

# Warranty Claim Detail

R.O. Number **72431A**  
 Job **1**

| COMPLAINT INFORMATION |                                    |
|-----------------------|------------------------------------|
| Flat Rate Code        | 1489                               |
| Description           | Winterize-Newmar                   |
| Occurrences           | 1                                  |
| Requested Hours       | 2.00                               |
| Authorized Hours      | 2.00                               |
| Fault Code            | 19-Fluid Leak                      |
| Vendor Responsible    | 89998-CUSTOMER GOODWILL Hours:2.00 |

| GENERAL INFORMATION |                |
|---------------------|----------------|
| Status              | Paid           |
| Date In             | 10/21/2025     |
| Submit Date         | 10/21/2025     |
| Authorization       | No 10/22/2025  |
| Work Complete       | Yes 01/29/2026 |
| Payment             | Yes 02/10/2026 |

| CUSTOMER COMPLAINT   |
|--|
| COMMENT ENTERED ON 10/21/2025 AT 06:02 PM BY DEALER<br>WINTERIZE |

| AUTHORIZATION NOTES   |
|---|
| <p>COMMENT ENTERED ON 10/21/2025 AT 06:02 PM BY DEALER<br/>           CUSTOMER IS REQUESTING NEWMAR PAY FOR WINTERIZATION AS CUSTOMER GOOD WILL<br/>           COMMENT ENTERED ON 10/22/2025 AT 8:11:26 AM BY CSTROZIER<br/>           THE SELING DEALER CALLED AND ADVISED TROY OF THE BELOW<br/>           CLICK TO EXPAND POST<br/>           TROY SELL<br/>           OCTOBER 17, 2025 AT 3:32 PM</p> <p>UNREAD FEED ITEM<br/>           CASE CREATED<br/>           DEALER IS LOOKING FOR ASSISTANCE ON BEHALF OF CUSTOMER<br/>           DESCRIPTION<br/>           CUSTOMER HAS COACH IN FOR SERVICE AT MEYERS IN NM. BASED ON CUSTOMER FRUSTRATIONS, I<br/>           AGREED TO COVER THE WINTERIZATION OF THE COACH.</p> <p>XX</p> <p>WHAT ARE THE ISSUES HOLDING THIS UNIT UP OR CAUSING THE OWNER TO BE UPSET?</p> |

| DEALER CORRECTION   |
|---|
| COMMENT ENTERED ON 10/21/2025 AT 06:02 PM BY DEALER<br>WINTERIZE UNIT |

| TOTALS            | Requested     | Authorized    |
|-------------------|---------------|---------------|
| Labor             | 370.00        | 370.00        |
| Sublet            | .00           | .00           |
| Parts             | 28.85         | 28.85         |
| Freight           | .00           | .00           |
| Adjustments       | .00           | .00           |
| <b>TOTAL</b>      | <b>407.50</b> | <b>407.50</b> |
| <b>TOTAL PAID</b> |               | <b>407.50</b> |

