BE PROVIDED DUE TO NO RUN CONDITION.</p> <p>COMMENT ENTERED ON 05/22/2026 AT 11:44:08 AM BY ZELLIS</p> <p>EMAILED FOR AUTH EMAILED FOR AUTH COMMENT ENTERED ON 05/22/2026 AT 1:09:41 PM BY ZELLIS BELOW IS THE THE AUTH, PLEASE TAKE A PIC OF THE DATA TAG ONCE REMOVED AND APPLY TO A WHITE SHEET OF PAPER FORWARD.</p> <p>SERVICE EVENT# 10376162</p> <p>WE AUTHORIZE 2.5 HOURS LABOR AND CREDIT OF AN AC DUE TO COMPRESSOR LOCKED UP.</p> <p>SCRAP IN FIELD - SCRAPE DATA TAG(S) OFF UNIT - APPLY TO A BLANK PIECE OF PAPER AND EMAIL THEM ALONG WITH YOUR CLAIM</p>

DEALER CORRECTION
COMMENT ENTERED ON 05/05/2026 AT 02:56 PM BY DEALER Fan attempts to run. Once compressor call out is made, E5 code is thrown. Inspected wiring. Possible compressor lock out. Replace roof unit.

