Warranty Claim Detail

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

COMPLAINT INFORMATION	
Flat Rate Code	3406
Description	Slideout-Klauber,Motor Assembly E900 Motor Only
Occurrences	1
Requested Hours	6.00
Authorized Hours	5.00
Fault Code	28-Misaligned
Vendor Responsible	005379-KLAUBER MACHINE & GEAR CO Hours:2.00
Notes	NEWMAR GW .5

GENERAL INFORMATION	
Status	Paid
Date In	10/15/2025
Submit Date	11/05/2025
Authorization	No 11/06/2025
Work Complete	Yes 02/05/2026
Payment	Yes 02/10/2026

TOTALS	Requested	Authorized
Labor	1110.00	925.00
Sublet	.00	.00
Parts	2519.55	2519.55
Freight	.00	.00
Adjustments	.00	.00
TOTAL	**4385.42**	**4200.42**
TOTAL PAID		**4200.42**

CUSTOMER COMPLAINT

COMMENT ENTERED ON 10/25/2025 AT 12:23 PM BY DEALER
CUSTOMER STATES BIG SLIDE ON DRIVERS SIDE WILL NOT COME OUT. /Case# 1032150
Controll
er malfunction caused both motors to receive constant voltage in until gearbox failur
e.

AUTHORIZATION NOTES

COMMENT ENTERED ON 10/25/2025 AT 12:23 PM BY DEALER
case number 1032150
COMMENT ENTERED ON 11/06/2025 AT 2:55:29 PM BY CSTROZIER
CASE 1032150 NOTES

FWS ISSUES
DESCRIPTION
CONTROLLER IS PUTTING OUT CONSTANT VOLTAGE ON RED, BLACK, BROWN AT ALL TIMES. WHEN
DISCONNECTED FROM THE BOARD, AND OUTSIDE 12V IS PROVIDED AT EACH MOTOR, THEY SOUND
LIKE THEY'RE RUNNING BUT GEAR IS NOT TURNING. WILL NEED NEW CONTROLLER AND 2 NEW
MOTORS. TOLD TECH TO REPLACE AND SEND OLD BACK FOR EVALUATION.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
COMMENT ENTERED ON 11/06/2025 AT 3:00:26 PM BY CSTROZIER
KLAUBER CONTROLLER DIAG AND REPLACE LABOR .5
EACH MOTOR 2.0 HR EACH
TOTAL FLAT RATE 4.5 HR

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
JEANNETTE CALLED AND ADVISED SHE WAS NOT AWARE OF ANT ISUSES CHANGING THE MOTOR SO I
APPROVED FLAT RATE FOR THE JOB PLUS .5 ADDITIONAL TO RECHECK THE WIRING
COMMENT ENTERED ON 11/06/2025 AT 3:06:18 PM BY CSTROZIER
ADVISED JEANNETTE WE WILL NEED PICTURES OF THE MOTOR TAGS AND CONTROLLER FOR OUR
SUPPLIER
COMMENT ENTERED ON 11/06/2025 AT 4:31:08 PM BY CSTROZIER
HELLO LEON,

PLEASE RETURN THE DEFECTIVE PARTS FOR EVALUATION.

THANK YOU,

JOHN
COMMENT ENTERED ON 01/29/2026 AT 3:04:27 PM BY ALDUNNING
PART MUST BE RETURNED
COMMENT ENTERED ON 02/04/2026 AT 11:25:46 AM BY ALDUNNING
I ONLY RECEIVED PART #144824. I MUST HAVE CONTROLLER RETURNED TO PROCEED.
COMMENT ENTERED ON 02/04/2026 AT 11:27:12 AM BY ALDUNNING
CONTROLLER SHOULD ARRIVE TOMORROW. I CHECKED THE TRACKING NUMBER.
COMMENT ENTERED ON 02/05/2026 AT 10:25:17 AM BY ALDUNNING
PART #144824 & #149294 RETURNED. VCB DONE TO KLAUBER AND KLAUBER ACE

DEALER CORRECTION

COMMENT ENTERED ON 10/25/2025 AT 12:23 PM BY DEALER
Replace controller and both motor/ gearbox assemblies.
Must remove shafts one each e
nd. Front shaft has two slip joints that must be R&Id. Requesting 6.0 hrs