

Warranty Claim Detail

R.O. Number **73001-1**
 Job **1**

COMPLAINT INFORMATION	
Flat Rate Code	1762
Description	Antenna--Riverpark-Stereo
Occurrences	1
Requested Hours	3.00
Authorized Hours	3.00
Fault Code	17-Electrical-poor connection
Vendor Responsible	007449-RIVERPARK DISTRIBUTORS Hours:.80
Notes	TSR: 46424NM FOR 0.8 LABOR.; NEWMAR 2.2 HR

GENERAL INFORMATION	
Status	Pending Claim Submission
Date In	03/05/2026
Submit Date	03/06/2026
Authorization	No 03/09/2026
Work Complete	No
Payment	No

CUSTOMER COMPLAINT
COMMENT ENTERED ON 03/06/2026 AT 09:59 AM BY DEALER XM radio is showing no connection and keeps cutting out

AUTHORIZATION NOTES
<p>COMMENT ENTERED ON 03/06/2026 AT 10:26:54 AM BY ALDUNNING PICTURES FROM CASE 01070087</p> <p>COMMENT ENTERED ON 03/09/2026 AT 9:50:39 AM BY CSTROZIER CLICK TO COLLAPSE POST DOUG DEON MARCH 5, 2026 AT 12:19 PM 950345-MYERS-SAT RADIO DESCRIPTION JOHN CALLED IN AND STATED THAT THE SAT RADIO IS INTERMITTEN. SO THE SIGNAL WILL ONLY LAST ABOUT 30 SECONDS. ALL THE CONNECTIONS ARE GOOD. CALLED RIVERPARK AND GOT DYLAN ON THE PHONE. DYLAN STATED THAT HE IS GOING TO SEND THEM A UPDATE. IF THIS DONT WORK IT IS GOING TO BE A BAD WIRE OR PINCHED WIRE I TOLD HIM TO HAVE IT REPLACED WITH THE ADAPTER.</p> <p>COMMENT ENTERED ON 03/09/2026 AT 9:59:31 AM BY CSTROZIER EMAILED REQUEST</p> <p>COMMENT ENTERED ON 03/09/2026 AT 10:55:33 AM BY CSTROZIER DEALER REQUESTING 3.0 HR LABOR TO UPDATE (APPROVED BY DYLAN WITHOUT OBTAINING TSR) AND REPLACE THE TUNER AND ANTENNA (SEE NOTES BELOW)</p> <p>COMMENT ENTERED ON 03/06/2026 AT 09:59 AM BY DEALER XM RADIO IS SHOWING NO CONNECTION AND KEEPS CUTTING OUT</p> <p>COMMENT ENTERED ON 03/06/2026 AT 10:26:54 AM BY ALDUNNING PICTURES FROM CASE 01070087</p> <p>COMMENT ENTERED ON 03/09/2026 AT 9:50:39 AM BY CSTROZIER CLICK TO COLLAPSE POST DOUG DEON MARCH 5, 2026 AT 12:19 PM 950345-MYERS-SAT RADIO DESCRIPTION JOHN CALLED IN AND STATED THAT THE SAT RADIO IS INTERMITTEN. SO THE SIGNAL WILL ONLY LAST ABOUT 30 SECONDS. ALL THE CONNECTIONS ARE GOOD. CALLED RIVERPARK AND GOT DYLAN ON THE PHONE. DYLAN STATED THAT HE IS GOING TO SEND THEM A UPDATE. IF THIS DONT WORK IT IS GOING TO BE A BAD WIRE OR PINCHED WIRE I TOLD HIM TO HAVE IT REPLACED WITH THE ADAPTER.</p> <p>COMMENT ENTERED ON 03/06/2026 AT 09:59 AM BY DEALER BAD SIGNAL FROM TUNER AND ANTENNA. SIGNAL LOSS EVERY 20 SECONDS OR SO. CALLED NEWMAR AND SPOKE WITH DOUG. PERFORMED 3 WAY CALL WITH RIVERPARK. ATTEMPTED FIRMWARE UPDATE S ENT BY DYLAN AT RIVERPARK. DID NOT FIX ISSUE. ORDER NEW TUNER AND ANTENNA PER DOUG AT NEWMAR. CASE 1069804. CUSTOMER WILL NOT RETURN UNTIL AUGUST TO GET THIS ISSUE FIXED, BUT WE NEED AUTHORIZATION TO ORDER PARTS SO WHEN HE RETURNS, WE CAN FIX IT.</p> <p>TSR: 46424NM FOR 0.8 LABOR.</p> <p>THANK YOU</p> <p>DYLAN LACKEY TECHNICIAN</p>

TOTALS	Requested	Authorized
Labor	555.00	555.00
Sublet	.00	.00
Parts	.00	.00
Freight	.00	.00
Adjustments	.00	.00
TOTAL	555.00	555.00
TOTAL PAID		.00

DEALER CORRECTION
COMMENT ENTERED ON 03/06/2026 AT 09:59 AM BY DEALER Bad signal from tuner and antenna. Signal loss every 20 seconds or so. Called Newmar and spoke with Doug. Performed 3 way call with Riverpark. Attempted firmware update s ent by Dylan at Riverpark. Did not fix issue. Order new tuner and antenna per Doug at newmar. Case 1069804. Customer will not return until August to get this issue fixed, but we need authorization to order parts so when he returns, we can fix it.

