



# Warranty Claim Detail

R.O. Number **72752**  
 Job **3**

COMPLAINT INFORMATION	
Flat Rate Code	3001
Description	Furniture-Newmar, Bed frame
Occurrences	1
Requested Hours	3.85
Authorized Hours	3.85
Fault Code	62-WARRANTY GOODWILL
Vendor Responsible	89998-CUSTOMER GOODWILL Hours:3.85

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 10:42 AM BY DEALER Customer states bed framing is not level and attached properly. It is loose and the wood is coming apart.

AUTHORIZATION NOTES
COMMENT ENTERED ON 01/09/2026 AT 11:03:54 AM BY ALDUNNING PICTURES FROM CASE 01055169 COMMENT ENTERED ON 01/14/2026 AT 11:04:48 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 10:42 AM BY DEALER Verified customers concern, cleats got pulled from pressed particle board. Had to remove mattress and bed base to gain access to repair the under bed compartment. Called Newmar tech support. Removed center access on left side lumber and bottom lumber. Removed all fasteners. Clean surface and fabricated inside corner supports. Installed metal corner, supports and reassembled under bed compartment. Reinstalled all removed items in reverse order.

TOTALS	Requested	Authorized
Labor	712.25	712.25
Sublet	.00	.00
Parts	17.81	17.81
Freight	.00	.00
Adjustments	.00	.00
<b>TOTAL</b>	<b>735.40</b>	<b>735.40</b>
TOTAL PAID		<b>735.40</b>

