



# Warranty Claim Detail

R.O. Number **71872A**  
 Job **3**

COMPLAINT INFORMATION	
Flat Rate Code	1519
Description	String-KIB-Sensor Strings
Occurrences	1
Requested Hours	2.00
Authorized Hours	1.00
Fault Code	46-Seized
Vendor Responsible	89996-NEWMAR WORKMANSHIP Hours:1.00

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 01:32 PM BY DEALER Customer states fresh water tank indicator is not working.

AUTHORIZATION NOTES
COMMENT ENTERED ON 01/05/2026 AT 2:04:08 PM BY ALDUNNING PICTURES FROM CASE 01053803 COMMENT ENTERED ON 01/30/2026 AT 3:41:22 PM BY JMTRAXLER EMAILED VENDOR FOR AUTH CASE #1002953. COMMENT ENTERED ON 02/03/2026 AT 2:55:16 PM BY JMTRAXLER PER KIB, THE STRIP SENSOR WILL NEED TO BE MOVED AS IT'S TOO CLOSE TO THE VALVE ON THE WATER LINE IN THE PIC. I WILL COVER 1.0 HOUR LABOR FOR REPLACING THE SENSOR THIS TIME, BUT IT WILL NEED MOVED IF IT FAILS AGAIN.

DEALER CORRECTION
COMMENT ENTERED ON 01/05/2026 AT 01:32 PM BY DEALER Spoke with Chad at Newmar. Attempted recalibration. Cycled 12V power, no success. Con tant 0% on fresh. Called Newmar again, spoke with Troy. Three way call with KIB. Repl ace tank sensors and retest. Had to fill and empty tank twice to perform reset.

TOTALS	Requested	Authorized
Labor	370.00	185.00
Sublet	.00	.00
Parts	65.19	65.19
Freight	.00	.00
Adjustments	.00	.00
<b>TOTAL</b>	<b>454.75</b>	<b>269.75</b>
<b>TOTAL PAID</b>		<b>269.75</b>

