



Warranty Claim Detail

R.O. Number **73002**
 Job **1**

COMPLAINT INFORMATION	
Flat Rate Code	1933
Description	Receipt-Wesco-12 V
Occurrences	1
Requested Hours	3.50
Authorized Hours	3.50
Fault Code	17-Electrical-poor connection
Vendor Responsible	89996-NEWMAR WORKMANSHIP Hours:3.50

GENERAL INFORMATION	
Status	Pending Claim
Date In	03/05/2026
Submit Date	03/19/2026
Authorization	No 03/19/2026
Work Complete	No
Payment	No

CUSTOMER COMPLAINT
COMMENT ENTERED ON 03/19/2026 AT 09:31 AM BY DEALER Case 1023838. Customer states saniflo is inop. It trips the breaker from source. Receipt in unit has power.

TOTALS	Requested	Actual
Labor	647.50	
Sublet	.00	
Parts	.00	
Freight	.00	
Adjustments	.00	
TOTAL	647.50	
TOTAL PAID		

AUTHORIZATION NOTES
COMMENT ENTERED ON 03/19/2026 AT 9:44:13 AM BY ALDUNNING PICTURES FROM CASE 01073995

DEALER CORRECTION
COMMENT ENTERED ON 03/19/2026 AT 09:31 AM BY DEALER Open neutral on lift pump plug. Removed the plug from the basement wall. Opened the back of the plug and verified the wires were plugged into the back of the plug correctly, they were. Tested voltage N to G 88. H to G - 120. N to H - 39. Contact Newmar. Advised it was circuit 4 and sent the layout via email. Review the layout and began testing each plug. Getting to basement driver side where the outdoor TV is located. Found the visible plug had an open neutral. Removed the access panel above the TV to expose the plug. Found the circuit came into this plug and out into the visible plug then to the lift pump plug. Moving the wires around behind the TV plug found the open neutral would go in and out. Removed the TV plug and opened the back and the leg that continued on the circuit fell out. Turned the power off and removed the wires from the plug. Replace the plug with a new one and retested plugs. Found they are all working. Used 5 gallons of water in the kitchen sink and tested the lift pump which worked correctly. Reinstall TV plug, access panel and the visible TV plug in the TV compartment. Back to the wet bay and reinstalled the lift pump plug. Contacted Newmar and spoke to Stan, gave him the information and time needed.

