



Warranty Claim Detail

R.O. Number **72708A**
 Job **1**

COMPLAINT INFORMATION	
Flat Rate Code	1895
Description	Light-Cequent-Exterior, Porch
Occurrences	1
Requested Hours	3.80
Authorized Hours	1.50
Fault Code	16-Electrical-disconnected
Vendor Responsible	89996-NEWMAR WORKMANSHIP Hours:1.50

GENERAL INFORMATION	
Status	Paid
Denial Code	11-Paid at time authorized
Date In	11/24/2025
Submit Date	02/24/2026
Authorization	No 12/23/2025
Work Complete	Yes 02/26/2026
Payment	Yes 03/10/2026

CUSTOMER COMPLAINT
COMMENT ENTERED ON 12/23/2025 AT 02:45 PM BY DEALER Porch light will not shut off

AUTHORIZATION NOTES
<p>COMMENT ENTERED ON 12/23/2025 AT 2:49:45 PM BY ALDUNNING PICTURES FROM CASE 01052022</p> <p>COMMENT ENTERED ON 02/19/2026 AT 2:57:06 PM BY CSTROZIER SO YOU RELEASED THE COACH WITH NO REPAIR AND ARE CHARGING 3 HOURS FOR SOMETHING YOU DO NOT KNOW HOW TO FIX AND DID NOT LOOK UP DOCUMENTATION OR COME UP WITH A FIX?</p> <p>COMMENT ENTERED ON 02/23/2026 AT 03:27 PM BY DEALER Yes, the customer was leaving town and is still traveling. We did everything we could in the short amount of time. We did contact Newmar tech service, however could not resolve the issue before the customer had to have the unit.</p> <p>COMMENT ENTERED ON 02/24/2026 AT 9:10:15 AM BY JMTRAXLER DO YOU HAVE A CASE # DOCUMENTING YOUR CALL WITH NEWMAR?</p> <p>COMMENT ENTERED ON 02/24/2026 AT 11:57 AM BY DEALER John (tech) did not get a case number. I know he was on the phone several times that afternoon. We went to the KOA, then the customer drove it here but could only leave it until 5</p> <p>COMMENT ENTERED ON 02/25/2026 AT 8:21:39 AM BY PKING</p> <p>-----</p> <p>ENGINEERING ADVISED: THE STRIP LIGHT ON THE AWNING IS WIRED WITH THE PATIO LIGHT ABOVE THE GARAGE ENTRY DOOR. SWITCH SHOULD BE NEXT TO THIS ENTRY DOOR, NEAR THE AWNING IN/OUT SWITCH. AT THE SWITCH THERE SHOULD BE A PURPLE/WHITE STRIPE WIRE THAT THEN LOOPS AT THE PATIO LIGHT AND ENDS AT THE AWNING.</p> <p>APPROVED 1.0 HR LABOR TO CHECK / REPAIR</p> <p>BEST REGARDS</p> <p>LEON STROZIER</p>

TOTALS	Requested	Authorized
Labor	703.00	277.50
Sublet	.00	.00
Parts	.00	.00
Freight	.00	.00
Adjustments	.00	.00
TOTAL	703.00	277.50
TOTAL PAID		277.50

DEALER CORRECTION
COMMENT ENTERED ON 12/23/2025 AT 02:45 PM BY DEALER Called Newmar several time, nobody can help. Diagnostics were performed for several hours. Service call to KOA. Had to return unit to shop. Awning light won't turn off causing loss of sleep for child on bunk bed. Can't get awning lights to turn off. Could not get proper help in time allotted due to holidays and closed tech support. Pulled circuit F3 in bathroom to drop power to light.

