
Fwd: 230666 Work Order 73432 ; Labor shortage issue

1 message

Stephanie Kendziorski <stephanie@dealer-advisors.com>
To: Brian Parrott <b.parrott@myersrv.com>

Thu, Jun 11, 2026 at 7:31 PM

Hey Brian.

On this one, would you mind giving Leon a call for line 1? He wants to discuss it, but I am not sure I would have all the information to discuss this further with him, at least not without having to chat with you again about it.

Line 2 has stayed denied, even with my request to get the labor up. The notes in the Newmar system state "IT IS UNFORTUNATE YOUR TECH HAD SO MUCH TIME IN THIS. AS FAR AS DIAGNOSIS AND FIGURING THIS OUT. THE LACK OF A BRAKE CONTROLLER SHOULD BE A RED FLAG TO ANYONE INCLUDING THE SERVICE ADVISOR WHO WROTE THIS UP. IN ADDITION, AN EXPERIENCED TECH WITH TRAILIER BRAKES WOULD BE ABLE TO TEST FOR THIS IN A FEW MINUTES."

For job 3 it has also stayed at the .5 that was approved. Newmar stated "THE UNIT HAS BEEN IN SERVICE SINCE 09/24/2025. IT WOULD HAVE LIKELY BEEN WINTERIZED. PART OF THE WINTERIZATION PROCESS WOULD BE TO VERIFY THE SCREEN IS NOT FULL OF WATER. COMPLETE WATER PUMP REPLACEMENT FLAT RATE IS .5 HR AND THE STRAINER IS RELATIVELY ACCESSIBLE. IT IS NOT RIGHT IN YOUR FACE BUT IT IS ACCESSIBLE. THE LACK OF THE WATER LINE SEAL FURTHER ILLUSTRATES IT WAS LIKELY REMOVED FOR SOME TYPE OF SERVICE. I GOODWILLED THE .5 HR TO GIVE A BENEFIT OF A DOUBT FOR THE LABOR TIME."

----- Forwarded message -----

From: **Charles L. Strozier** <cstrozier@newmarcorp.com>
Date: Thu, Jun 11, 2026 at 5:39 PM
Subject: RE: 230666 Work Order 73432 ; Labor shortage issue
To: Stephanie Kendziorski <stephanie@dealer-advisors.com>, Brian Parrott <b.parrott@myersrv.com>
Cc: Dealer Support Leon <techsupport.leon@newmarcorp.com>

I copied the reply on the job lines. I addressed job 1 just below and added notes on your email to me. Please call me as I do understand you are not the selling dealer.

Job line 1

COMMENT ENTERED ON 06/03/2026 AT 12:21 PM BY DEALER

CUSTOMER STATES NO HOT WATER AT SHOWER WHEN OPERATING OASIS FROM DIESEL. CHECK RECIRCULATING VALVE. CUSTOMER STATES WATER DRAINS INTO THE GREY TANK.

COMMENT ENTERED ON 06/03/2026 AT 12:21 PM BY DEALER

BEGAN DIAG FOR THE OASIS BY FIRST CHECKING THE MAIN BREAKERS AND THE ELECTRIC PANEL INSIDE THE UNIT TO ENSURE THAT THERE WAS NOT A TRIPPED BREAKER. CHECKED THE FUSE BOX IN THE SAME COMPARTMENT AS THE OASIS JUST ABOVE ON THE LEFT TO SEE IF THERE WERE BLOWN FUSES I HAD NO RED LIGHTS INSIDE THE FUSE BOX. THERE WERE NO BLOWN FUSES. WENT INSIDE TO THE CONTROL BOARD VERIFIED WATER IN THE FRESH TANK. THE WATER LEVEL WAS AT 35%. TURN THE WATER PUMP ON VERIFIED CIRCULATION OF WATER THROUGHOUT THE UNIT AT ALL FAUCETS. TURN THE BURNER ON TO THE OASIS IN IMMEDIATELY STARTED ON DIESEL CAN HEAR IT RUNNING AND POWERING UP AFTER ALLOWING IT TO RUN BEGAN CHECKING HOT WATER AT THE FAUCETS. THE WATER WAS LUKEWARM AT BEST WENT TO THE SHOWER SWITCHED THE RECIRCULATOR ON COULD HEAR THE WATER CYCLING INSIDE THE UNIT RECIRCULATING WATER HOWEVER, NO HOT WATER WOULD BE FULLY GENERATED. THE BLUE BUTTON IN THE SHOWER NEVER CHANGE COLORS FROM THE DEEP DARK BLUE WENT TO THE OASIS UNIT FOUND THE POWER SWITCH ON THE TOP OF THE UNIT TURN THE POWER SWITCH ON ALLOWING THE OASIS TO CONTINUE TO RUN BEGAN CHECKING OTHER FAUCETS THROUGHOUT THE UNIT. IT WAS NOW GENERATING HOT, HOT WATER AT THE OTHER FAUCETS WENT TO THE SHOWER TURNED THE RECIRCULATOR ON, WATCHED AS THE BLUE BUTTON

CHANGED TO A

MILKY COLOR AND NOT THE DEEP DARK BLUE. TURN THE WATER ON IN THE SHOWER TO HOT AND IT WAS PRODUCING HOT, HOT WATER.

DETERMINE TURNING THE SWITCH ON TURNS THE SUMMER LOOP ON ALLOWING THE OASIS TO OPERATE BY GENERATING HOT WATER ON DIESEL, BUT NOT TURNING ON ANY OF THE FLOOR HEAT THROUGHOUT THE UNIT WAS DETERMINED THAT THE OASIS IS WORKING

I have my reservations on job 1 and would like to discuss this. Based on the notes it appears the bypass switch was turned on. This means their cabinets and other convectors will radiate heat but the fans will not come on. The switch is strictly for pump service when the loops need air bled. I believe based on the notes there is still a summer pump or control issue. All 3 pumps feed the heat exchanger for hot water.

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Thursday, June 11, 2026 12:23 PM
To: Charles L. Strozier <cstrozier@newmarcorp.com>; Brian Parrott <b.parrott@myersrv.com>
Subject: [EXTERNAL] Work Order 73432

Good afternoon,

Thank you for taking a look at 73432. I do have a couple of questions though.

For line 2 that is denied, is there any way to get the time approved for diag and phone call time? How would we be able to tell that the brakes were wired to be hot all the time?

It is unfortunate your tech had so much time in this. As far as diagnosis and figuring this out. The lack of a brake controller should be a red flag to anyone including the service advisor who wrote this up. In addition, an experienced tech with trailer brakes would be able to test for this in a few minutes.

For line 3, .5 was approved, but we have a couple of hours into it. Is there any way to get the labor increased closer to what was requested? As mentioned, we found the strainer cross threaded on the pump which caused it to not be completely seated. We also found that the cone washer was missing. The entire assembly was removed in order to replace the cone washer.

The unit has been in service since 09/24/2025. It would have likely been winterized. Part of the winterization process would be to verify the screen is not full of water. Complete water pump replacement flat rate is .5 hr and the strainer is relatively accessible. It is not right in your face but it is accessible. The lack of the water line seal further illustrates it was likely removed for some type of service. I goodwilled the .5 hr to give a benefit of a doubt for the labor time.

Unit was not purchased here, but we were trying to help the customer out to get these items addressed.

I did check and that is why I gave the .5 for something that really does not appear to be a Newmar defect. We can talk about job 1 when you call me.

I did CC Brian on this as well, just in case he has anything further to add.

Thank you!

--

Stephanie Kendzierski

Administrative Director

989.415.3834

iClaims Services

www.iclaimsservices.com



Virus-free www.avast.com

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

CAUTION: This email originated from outside of the organization!

DO NOT follow guidance, click links, or open attachments unless the email is expected and/or you trust the sender.

This electronic transmission and any documents accompanying this electronic transmission contain confidential information belonging to the sender. This information may be legally privileged. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on or regarding the contents of this electronically transmitted information is strictly prohibited.

--

Stephanie Kendzierski

Administrative Director

989.415.3834

iClaims Services

www.iclaimsservices.com