



Warranty Claim Detail

R.O. Number **72752**
 Job **2**

| COMPLAINT INFORMATION | |
|-----------------------|-------------------------------------|
| Flat Rate Code | 2739 |
| Description | Interior-Newmar, Wall Border per 8' |
| Occurrences | 1 |
| Requested Hours | .30 |
| Authorized Hours | .30 |
| Fault Code | 62-WARRANTY GOODWILL |
| Vendor Responsible | 89998-CUSTOMER GOODWILL Hours:.30 |

| GENERAL INFORMATION | |
|---------------------|----------------|
| Status | Paid |
| Date In | 12/09/2025 |
| Submit Date | 01/09/2026 |
| Authorization | No 01/14/2026 |
| Work Complete | Yes 03/03/2026 |
| Payment | Yes 03/10/2026 |

| CUSTOMER COMPLAINT |
|---|
| COMMENT ENTERED ON 01/09/2026 AT 10:39 AM BY DEALER Customer states trim at left side of pantry is loose and bowing, drags on the floor during slide operation |

| AUTHORIZATION NOTES |
|---|
| COMMENT ENTERED ON 01/09/2026 AT 11:03:40 AM BY ALDUNNING PICTURES FROM CASE 01055169 COMMENT ENTERED ON 01/14/2026 AT 11:03:47 AM BY CSTROZIER THIS UNIT HAS BEEN OUT OF WARRANTY SINCE JULY 2025; FOUND CASE 01047968 WITH A LIT OF ISSUES WE EXTENDED |

| DEALER CORRECTION |
|---|
| COMMENT ENTERED ON 01/09/2026 AT 10:39 AM BY DEALER Incorrect installation, corner trim was installed too low. Remove trim, removed old fasteners, clean surface and reinstalled at the correct level. |

| TOTALS | Requested | Authorized |
|--------------|--------------|--------------|
| Labor | 55.50 | 55.50 |
| Sublet | .00 | .00 |
| Parts | .00 | .00 |
| Freight | .00 | .00 |
| Adjustments | .00 | .00 |
| TOTAL | 55.50 | 55.50 |
| TOTAL PAID | | 55.50 |

