



# Warranty Claim Detail

R.O. Number **72504A**  
 Job **1**

COMPLAINT INFORMATION	
Flat Rate Code	3406
Description	Slideout-Klauber, Motor Assembly E900 Motor Only
Occurrences	1
Requested Hours	4.00
Authorized Hours	4.00
Fault Code	28-Misaligned
Vendor Responsible	89993-DEALER GOODWILL Hours:4.00

GENERAL INFORMATION	
Status	Paid
Date In	10/15/2025
Submit Date	12/22/2025
Authorization	No 12/23/2025
Work Complete	Yes 01/29/2026
Payment	Yes 02/10/2026

CUSTOMER COMPLAINT
COMMENT ENTERED ON 12/22/2025 AT 01:30 PM BY DEALER This is in regard to WO 72504. After receiving the new motors and the module, we installed them and they did not work with the system.

AUTHORIZATION NOTES
COMMENT ENTERED ON 12/22/2025 AT 01:30 PM BY DEALER We called Newmar and spoke with Troy, it was confirmed the wrong motors were sent. COMMENT ENTERED ON 12/23/2025 AT 10:42:18 AM BY JMTRAXLER IF YOU ORDERED THE CORRECT MOTORS AND THE INCORRECT MOTORS WERE SENT BY NEWMAR PARTS, YOU WOULD NEED TO WORK WITH PARTS FOR THE NEW MAOTORS. I WILL GOODWILL 4.0 HOURS LABOR.

DEALER CORRECTION
COMMENT ENTERED ON 12/22/2025 AT 01:30 PM BY DEALER Need an additional 4.0 hours to remove the incorrect motors and install new motors.

TOTALS	Requested	Authorized
Labor	740.00	740.00
Sublet	.00	.00
Parts	.00	.00
Freight	.00	.00
Adjustments	.00	.00
<b>TOTAL</b>	<b>740.00</b>	<b>740.00</b>
TOTAL PAID		<b>740.00</b>

