

# Warranty Claim Detail

R.O. Number **71872A**  
 Job **1**

COMPLAINT INFORMATION	
Flat Rate Code	3716
Description	ACE - KLAUBER - MOTOR CONTROLLER
Occurrences	1
Requested Hours	1.50
Authorized Hours	1.00
Fault Code	62-WARRANTY GOODWILL
Vendor Responsible	WARR-WARRANTY DEPARTMENT GOODWILL Hours:1.00
Notes	PER BRANDON JONES- DGW.50HRS FOR DIAG

GENERAL INFORMATION	
Status	Paid
Denial Code	11-Paid at time authorized
Date In	06/20/2025
Submit Date	01/05/2026
Authorization	No 01/30/2026
Work Complete	Yes 03/31/2026
Payment	Yes 04/10/2026

CUSTOMER COMPLAINT
COMMENT ENTERED ON 01/05/2026 AT 01:30 PM BY DEALER Customer states the slide is not getting power.

AUTHORIZATION NOTES
COMMENT ENTERED ON 01/05/2026 AT 01:30 PM BY DEALER Please see previous claim, 71872. This is in reference to that. COMMENT ENTERED ON 01/05/2026 AT 2:03:29 PM BY ALDUNNING PICTURES FROM CASE 01053803 COMMENT ENTERED ON 01/30/2026 AT 3:09:48 PM BY JMTRAXLER EMAIL WITH AUTH REQUEST AND AUTH RECEIVED RO #71872 LINE 1. COMMENT ENTERED ON 01/30/2026 AT 3:13:28 PM BY JMTRAXLER ORIGINALLY APPROVED ON RO #71872. DEALER LET CLAIM EXPIRE AFTER 90 DAYS. APPROVED CLAIM PER PREVIOUS CLAIM APPROVAL. COMMENT ENTERED ON 03/31/2026 AT 12:16:02 PM BY PKING ----- DEALER LOST THE PART , I GOODWILLED THE LABOR ONLY 1.0HRS

DEALER CORRECTION
COMMENT ENTERED ON 01/05/2026 AT 01:30 PM BY DEALER Spoke with Doug at Newmar. E2 code on controller with 13.7 VDC input. Bad controller. Replace controller, APN-0159

TOTALS	Requested	Authorized
Labor	277.50	185.00
Sublet	.00	.00
Parts	.00	.00
Freight	.00	.00
Adjustments	.00	.00
<b>TOTAL</b>	<b>277.50</b>	<b>185.00</b>
TOTAL PAID		<b>185.00</b>

