



Warranty Claim Detail

R.O. Number 72733
Job 1

COMPLAINT INFORMATION	
Flat Rate Code	3355
Description	Toilet-Dometic/Sealand-Seal Kit
Occurrences	1
Requested Hours	1.00
Authorized Hours	.50
Fault Code	19-Fluid Leak
Vendor Responsible	007560-DOMETIC SANITATION / SEALAND Hours:.50

GENERAL INFORMATION	
Status	Pending Claim Submission
Date In	12/02/2025
Submit Date	01/23/2026
Authorization	No 12/08/2025
Work Complete	No
Payment	No

CUSTOMER COMPLAINT
COMMENT ENTERED ON 12/05/2025 AT 06:19 PM BY DEALER CUSTOMER STATES TOILET WILL NOT HOLD WATER / Toilet will not hold water in the bowl / Poured water in toilet bowl, very rapidly the water leaked out of the bowl. Checked and cleaned the seal in the bowl and retested again the water leaked out very quickly. Recommend replacement of toilet

AUTHORIZATION NOTES
COMMENT ENTERED ON 12/08/2025 AT 1:09:16 PM BY DDEON HAVE YOU TRIED TO REPLACE THE BOWL SEAL? COMMENT ENTERED ON 01/23/2026 AT 11:38 AM BY DEALER The bowl seal has not a this time been replaced. The tech cleaned it and checked again, but it is still leaking. Would you like him to replace the seal first? COMMENT ENTERED ON 01/30/2026 AT 3:07:22 PM BY TASELL YES. PLEASE CHANGE THE SEAL. ALSO, PLEASE SEND PHOTOS OF THE DATA TAG

DEALER CORRECTION
COMMENT ENTERED ON 12/05/2025 AT 06:19 PM BY DEALER Replace toilet

TOTALS	Requested	Authorized
Labor	185.00	92.50
Sublet	1.00	.00
Parts	.00	.00
Freight	.00	.00
Adjustments	.00	.00
TOTAL	186.00	92.50
TOTAL PAID		.00

