



Warranty Claim Detail

R.O. Number 72446
Job 1

COMPLAINT INFORMATION	
Flat Rate Code	3753
Description	KIB - PRESSURE SENSOR INSTALL
Occurrences	1
Requested Hours	8.00
Authorized Hours	3.00
Fault Code	62-WARRANTY GOODWILL
Vendor Responsible	89993-DEALER GOODWILL Hours:3.00
Notes	GOODWILL 3.0 HR PLUS PARTS; KIB 1 SENSOR

GENERAL INFORMATION	
Status	Paid
Denial Code	11-Paid at time authorized
Date In	10/06/2025
Submit Date	02/03/2026
Authorization	No 02/02/2026
Work Complete	Yes 02/20/2026
Payment	Yes 02/25/2026

CUSTOMER COMPLAINT
COMMENT ENTERED ON 02/02/2026 AT 10:00 AM BY DEALER Fresh water/gray/black all show empty at monitor. Fresh tank lost calibration.
AUTHORIZATION NOTES
COMMENT ENTERED ON 02/02/2026 AT 10:00 AM BY DEALER Replace tank sensors. Spoke to Newmar about this to order another pressure sensor kit and a strip sensor for the fresh tank. COMMENT ENTERED ON 02/02/2026 AT 11:33:12 AM BY PKING ----- IS THIS FOR A NEW PART WARRANTY , BECAUSE THIS COACH IS OUT OF WARRANTY COMMENT ENTERED ON 02/02/2026 AT 01:28 PM BY DEALER Hello. So the parts needed for this 122082, 148449, 149283 are parts that we need a second replacement of. The original repair on the work order was not a warranty job, and those needed to be replaced, but they were giving us a lot of problems. Chris spoke to someone and they authorized covering it under warranty. COMMENT ENTERED ON 02/02/2026 AT 1:56:18 PM BY PKING ----- THE SCREEN DOESNT HAVE ANYTHING TO DO WITH THE CALABRATION UNLESS THE TOUCH WAS NOT WORKING COMMENT ENTERED ON 02/03/2026 AT 11:15 AM BY DEALER Hi Phil. The more I look at this one, I do believe that they are only doing the one tank. The notes that I put in were for the initial concern that the customer expressed. There are only one of each part 122082, 148449 and 149283 on the work order. However, it does say for the fresh tank, not the black tank as we talked about yesterday. I did let Brian know, and he said he or Chris will give you a call. COMMENT ENTERED ON 02/03/2026 AT 11:33:33 AM BY JMTRAXLER PLEASE HAVE TECH CALL FROM COACH TO DISCUSS. COMMENT ENTERED ON 02/18/2026 AT 12:50:09 PM BY CSTROZIER BRIAN CALLED AND WE DISCUSSED THAT THEY WERE UNDER THE IMPRESSION WE COVERED THE LABOR FOR ALL 3 TANKS. I READ THE CASES AND FOUND WE ADVISED THE GRAY AND BLACK WHEN WE REALLY ONLY DID THE BLACK AND TYPICALLY ONLY ON NEWER UNITS. I GOODWILLED THE 2 TANKS AT 1.5 HR EACH. XXXXXX CLICK TO COLLAPSE POST PHIL KING NOVEMBER 13, 2025 AT 11:44 AM CALL LOGGED CHRIS CALLED IN WANTING HELP WITH THE RETRO KIT FOR THE TANKS. HE WAS WANTING WORK INSTRUCTION FOR PUTTING IT IN THE FRESH TANK . I TOLD HIM WE DON'T PUT THE RETRO KIT IN THE FRESH TANK BECAUSE THE FRESH NEVER HAS BUILD UP TO CAUSE AN ISSUE. HE IS GOING TO CALL BACK WHEN HE HAS THE COACH SO I CAN HELP RECALIBRATE THE SYSTEM. COMMENT ENTERED ON 02/19/2026 AT 10:50:49 AM BY ALDUNNING KIB REQUIRES PARTS TO BE RETURNED . ALSO I BELIEVE AUTH IS NEEDED ADDITIONALLY FROM KIB

TOTALS	Requested	Authorized
Labor	1480.00	555.00
Sublet	.00	.00
Parts	556.80	556.80
Freight	.00	.00
Adjustments	.00	.00
TOTAL	2203.85	1278.85
TOTAL PAID		1278.85

DEALER CORRECTION
COMMENT ENTERED ON 02/02/2026 AT 10:00 AM BY DEALER Tried to calibrate the fresh tank but the touchscreen calibration is off even after recalibrating. Will have to order a new monitor panel and replace that to do the recalibration and then we can start on calibrating the fresh tank. In the process of trying to recalibrate fresh tank the gray tank was set to zero so once the new monitor panel is in, we can recalibrate gray and black tanks.

