



Warranty Claim Detail

R.O. Number **72733**
Job **2**

COMPLAINT INFORMATION	
Flat Rate Code	3391
Description	Toilet-Dometic,Complete
Occurrences	1
Requested Hours	1.00
Authorized Hours	1.00
Fault Code	19-Fluid Leak
Vendor Responsible	003200-DOMETIC SALES CORPORATION Hours:1.00
Notes	DGW .50HRS

GENERAL INFORMATION	
Status	Paid
Denial Code	2-Paid at Flat Rate
Date In	12/02/2025
Submit Date	02/11/2026
Authorization	No 02/06/2026
Work Complete	Yes 03/18/2026
Payment	Yes 03/25/2026

CUSTOMER COMPLAINT
COMMENT ENTERED ON 02/05/2026 AT 05:18 PM BY DEALER We replaced the seal as recommended on line 1. Toilet is still leaking.
AUTHORIZATION NOTES
COMMENT ENTERED ON 02/06/2026 AT 9:16:22 AM BY DDEON NEED PICS OF WHERE IT WAS LEAKING. COMMENT ENTERED ON 02/06/2026 AT 02:25 PM BY DEALER Water level in the bowl is dropping, likely going into tank. Water is not visible on floor area around toilet. Not sure how to get a picture of that. COMMENT ENTERED ON 02/11/2026 AT 3:26:06 PM BY PKING IM NOT FINDING THE PIC OF THE DATA TAG , CAN U SEND IT TO PKING@NEWMARCORP.COM COMMENT ENTERED ON 02/11/2026 AT 05:15 PM BY DEALER Emailed data tag to Phil. COMMENT ENTERED ON 03/12/2026 AT 10:41:25 AM BY ALDUNNING I BELIEVE AUTH IS NEEDED FOR A TOILET REPLACEMENT. THANK YOU! COMMENT ENTERED ON 03/18/2026 AT 11:38:11 AM BY ALDUNNING VCB DONE
DEALER CORRECTION
COMMENT ENTERED ON 02/05/2026 AT 05:18 PM BY DEALER Toilet needs to be replaced. Data tag for toilet was emailed over on February 2nd.

TOTALS	Requested	Authorized
Labor	185.00	185.00
Sublet	.00	.00
Parts	232.93	232.93
Freight	.00	.00
Adjustments	.00	.00
TOTAL	487.81	487.81
TOTAL PAID		487.81

