



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	89996-NEWMAR WORKMANSHIP Hours:.50

GENERAL INFORMATION	
Status	Paid
Date In	12/02/2025
Submit Date	01/23/2026
Authorization	No 12/08/2025
Work Complete	Yes 03/18/2026
Payment	Yes 03/25/2026

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 at 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 COMMENT ENTERED ON 02/02/2026 AT 9:51:25 AM BY TBERNIER ----- PICTURES ARE IN SF CASE# 01061031 COMMENT ENTERED ON 02/04/2026 AT 12:09:36 PM BY CSTROZIER CHRIS CALLED AND I CLARIFIED THE SEAL ISSUE. THEY HAVE .3 SO FAR. I EXPLAINED THIS IS A BASIC REPAIR, YOU JUST CHECK THE ISSUE OVER WIPE THE SEAL. IF IT STILL LEAKS REPLACE THE SEAL AND THEN POUR SOME WATER IN IT AND SEE IF IT LEAKS DOWN OVER TIME. THIS IS NOT SOMETHING YOU HAVE TO STAND THERE AND WATCH. HE SAYS THE BALL APPEARS TO BE IN JOINT AND NOT DAMAGED, SO THEREFORE THIS APPEARS TO BE JUST A DEFECTIVE SEAL. I OFFERED TO CONFERENCE ON THE MEDIC, BUT HE DECLINED SINCE THIS IS A BASIC TECH 101 REPAIR. COMMENT ENTERED ON 03/12/2026 AT 10:40:18 AM BY ALDUNNING PLEASE ADD CORRECT PART TO PART LINE.

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	27.05	27.05
Freight	.00	.00
Adjustments	.00	.00
TOTAL	221.17	127.67
TOTAL PAID		127.67

