



WHEN YOU KNOW THE DIFFERENCE<sup>SM</sup>

**NEWMAR PARTS  
DEPARTMENT**

**Dealer  
Policies and Procedures Manual**

# NEWMAR PARTS DEPARTMENT

## Dealer Parts Ordering Policies & Procedures

The Newmar Parts Department goal is to provide our customers with the correct part the first time in the quickest way possible. We realize that correct part acquisition is the primary factor in satisfying our mutual customer, the retail customer. Our inventory system affords us the ability to maintain accurate stocking levels and with the proper products to assist us in meeting this goal. For those items which we are unable to stock and require the assistance of our vendor, we are building a stronger, seamless partnership with them to provide these items to you in the fastest way possible.

### BILLING

All parts orders will be billed to the dealership parts account with Newmar Corp. Payment terms are at the sole discretion of Newmar Corporation's Accounting Department.

### PLACING PARTS ORDERS

For ease of ordering and parts catalog assistance, dealers are to utilize the ComNet2 Servicing Dealer resource Center on-line. The website address is [comnet2.newmarcorp.com](http://comnet2.newmarcorp.com). Placing orders, checking order status (as well as tracking shipments); viewing specific coach build orders and viewing historical orders are all available on-line. To receive your Dealership's User ID's and Passwords, please contact a Newmar Parts Sales Representative. Instructions are included at the back of this document.

**All NON-ComNet2 orders**, including warranty parts orders will be assessed a processing fee of \$16.75 per order. This fee is not reimbursable on Newmar warranty claims. Any order with a special order item included (items that are specifically produced or cut for the order) will not be assessed a fee and should be ordered via telephone, fax or e-mail directly to specific sales representatives. Our fax number is 877-265-2930. If you would like assistance in the use of Newmar's ComNet2 Servicing Dealer Resource Center, please contact a Newmar parts representative at 800-561-5790 and we will be happy to assist you.

To ensure you receive the proper parts, all orders must contain the following information;

- Newmar's 5 or 6-Digit Serial Number of the Coach (this can be found in a kitchen overhead cabinet)
- The Coach's Color Package Number, when needed
- Dealer Number and Ship To Address
- Dealer Purchase Order Number
- Date Parts Ordered
- Date Parts Required at Your Dealership
- Complete Description of Parts
- Measurements (for Cabinet Doors, Baggage Doors, Windows, etc.)
- Location of Parts on Coach
- Shipping Instructions (Freight, Next Day, Second Day, Regular UPS, or Dealer Pick Up)
- Requests for Quotes can be submitted by Fax, e-mail, or phone.
- Larger quantity quotes may require to be faxed at Newmars' discretion.

### ORDER CONFIRMATION

**Stocked Items:** Stocked items are shipped immediately. The invoice is faxed to you as confirmation. Any backordered items will appear on the invoice along with the Newmar purchase order number and projected date of arrival at Newmar.

# NEWMAR PARTS DEPARTMENT

## Dealer Parts Ordering Policies & Procedures

**Special Order Items:** Special order items will be ordered from Newmar vendors immediately. The packing list is faxed to you as confirmation. Items will include the Newmar purchase order number and projected date of arrival at Newmar.

- All invoices are supplied to the dealer by fax every evening.

### LEAD TIMES

Parts in stock at Newmar will be shipped promptly. Any part not in stock will be back ordered and shipped as soon as it is received at Newmar. A confirmation will be faxed with the Purchase Order number and the projected date of arrival at Newmar.

### FREIGHT CHARGES

All parts orders that total \$100.00 or greater, will be shipped freight free. Any order that does not total a minimum of \$100.00 will have the shipping costs added to the order. The company or person requesting expedited service or items that require special handling and packaging, items considered hazardous material, or destinations outside the continental United States will be charged the cost of those services. Platinum dealers may request expedited service for items on an as needed basis.

### ORDER STATUS INQUIRY

For immediate order status inquiry, please log on to [comnet2.newmarcorp.com](http://comnet2.newmarcorp.com). Enter your Dealer User ID and Password. If you do not have the User ID and Password for your dealership, please contact a Newmar Parts Sales Representative for assistance. Once logged on, choose Order Status. From here, you can inquire all orders; open, completed and back-ordered. Tracking shipments can also be done from this website. If you do not have internet access, please call the Newmar Parts Department at 800-561-5790 for assistance.

Newmar will be able to advise you if the complete order, or part of the order, has been shipped. This service can also be used to obtain an estimated time of arrival on any backorders or aging parts orders. Before starting an "Order Status Inquiry," please keep the following information in mind;

- Parts not in stock at Newmar are subject to lead times established by our vendors.
- Check with your receiving personnel to see if the part has arrived.
- Allow for manufacturing, handling, and shipping time on orders before checking status.
- Be certain to reference the confirmation number on the request.

### DIRECT SHIPMENTS

Dealers with open accounts may request parts shipped directly to a retail customer in the continental United States. All Overseas shipments are the responsibility of the dealer. However, if the customer has changed locations or the package(s) are undeliverable, the shipment will be forwarded to the dealer and the applicable fees will be charged. All "Ship To" customers must have a physical address and a phone number.

# NEWMAR PARTS DEPARTMENT

## Dealer Parts Ordering Policies & Procedures

### DEALER PICK-UPS

**Parts marked for Dealer Pick-Up will be held for 10 working days after Newmar has received the parts.** All parts will be shipped to the dealership after this holding period. There will be no discounts given for parts picked up at Newmar.

### DAMAGED PARTS

The dealer is responsible for inspecting all packages from Newmar for visual damage **prior** to signing the Bill of Lading or Acceptance Form. Any discrepancies or hidden damage needs to be reported to Newmar within 24 hours of receipt of package. Any hidden damage detected after a 24 hour time frame will need to be reported directly to the respective carrier and their guidelines for reimbursement will apply. It is the dealer's responsibility to inspect all parts upon receipt within the allotted time frame. Any re-order needs to be placed by the dealership and a new Purchase Order number provided to Newmar at that time.

Refusal of shipments is acceptable upon confirmation that damage has occurred to the item(s) shipped. Upon refusal of a damaged shipment, the re-order needs to be placed by the dealership and a new Purchase Order number provided to Newmar at that time.

### DEFECTIVE MATERIALS

#### NON-INSTALLED COMPONENTS

Upon the receipt of a part that has a manufacturers defect, please contact a Newmar Parts Sales Representative immediately. Newmar will determine if the part can be repaired or needs to be replaced. If the part can be repaired, an estimate must be submitted to the Newmar Parts Department before beginning any repair. To receive credit for a repair, a copy of the work order and a photograph of the damage/DEFECT must accompany the **Return/Credit Request Form.** (Refer to the Parts Return/Credit Procedures.)

#### INSTALLED COMPONENTS

The replacement costs of both parts and labor of **defective warranty replaced components or parts** will be covered for the greater of 90 days following installation or the term of Newmar's expressed limited warranty. Please contact Newmar technical support personnel for approval. The parts cost of **defective non-electronic, non-warranty replaced components** purchased through the Newmar Parts Department is covered for 90 days following purchase. Defective electronic components, which have their own warranties are excluded from this credit policy. Please contact the Newmar Parts Department sales personnel for approval.

### FURNITURE, CABINETRY, ELECTRONIC AND WARRANTY REPLACEMENT PARTS

Some warranty parts which are to be returned to Newmar for warranty credit must have prior warranty authorization from the Newmar Warranty Department. To determine which items require prior authorization, please refer to the Newmar Flat Rate Manual. This authorization number must be provided to the Newmar Parts Department when placing your order. Failure to do so will result in a claim adjustment or denial.

# NEWMAR PARTS DEPARTMENT

## Dealer Parts Ordering Policies & Procedures

All parts orders in excess of \$500.00 and used for warranty purposes must have prior authorization from the Newmar Warranty Department prior to ordering. All special ordered items are subject to the Newmar Parts Return Policy.

Upon the request for furniture and cabinetry, a quote form will be generated with all pertinent information. This information will include the serial number, model number, description, color package, and a sketch drawing or print of the item requested. These documents will be faxed back to the attention of the person ordering the part for a signature acknowledging that the correct item(s) is being requested. Upon the receipt of the signed quote form, Newmar parts will change the request to an order and the normal parts ordering process will take place. Newmar will only provide for sale standard stock unit cabinets. No special cabinet orders will be accepted.

On electronic warranty replacement parts, the dealer must order the electronic component through the Newmar Parts Department, providing them with the authorization and serial number supplied by the Warranty Department. These components will be sold and reimbursed at a reduced cost. Items utilized from existing dealer inventory should be reordered using the authorization received from the Newmar Warranty Department.

### ORDER CANCELLATION POLICY

All cancellation requests must be submitted by fax. A 15% cancellation fee may be assessed for items specifically ordered from suppliers. Items already in production may not be canceled.

### PARTS RETURN / CREDIT PROCEDURES

Please adhere to all of the following procedures to receive credit for returned parts. If all of the steps are not followed, credit will not be issued.

Newmar has extended the time frame allowed for returning parts. Enclosed with each shipment is a Packing Slip noting the items that were shipped and or back-ordered. Newmar has pre-determined if a part is Returnable or Non-Returnable. Any Non-returnable part is noted as such in the comment field of each part ordered. Any Returnable item (those not noted as non-returnable) can be returned within 90 days to receive full credit. Any returnable item received after the grace period, but up to 120 days will be assessed a 20% restocking fee. Platinum dealers may return a **“returnable item”** for credit up to 150 days. Beyond the 150 day time frame up to 12 months, the request must be accompanied by a replacement stock parts order equal to or greater than the amount of credit requested. All Platinum dealers must use the Return/Credit Request/Order Form. An **RGAFORM** must be completely filled out with every part returned.

An **RGANUMBER** will not be necessary during the 90 day grace period (150 days for Platinum dealers). Any returnable item to be returned past the 90 day time frame but not past **120 days (12 months for Platinum dealers)** will require a **RGANUMBER** prior to returning to Newmar. **PLEASE NOTE:** This **RGANUMBER** MUST be placed on the outside of the box and shipped to: Newmar Parts Department, 72185 CR #3, Nappanee, IN 46550-0003 ATTN: NEWMAR PARTS DEPARTMENT.

# NEWMAR PARTS DEPARTMENT

## Dealer Parts Ordering Policies & Procedures

Any consideration of **Non-returnable items** would require an RGA form being completed and faxed in for review and an **RGA number** obtained prior to return of item.

Any Parts received without an **RGA form** may be returned to the dealer freight collect. All freight charges for returnable items are the responsibility of the dealership.

All returned parts must be in resalable condition, without damage, seen or unseen, in the original packaging and the returned part must be shipped by a Newmar designated carrier. Acceptable carriers include United Parcel Service (UPS) for packages and Roadway Freight for freight shipments. Any part that has been returned, but lacks proper packaging material that results in damage to the returned product may not be credited at Newmar's discretion.

Should a dropped shipped item need to be returned, the Return/Credit Request Form must then be completed and faxed in for prior approval.

### RESTOCKING FEE

Returns are subject to a 20% restocking fee on parts returned for restocking **past the 90 day** grace period but no longer than 120 day time frame.

### NON-RETURNABLE ITEMS

- Special Order Items (cabinets, furniture, etc.)
- Items cut from a roll to fill an order (carpeting, fabric, striping, seals, screwcover, etc.)
- Items altered by the Dealership (painted baggage doors, etc.)
- Items not purchased through the Newmar Parts Department.
- Any item marked non-returnable in the comment field of the order.



72185 COUNTY ROAD 3, POB 30  
 NAPPANEE IN 46550  
 PH: 800.561.5790  
 FAX: 877.265.2930



RGA # \_\_\_\_\_

APPROVED

DENIED

**RETURN/CREDIT REQUEST FORM**

NEW PARTS ONLY. DOES NOT INCLUDE WARRANTY RETURN PARTS

**THIS SECTION TO BE COMPLETED BY THE DEALERSHIP RETURNING THE PARTS**

Dealer Number \_\_\_\_\_ Today's Date \_\_\_\_\_  
 Dealer Name \_\_\_\_\_ Invoice Number \_\_\_\_\_  
 Requested By \_\_\_\_\_ Confirmation Number \_\_\_\_\_  
 Dealer Fax Number \_\_\_\_\_ Parts Representative \_\_\_\_\_

QTY	PART #	PART DESCRIPTION	UNIT PRICE	TOTAL

**REASON FOR RETURN** \_\_\_\_\_

- 1.) Did not need \_\_\_\_\_ 2.) Dealer ordered incorrectly \_\_\_\_\_ 3.) Incorrect part \_\_\_\_\_  
 4.) Defective Product \_\_\_\_\_ 5.) Other \_\_\_\_\_

<b>TOTAL CREDIT REQUESTED</b>
\$ _____

If incorrect or defective, you must list in detail what was incorrect or defective with the part before receiving RGA approval \_\_\_\_\_

**THIS SECTION TO BE FILLED OUT BY A NEWMAR PARTS REPRESENTATIVE**

Credit Only  Parts Total \_\_\_\_\_  
 Return Part(s)  20% Restocking Fee - \_\_\_\_\_  
 Must Ship Via \_\_\_\_\_ Credit Due = \_\_\_\_\_  
 Weight \_\_\_\_\_ Number of Pieces \_\_\_\_\_

REMINDER: PARTS MUST BE RETURNED WITHIN 30 WORKING DAYS AFTER RGA NUMBER IS ISSUED.

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Authorized By \_\_\_\_\_ Date \_\_\_\_\_

**THIS SECTION TO BE FILLED OUT BY THE NEWMAR RECEIVING DEPARTMENT**

Received By \_\_\_\_\_ Date \_\_\_\_\_  
 Condition \_\_\_\_\_  
 Disposition of Parts \_\_\_\_\_  
 \_\_\_\_\_

72185 COUNTY ROAD 3  
 NAPPANEE IN 46550  
 800.561.5790  
 FAX, 877.265.2930



RG# \_\_\_\_\_

**PLATINUM RETURN/CREDIT REQUEST/ ORDER FORM**  APPROVED  
 NEW PARTS ONLY. DOES NOT INCLUDE WARRANTY RETURN PARTS  DENIED

**THIS SECTION TO BE COMPLETED BY THE DEALERSHIP RETURNING THE PARTS**

Dealer Number \_\_\_\_\_ Today's Date \_\_\_\_\_  
 Dealer Name \_\_\_\_\_ Invoice Number \_\_\_\_\_  
 Requested By \_\_\_\_\_ Confirmation Number \_\_\_\_\_  
 Dealer Fax Number \_\_\_\_\_ Parts Representative \_\_\_\_\_

QTY	PART #	PART DESCRIPTION	UNIT PRICE	TOTAL

**REASON CODE FOR RETURN OF ITEM (CHECK ONE OR EXPLAIN)**

- 1.) Did not need \_\_\_\_\_ 2.) Dealer ordered incorrectly \_\_\_\_\_ 3.) Incorrect Part \_\_\_\_\_
- 4.) Defective Product \_\_\_\_\_ 5.) Other \_\_\_\_\_ 6.) Restocking Program \_\_\_\_\_

**TOTAL CREDIT REQUESTED**  
 \$ \_\_\_\_\_

If incorrect or defective, you must list in detail what was incorrect or defective with the part before receiving RGA approval.  
 \_\_\_\_\_

**NEWMAR PLATINUM SERVICE DEALER RESTOCKING PROGRAM  
 FOR PARTS RETURNED PAST 150 DAYS BUT NO LONGER THAN 12 MONTHS  
 NEW PURCHASED PARTS**

PURCHASE ORDER # \_\_\_\_\_

QTY	PART #	PART DESCRIPTION	UNIT PRICE	TOTAL

**THIS SECTION TO BE FILLED OUT BY A NEWMAR PARTS REPRESENTATIVE**

Credit Only   
 Return Part(s)  Parts Total \_\_\_\_\_  
 Must Ship Via \_\_\_\_\_ Credit Due = \_\_\_\_\_

REMINDER: PARTS MUST BE RETURNED WITHIN 30 WORKING DAYS AFTER RGA NUMBER IS ISSUED.

Comments \_\_\_\_\_  
 \_\_\_\_\_

Authorized By \_\_\_\_\_ Date \_\_\_\_\_

**THIS SECTION TO BE FILLED OUT BY THE NEWMAR RECEIVING DEPARTMENT**

Received By \_\_\_\_\_ Date \_\_\_\_\_  
 Condition \_\_\_\_\_  
 Disposition of Parts \_\_\_\_\_



355 N DELAWARE STREET  
 NAPPANEE IN 46550-0030  
 574-773-7791 - FAX 574-773-7798

**ACKNOWLEDGEMENT**   **DATE**   **PAGE**

**SHIP TO:** Your Dealership  
 Your Street  
 Your Town, USA

**EXPORT**   **CURRENCY**

**SOLD TO:** Your Dealership  
 Your Street  
 Your Town, USA

**TERMS**

CUSTOMER	ORDER	SLS.REP	PURCHASE ORDER NUMBER	REF. NO.
1 8000300	CO 324567	123	PO123456	

**SHIPPING INSTRUCTIONS**

UPS GROUND

LINE NO	ITEM NUMBER / DESCRIPTION	U / M	QUANTITY / PRICE	AMOUNT
	Carrier . : UPS GROUND 38468 MIRROR BEVEL 32-5/8x42 Request 12/12/06 Ship 12/12/06 Warehouse 10 Location ZORD	EA	1.000 500.000	500.00
	2006 DSDP 68909* NEED ONE BEVELED MIRROR. #227202-12/12			
	NO TAXES			.00

Expected delivery date to Newmar

Newmar Parts Department's Purchase Order placed w/Vendor

NET SALES	500.00	MISC CHARGES 2	.00
MISC CHARGES	.00	MISC CHARGES 3	.00
FREIGHT	.00		
TAXES	.00		
		<b>ORDER TOTAL</b>	<b>500.00</b>

**ORIGINAL  
 ACKNOWLEDGEMENT**

# ComNet2 Overview

## Main Catalog/Coach Specific Views of

- **Coach Specific Information, 2000 through Current Model Year**
  - Sales Brochure
  - Floorplan Drawing
  - Technical Service Bulletins
  - Year/Brand/Type Catalog Listing
  - Coach Owner's Guide
  - Cabinet Doors Originally Ordered for the Coach
  - Windows Originally Ordered for the Coach
  - Baggage Door Pic-a-Parts
  - Exterior Lighting & Exterior Shell Pic-a-Parts
  - Interior Décor Boards
  - Exterior Color Scheme with Paint Codes
- **By Model Year Information, 1999 through Current Model Year**
  - Baggage Door & Window Pic-a-Parts
  - Exterior Shell, Exterior Lighting and Exterior Graphics Pic-a-Parts
  - Décor Board Samples for each Color Package
  - Exterior Color Schemes with Paint Codes
  - Sales Brochures (for most model years)
- **Order Status and Tracking**
  - **Item Listing – (All items; including unit of measure and image)**
    - Search by Newmar Part Number, Item Description or Vendor Part#

## Parts Administrative Information

- **Paint Code Pages, 1999 through Current Model Year**
- **Technical Service Bulletins**
  - All Technical Service Bulletins available in printable (pdf) format
- **Newmar Parts Department Guidelines**
  - Complete Guidelines and Forms available in printable (pdf) format
    - Fax Order/Quote Form
    - Return/Credit Request Form
  - Parts Ordering & Catalog System – ComNet2 Steps
- **Platinum Servicing Dealer Information**

## Warranty Administrative Information

- **Paint Code Pages, 1999 through Current Model Year**
- **Technical Service Bulletins**
  - All Technical Service Bulletins available in printable (pdf) format
- **Newmar Warranty Department Guidelines**
  - Complete Guidelines and Forms available in printable (pdf) format
- **Platinum Servicing Dealer Information**
- **Owner's Guides by Model Year – 2005 through Current Model Year**
- **Flat Rate Manual**
  - Complete Manual available in searchable and printable (pdf) format

## Newmar Corporation's Parts Ordering and Catalog System

Each Dealership is assigned two (2) User ID's and Passwords.

⚙ The standard ComNet2 ID/Password provides access to:

- ⦿ Ordering and Order Status abilities
- ⦿ Item Listing Information
- ⦿ Coach Specific data:
  - ◆ Corresponding Year/Brand/Type data
  - ◆ Baggage Door Pic-a-Part, floorplan specific, with Floorplan Drawing
  - ◆ Cabinet Doors Originally ordered for the unit
  - ◆ Miscellaneous Parts Ordered for the unit
  - ◆ Windows Originally ordered for the unit
  - ◆ Exterior Lighting and Exterior Shell
  - ◆ Interior Décor Boards and Exterior Paint Schemes with Paint Codes
  - ◆ Owners Guide in pdf format
  - ◆ All Newmar Technical Service Bulletins
- ⦿ Model Year Catalog
- ⦿ Parts Department Sale Page
- ⦿ Administrative Information
  - ◆ ComNet2 Parts Instructions
  - ◆ ComNet2 Warranty Instructions
  - ◆ Parts Department Administrative Information
    - Paint Code Pages (1999-Current)
    - Technical Service Bulletins (1999-Current)
    - Policies and Procedures Manual (with forms)
    - Platinum Servicing Dealer Information
  - ◆ Parts & Service Newsletter (2001-Current)
  - ◆ Warranty Department Administrative Information
    - Paint Code Pages (1999-Current)
    - Technical Service Bulletins (1999-Current)
    - Policies and Procedures Manual (with forms)
    - Flat Rate Manual
    - Owner's Guides (2005-Current)
    - Platinum Servicing Dealer Information

⚙ Retail View ID/Password provides VIEW ONLY access to all of the above listed information for displaying photos to Retail Customers. Pricing does not show on the Retail View screen and orders cannot be placed while signed on with this password. Typically, the 'Retail' user name is a standard Dealer number, followed by the letter "r". The password for the 'Retail' screen is assigned with the word "retail".

After receiving your dealership's User ID and Password, go to <http://comnet2.newmarcorp.com>. At this screen, enter the ID/Password that will provide the information you are wanting. Please note that the passwords are case sensitive.

If you do not have your dealership's ID/Password contact a Parts Sales Representative. They can provide it for you.

At this point, sign on with the Standard ComNet2 ID/Password provided.

From this view, choose your next step

- ⊙ Catalog Shop
- ⊙ Item Listing
- ⊙ Order Status
- ⊙ View Cart

## **ORDER STATUS**

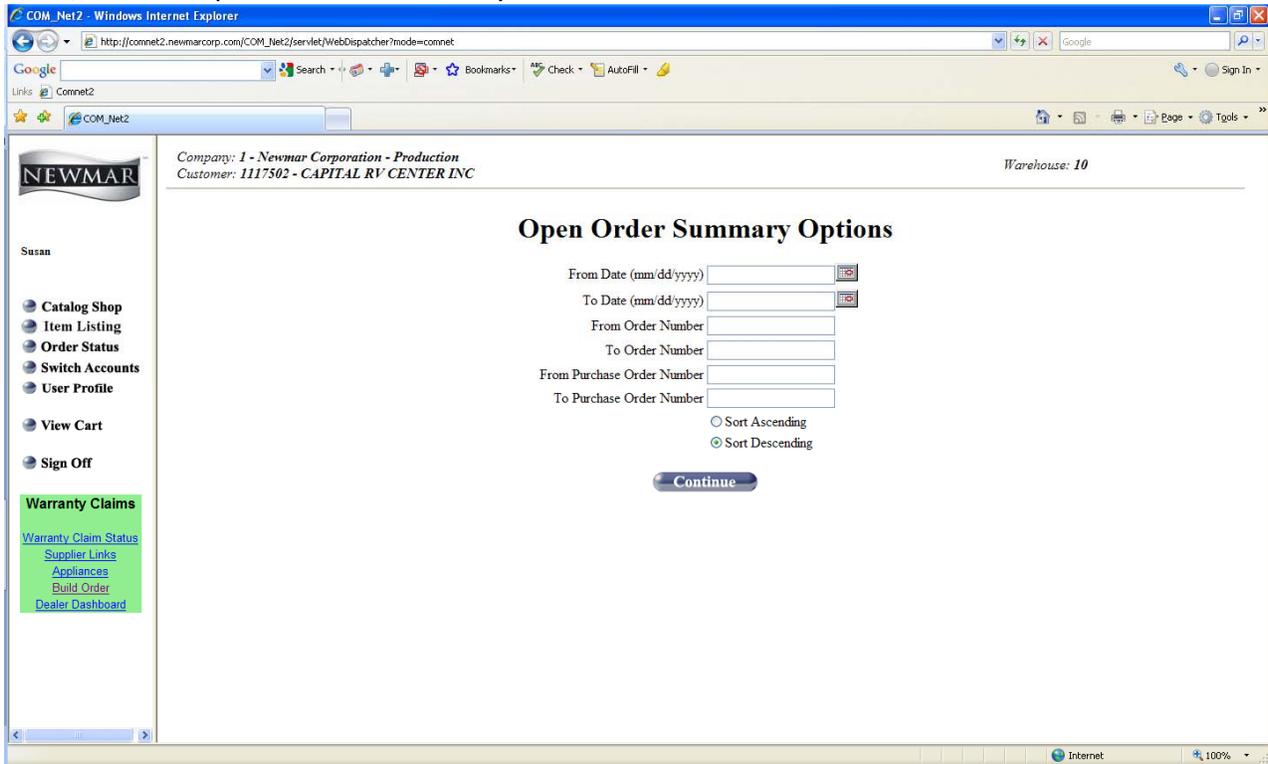
Choosing Order Status allows you to check the status of all open, completed and back-ordered orders, quotes or credit memos.

At this window, select the type of order you wish to inquire about:

This type of search engine is used for all of the Order types available.

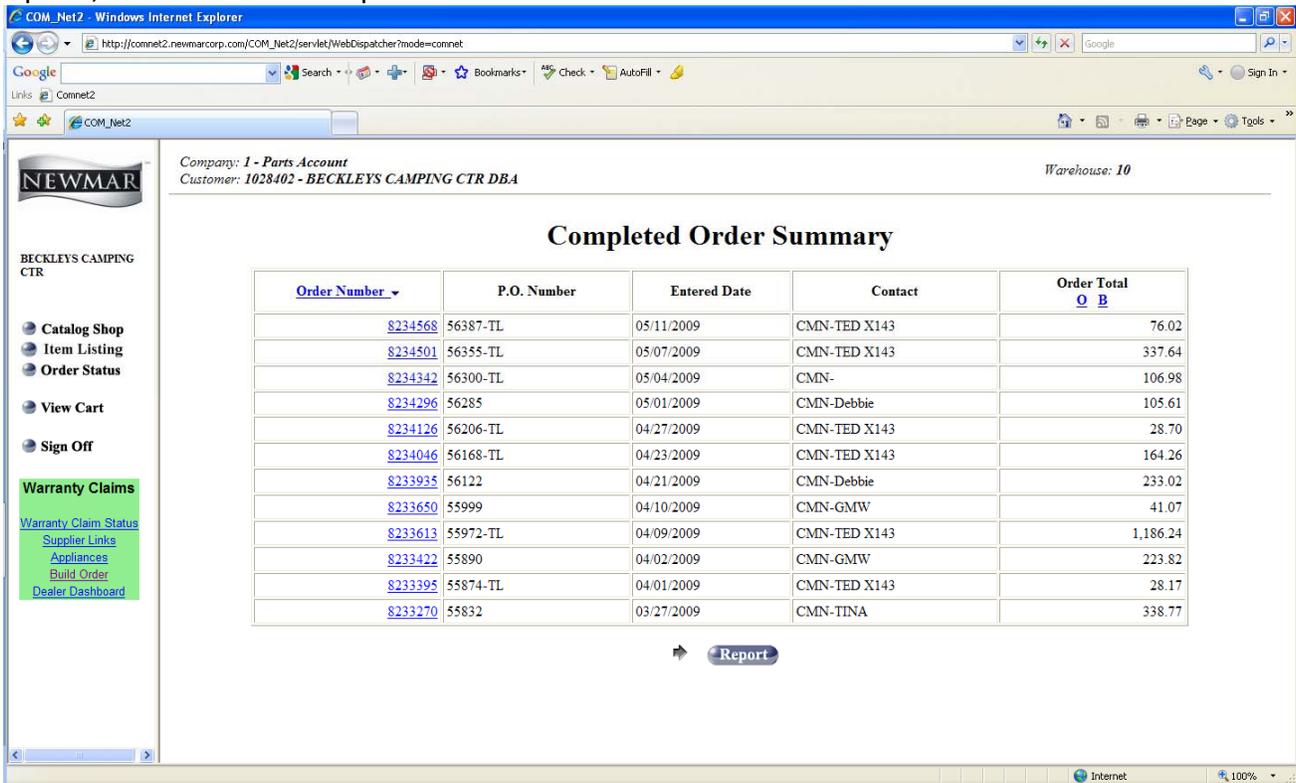
The screenshot shows a web browser window titled "COM\_Net2 - Windows Internet Explorer". The address bar contains the URL: [http://comnet2.newmarcorp.com/COM\\_Net2/servlet/WebDispatcher?mode=comnet](http://comnet2.newmarcorp.com/COM_Net2/servlet/WebDispatcher?mode=comnet). The browser's search bar is set to Google. The page content includes a navigation menu on the left with the following items: **BECKLEYS CAMPING CTR**, **Catalog Shop**, **Item Listing**, **Order Status**, **View Cart**, and **Sign Off**. Below the navigation menu is a green box labeled **Warranty Claims** with links for [Warranty Claim Status](#), [Supplier Links](#), [Appliances](#), [Build Order](#), and [Dealer Dashboard](#). The main content area features the **NEWMAR** logo, company information: *Company: 1 - Parts Account* and *Customer: 1028402 - BECKLEYS CAMPING CTR DBA*, and warehouse information: *Warehouse: 10*. The central heading is **Status Type Selection**. Below this heading is a search form: "Search for  number  ". Below the search form is a "for Ship To" field with a location icon. A list of order types is displayed, each with a radio button: **Open Orders**, **Back Orders**, **Completed Orders**, **Suspended Orders**, **Open Quotes**, **Suspended Quotes**, **Open Credit Memos**, and **Completed Credit Memos**. The browser's status bar at the bottom shows "Internet" and "100%" zoom.

At this view, enter the parameters to define your search:



If you simply click continue, all open orders will be listed in descending order.

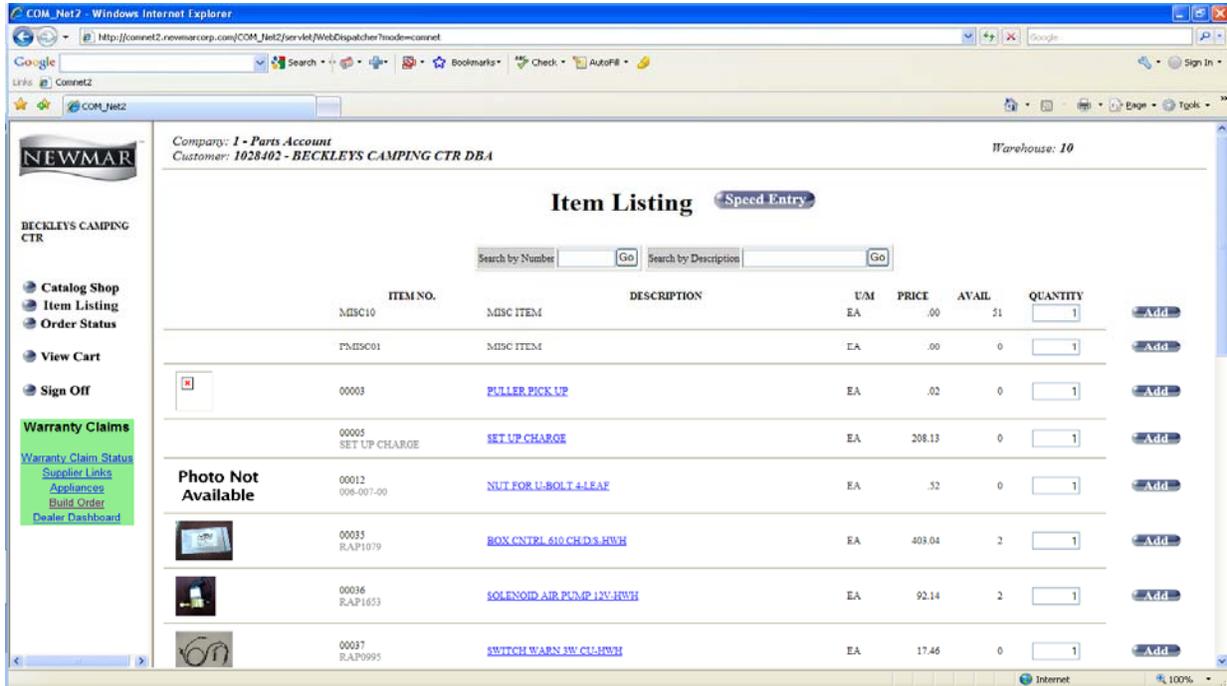
At this point, select the order in question to view this information:





## ITEM LISTING

Choosing Item Listing allows you to sort through Newmar's entire Item Master.

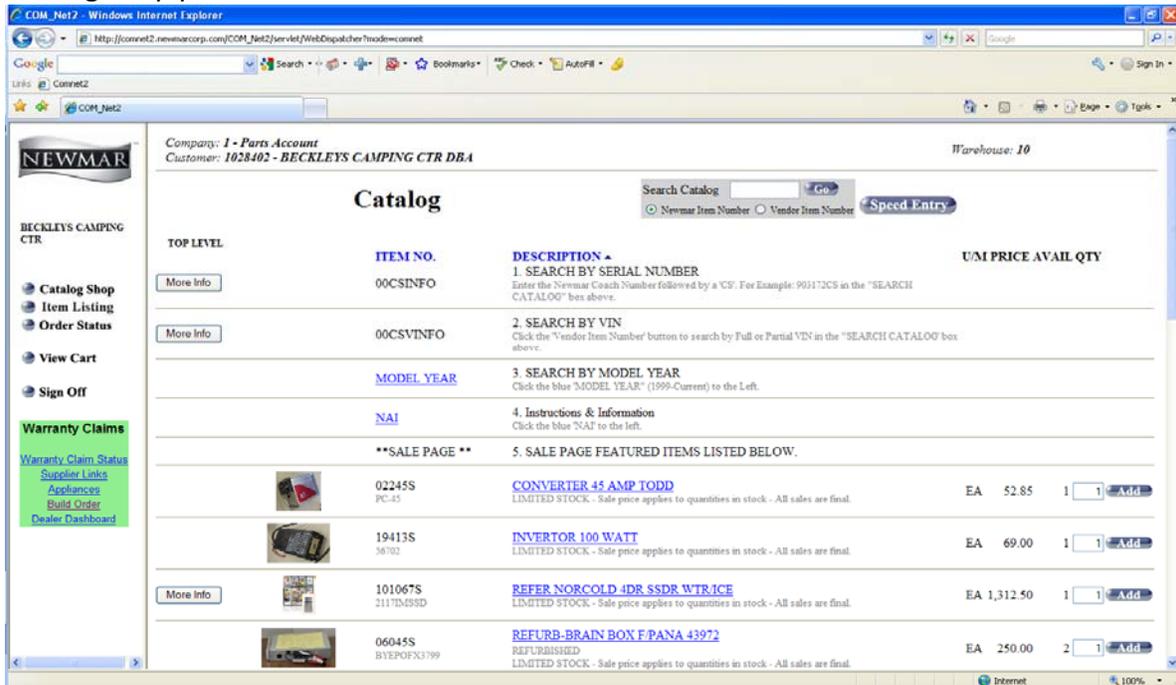


Simply enter a Newmar Part number in the "SEARCH BY NUMBER" field. This will place the item you are looking for at the top of the list, and then list all other items numerically.

By using "SEARCH BY DESCRIPTION" field, enter either a partial description or the Vendor Part Number. This will list items searched for accordingly.

## CATALOG SHOP

Choosing Catalog Shop provides access to an assortment of information.



1. Informs the user how to search for Coach Specific Information.
2. Displays the Model Year listing for “drilling down” in the catalog hierarchy.
3. Displays the Instruction & Information tab that is filled with a great number of technical/parts administration/warranty administration information.
4. Contains the list of “Sale Items” available.

## **INSTRUCTIONS & INFORMATION**

Choosing ‘Instructions & Information’ provides access to more specified/technical information that ComNet2 has to offer.

The screenshot shows the COM\_Net2 website interface. At the top, it displays the company name 'NEWMAR' and the customer information 'Company: 1 - Parts Account' and 'Customer: 1028402 - BECKLEYS CAMPING CTR DBA'. The warehouse is listed as 'Warehouse: 10'. The main heading is 'Catalog'. Below this, there is a search bar and a 'Speed Entry' button. The catalog items are listed in a table with columns for 'CATEGORY' and 'DESCRIPTION'. The items are:

TOP LEVEL > NAI CATEGORY	DESCRIPTION
More Info 00COMNETSTEP	1. ComNet Parts Instructions Click the 'MORE INFO' button to view the document. - Revised 8/27/2008
More Info 00COMNETSTEPW	2. ComNet Warranty Instructions Click the 'MORE INFO' button to view the document. - Revised 8/27/2008
More Info 00COMNETWADD	3. Adding Parts to an Approved Authorization Click the 'MORE INFO' button to view the document. - Revised 2/18/2009
<a href="#">NPDAI</a>	4. Parts Administrative Information Forms, Policy & Procedures, TSB, Paint Codes
<a href="#">NPSN</a>	5. Newmar Parts & Service Newsletters
<a href="#">NWDIAI</a>	6. Warranty Administrative Information Forms, Policy & Procedures, Flat Rate, Owner's Guides
<a href="#">NPWTR</a>	7. Technical Reference Prints, Technical Information, E-Plex, Supplier Info, Newmar Brochures

1. The ComNet2 Parts Instructions will allow the user to access/print these steps.
2. The ComNet2 Warranty Instructions will allow the user to access/print the Warranty steps.
3. The Adding Parts to an Approved Authorization will allow the user to access/print these steps.
4. The Parts Administration Information displays the Parts Guidelines and Forms, as well as TSB's and Paint Codes.
5. Displays all Parts & Service Newsletters published.
6. Displays the Warranty Guidelines and Forms, as well as the Flat Rate Manual and Owner's Guides.
7. The Technical Reference section lists Prints, E-Plex information, Supplier Information & Brochures (which range from 1983 thru 2009).

## COACH SPECIFIC

Currently, Coach Specific information is available on the 2000 thru the current 2009 model years, with limited information on a coach to coach basis.

To access the Coach Specific information simply enter the Newmar coach number with a 'CS' after it in the SEARCH CATALOG box and click the 'GO' button. This can be done at any point in the Catalog.

Search Catalog    Newmar Item Number  Vendor Item Number

PARENT ITEM	CATEGORY	DESCRIPTION ▲
<a href="#">CSMA</a>	<a href="#">903788CS</a>	903788 - 2008 MA DP 4528 - 4VZAT1C928C064352 Click the BLUE Coach Number to the Left to view the Coach Specific Items. Manufacture Date 10/09/2007 - Original Purchase Date 03/15/2008

Notice the light gray text in the Description Column. This text is used to explain what will be displayed by clicking the blue coach number button. Also displayed here is the Manufacture Date and, when available the Original Purchase Date.

By clicking the Coach Number CS (this example 903788CS) in the category column will bring up additional information.

The screenshot shows a web browser window displaying the Newmar website. The search bar contains '903788cs' and the 'Go' button is clicked. The search results are displayed in a table with columns for 'CATEGORY' and 'DESCRIPTION'. The 'DESCRIPTION' column contains light gray text explaining the items and providing links to view more information. The 'CATEGORY' column contains blue links for each item.

CATEGORY	DESCRIPTION ▲
<a href="#">2008MADP</a>	2008 Mountain Aire Diesel Pusher Catalog Click the blue Year/Brand/Type to the left to view the catalog listing. Click the 'MORE INFO' button to view the Brochure.
<a href="#">2008MADPE620FP4528</a>	<a href="#">Baggage Doors - 2008 MA DP 4528</a> Click the 'Pic-A-Part' Icon to the Left. Click the Floorplan Image, on the Left, to View or Print
<a href="#">2008MADPE620FP4528OPL</a>	<a href="#">Baggage Doors - 2008 MA DP 4528 - Optional Power Locks</a> Click the 'Pic-A-Part' Icon to the Left. Click the Floorplan Image, on the Left, to View or Print
<a href="#">903788C</a>	Coach Specific Cabinet Doors - 903788 - 2008 MA DP 4528 Click the Blue Coach Number to the Left to View Door Listing. Click the 'MORE INFO' button to view the Cabinet Drawer Data Sheet.
<a href="#">903788M</a>	Coach Specific Miscellaneous Parts - 903788 - 2008 MA DP 4528 Click the Blue Coach Number to the Left to View Miscellaneous Parts Listing.
<a href="#">903788W</a>	Coach Specific Windows - 903788 - 2008 MA DP 4528 Click the Blue Coach Number to the Left to View Window Listing.
<a href="#">2008MADPE120</a>	Exterior Lighting Click the 'Pic-A-Part' Icon to the Left. Click the Blue 'Category Number' to view the Part Listing.
<a href="#">2008MADPE640</a>	Exterior Shell Click the 'Pic-A-Part' Icon to the Left. Click the Blue 'Category Number' to view the Part Listing.

- Any related TSB's
- Year/Brand/Type data
- Owner's Guide
- Cabinet Doors - originally ordered
- Miscellaneous Items - originally ordered
- Windows - originally ordered
- Baggage Doors - Standard or Optional by floorplan - Coach Specific options not included
- Paint Scheme with Paint Codes
- Interior Décor Board
- Exterior Lighting – Standard By Floorplan
- Exterior Shell – Standard by Floorplan

Clicking on the blue, underlined "Item Number" in the CATEGORY column will display the information requested. For example, clicking the 2008MADPTSB will display the Technical Service Bulletins associated with this unit, etc. Please remember the Baggage Door and Exterior listings are what MAY be installed, standard or optional on the unit. Coach specific options are not strictly listed. In regards to the Cabinet Doors, Miscellaneous and Window listings, this information is what was ordered at the time Newmar Production was provided the sales order. If any changes happened after this time, the actual doors or windows may differ from this list.

**BAGGAGE DOORS**

Baggage door information is captured on 'Pic-a-Part' pages. Simply click on the "Pic-a-Part" icon to open the page. Once open, move the mouse over the image to the desired baggage door. The mouse will change from the 'arrow' to the 'hand' pointer. Left click on the door to highlight the item number associated. Click on the 'Add' button to order.

BAGGAGE DOORS LISTED ARE STANDARD.  
CHECK BUILD ORDER FOR POSSIBLE FLOORPLAN CHANGES.

ITEM NO.	DESCRIPTION	U/M	PRICE	AVAIL	QTY	
86742P	DOOR BAG NWM19-58X32-14DS SS	EA	338.87	0	<input type="text" value="1"/>	<a href="#">Add</a>
86744P	DOOR BAG NWM 516X32-3-8 TOP	EA	338.87	0	<input type="text" value="1"/>	<a href="#">Add</a>
86745P	DOOR BAG NWM 476X32-1-8 DS SS	EA	338.87	0	<input type="text" value="1"/>	<a href="#">Add</a>

The Exterior Lighting and Exterior Shell 'Pic-a-Part' pages associated with this unit, as well as any other 'Pic-a-Part' assembly throughout the Catalog, will all function in this manner.

## **CABINET DOORS**

To view the Cabinet Doors originally ordered for this unit, click the Cabinet Door Item Number (example 903778C) under the Category column. This list provides the Part Number, Description, Location and image (when available).

**TOP LEVEL > 903778CS > 903778C**

	<b>ITEM NO.</b>	<b>DESCRIPTION ▲</b>	<b>U/M</b>
	86803	<a href="#">NACHRY FRAME LVR 8 X 16-5/8</a> FRONT OHC - Qty - 2	EA
	100717	<a href="#">NACHRY FRAME LVR 11 X 10-1/4</a> KIT OHC - Qty - 1	EA
	96403	<a href="#">NACHRY FRAME LVR 12-5/8X5-7/8</a> KIT BASE - Qty - 1	EA

## **MISCELLANEOUS DATA**

To view any Miscellaneous Parts originally ordered for this unit, click the Miscellaneous Item Number (example 903778M) under the Category column. Mirrors and Wall Art are among the various items listed here.

**TOP LEVEL > 903778CS > 903778M**

	<b>ITEM NO.</b>	<b>DESCRIPTION ▲</b>	<b>U/M</b>
	31024	<a href="#">MIRROR BEV/GRV 12 X 16</a> PARTS DEPT USE #31024P	
	36753 12X3012TMZBV1-V	<a href="#">MIRROR BEV/GRV 12 X 30-1/2</a>	EA
	34110 16X36TMZBV1-VG	<a href="#">MIRROR BEV/GRV 36 X 16</a>	EA

## **WINDOW DATA**

To view the Windows originally ordered for this unit, click the Window Item Number (example 903778W) under the Category column. This list provides the Part Number, Description, Location and image (when available.)

**TOP LEVEL > 903778CS > 903778W**

	<b>ITEM NO.</b>	<b>DESCRIPTION ▲</b>	<b>U/M</b>
	<a href="#">72563</a> 285-175-100	<a href="#">BLK THERMAL 18X22 V-SLIDE PSO</a> SO-ODS BEDROOM	EA
	<a href="#">76711</a>	<a href="#">BLK THERMAL 24X26 V-DROP</a> SO-ODS SOFA & SO-ODS DINE END	EA
	<a href="#">90239</a> 6401-255-215-08	<a href="#">FRAMELESS 22X26X2.5 TRQ NE</a> LN-ODS STOOL RM	EA

To order any of the items listed, simply, click the 'ADD' button on the right of the listing. This will add the selected items to the "SHOPPING CART".

## **MODEL YEAR**

Choosing the blue 'MODEL YEAR' Category will display the 1999 thru 2009 Model Years available.

**TOP LEVEL > MODEL YEAR**

<b>CATEGORY</b>	<b>DESCRIPTION ▲</b>
<a href="#">1999MY</a>	1999 Model Year
<a href="#">2000MY</a>	2000 Model Year
<a href="#">2001MY</a>	2001 Model Year
<a href="#">2002MY</a>	2002 Model Year
<a href="#">2003MY</a>	2003 Model Year
<a href="#">2004MY</a>	2004 Model Year
<a href="#">2005MY</a>	2005 Model Year
<a href="#">2006MY</a>	2006 Model Year
<a href="#">2007MY</a>	2007 Model Year
<a href="#">2008MY</a>	2008 Model Year
<a href="#">2009MY</a>	2009 Model Year

After choosing a particular Model Year, the various Brand/Types listing display. For example, after selecting 2008MY, all Brand/Types for the 2008 Model Year are listed.

More Info	<a href="#">2008ATME</a>	2008 All Star Mid Engine Catalog
More Info	<a href="#">2008BSCA</a>	2008 Bay Star Class A Catalog
More Info	<a href="#">2008CSCA</a>	2008 Canyon Star Class A Catalog
More Info	<a href="#">2008CPFW</a>	2008 Cypress Fifth Wheel Catalog
More Info	<a href="#">2008DSDP</a>	2008 Dutch Star Diesel Pusher Catalog
More Info	<a href="#">2008EXDP</a>	2008 Essex Diesel Pusher Catalog
More Info	<a href="#">2008GSCA</a>	2008 Grand Star Class A Catalog
More Info	<a href="#">2008KGDB</a>	2008 King Aire Diesel Bus Catalog
More Info	<a href="#">2008KAFW</a>	2008 Kountry Aire Fifth Wheel Catalog
More Info	<a href="#">2008KSDP</a>	2008 Kountry Star Diesel Pusher Catalog
More Info	<a href="#">2008LADB</a>	2008 London Aire Diesel Bus Catalog
More Info	<a href="#">2008MADP</a>	2008 Mountain Aire Diesel Pusher Catalog
More Info	<a href="#">2008TPFW</a>	2008 Torrey Pine Wheel Catalog
More Info	<a href="#">2008VTDP</a>	2008 Ventana Diesel Pusher Catalog

Next, Choose the Brand/Type of unit you need information on. Note: The MORE INFO button will open the Sales Brochure for that Year/Brand/Type of unit.

At this point, each Year/Brand/Type of unit is divided into Categories and Sub-Categories.

The Categories and Sub-Categories displayed are consistent throughout all of the Model Years listed in the catalog.

The following chart may help in eliminating multiple page loads, as long as you know what Model Year, Brand, Type and area of the coach you are working on.

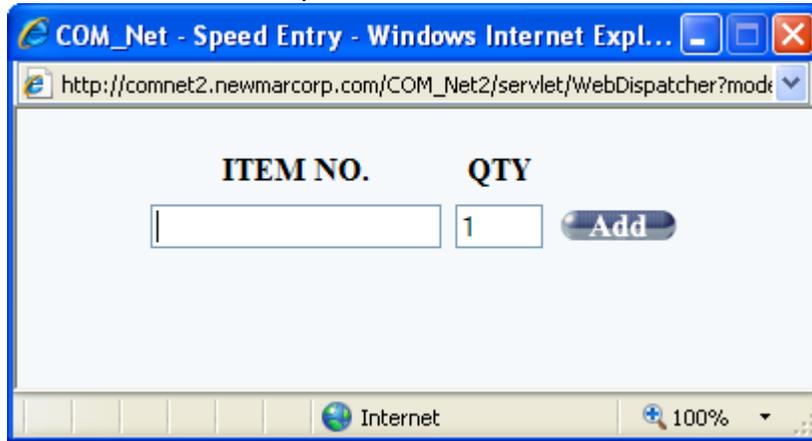
Number	Category Name
<b>A1</b>	<b>ADHESIVES &amp; SEALANTS</b>
A110	Adhesives
A120	Sealants and Gaskets
<b>A5</b>	<b>AIR CONDITIONING &amp; HEATING</b>
A510	Air Conditioning and Ducting – Dash
A515	Air Conditioning and Ducting – Roof
A520	Furnace and Ducting
A530	LP System
<b>A7</b>	<b>APPLIANCES &amp; ACCESSORIES</b>
A710	Entertainment System
A720	Information Stickers
A730	Miscellaneous Appliances
A740	Ranges, Microwaves and Accessories
A750	Refrigerators and Accessories
A760	Water Heater and Accessories
<b>C1</b>	<b>CABINETS &amp; FURNITURE</b>
C110	Cabinet Doors
C115	Chairs - Captains
C120	Chairs - Dinette
C125	Chairs - Lounge
C130	Countertops
C135	Hardware
C138	Mattresses
C143	Sofa Pillows
C140	Sofa - E-Z-Bed
C145	Sofa - Hide-A-Bed
C150	Sofa - Jack Knife
C155	Sofa - Lounge
C160	Sofa - Magic Bed
C163	Sofa - Miscellaneous
C165	Stiles
C170	Tables
<b>C5</b>	<b>CHASSIS</b>
C510	Axles, Wheels, Tires and Covers
C520	Fuel System
C530	Jacks
C540	Miscellaneous Motorized
<b>C7</b>	<b>CONSTRUCTION</b>
C710	Construction
<b>SPECIALTIES</b>	
OG	Owner's Guides
TSB	Technical Service Bulletins

Number	Category Name
<b>E1</b>	<b>ELECTRICAL</b>
E110	Batteries, Breakers and Fuses
E120	Exterior Lighting
E125	E-Plex System
E130	Generators, Convertors, Invertors
E140	Interior Lighting
E150	Switches and Recepts
E150FP	Positron Switches by Floorplan
E160	Wire Harnesses
<b>E6</b>	<b>EXTERIOR</b>
E610	Awnings
E620	Baggage Doors
E620FP	Baggage Doors - By Floorplan
E630	Entrance Doors, Steps and Panels
E645	Garage – Exterior Items
E640	Exterior Shell
E645	Garage – Exterior Items
E650	Graphics
E660	Trim
E670	Vents
E680	Windows
E680FP	Windows - By Floorplan
<b>I1</b>	<b>INTERIOR</b>
I105	Bedding and Accessories
I110	Dash Components
I125	Garage - Interior Items
I120	Floor Covering
I130	Interior Passage Doors
I140	Mirrors and Glass
I150	Miscellaneous Furnishings
I160	Panels, Wallpaper and Seam Tape
I170	Plastic Trim
I180	Window Treatment
I190	Wood Trim
<b>P1</b>	<b>PLUMBING</b>
P110	Fixtures
P120	Sinks, Lavatories and Stools
P130	Tank Chart
P140	Tubs and Enclosures
P150	Water Lines and Fittings
<b>S1</b>	<b>SLIDEOUT MECHANISM</b>
S110	Slideout Mechanism
S150	Slideout Fascia
S160	Slideout Fascia by Color by Flrpln

Just enter the desired category in the 'SEARCH CATALOG' field, for example: 2008madpp120 will take you directly to the 'Sinks, Lavatories and Stools' section of the 2008 Mountain Aires.

## **SPEED ENTRY**

In addition to this method, the "SPEED ENTRY" will also make entering orders easy. If you are placing a re-order, or ordering stock items for which you already know the Newmar Part Number, simply click on the "SPEED ENTRY" button and type away. By selecting the "SPEED ENTRY" button, a small dialog box will open. In this dialog box, enter the Newmar Part Number and the quantity of these items you wish to place an order for. Click the "ADD" button or hit the enter key.



## **ITEM IMAGES**

Additional features of the Catalog include Part Images. Currently there are over 66,000 items with images and new photos are being added daily. If an image is available, a 'thumbnail' of the item is shown next to the part listing. Clicking on the 'thumbnail' or the item description will take you to a page with a larger photo of the item in question.

# **Item Number:28392**

## **BOWL CORIAN 10X16 KITCHEN**



802A/S CAMEO WH

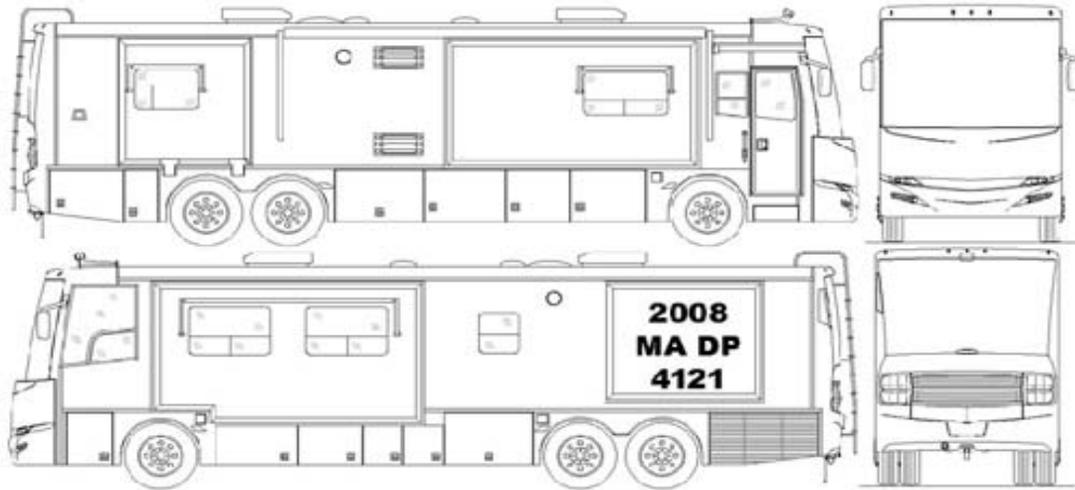
Clicking the 'Add' button will add the item to your "SHOPPING CART".

**PIC-A-PART**

Another feature on ComNet2 is the Pic-A-Part pages. These pages range from Exterior Lighting, Exterior Shell, Exterior Graphics, Baggage Doors per Floorplan, Windows per Floorplan, Plumbing Chart, etc. When available, the Pic-A-Part icon is displayed. Click to open.



Pic-A-Part allows 'hot regions' to be linked to a specific part. Once a Pic-A-Part page is opened, there are two main sections displayed. The first is the 'image' section. This is the area where the 'hot regions' are located. If the mouse is moved over an area that has a 'hot region' the cursor will change from the normal 'arrow' to the 'hand' pointer. Clicking on this 'hot region' will force the list to move to and highlight the linked part. Click the "ADD" button to the right to add this to your order.



	<b>86749P</b>	DOOR BAG NWM 47 1/2 X 24 ODS SS	EA	338.87	0	<input type="text" value="1"/>	<a href="#">Add</a>
	86750P	DOOR BAG NWM 37 1/2 X 24 ODS SS	EA	338.87	0	<input type="text" value="1"/>	<a href="#">Add</a>
	86751P	DOOR BAG NWM 23 1/2 X 24 ODS SS	EA	222.62	0	<input type="text" value="1"/>	<a href="#">Add</a>
	86754P	DOOR BAG NWM 26 X 32-1/8 ODS SS	EA	222.62	0	<input type="text" value="1"/>	<a href="#">Add</a>

If an item has been added to your shopping cart at any time during your visit, a "SHOPPING CART" (with dollar amount of the current order) will appear in the upper right hand corner of the screen.



Click the "SHOPPING CART" icon, to view the items that have been 'placed' in the cart. At this point, you have the opportunity to delete or increase the quantity of the items in the cart, or clear the contents of the entire cart.

## Shopping Cart

	ITEM NO.	U/M	DESCRIPTION / COMMENT	REQ DATE (mm/dd/yyyy)	QTY	PRICE	EXT. PRICE	
	96539P	EA	DOOR BAG NWM 42 1/2 X 26 1/2 DS SS <span style="color: red;">(Insufficient Inventory)</span>	05/21/2009	1	338.87	338.87	<a href="#">Delete</a>
<b>TOTAL</b>							<b>338.87</b>	

[Checkout](#)    [Clear Cart](#)

If you choose to proceed with the order click the "CHECKOUT" button.

### CHECKOUT

The next screen contains the 'header' information for the order you are placing. On this screen, there are some fields that are required and some fields that are optional.

## Checkout

Order Entry     Quote Entry

Contact:

P.O. Number:

Shipping Instructions:

Comments:

Ship To: 00000001 [Change](#)

Company Name:

Contact Name:

Address 1:

Address 2:

Address 3:

City:

St/Zip/Country:

Tax Suffix:

Phone:

[Submit Order](#)    [Suspend Order](#)    [Cancel Order](#)

ITEM NO.	U/M	DESCRIPTION / COMMENT	REQ DATE	QTY	PRICE	EXT. PRICE
96539P	EA	DOOR BAG NWM 42 1/2 X 26 1/2 DS SS	05/21/2009	1	338.87	338.87
<b>TOTAL</b>						<b>338.87</b>

The 'Contact' field is for the Dealer's Purchasing Agent's Name.

The 'P.O. Number' field is for the Dealer's P.O. Number. This is a required field. If your dealership does not use P.O. numbers, please enter your name or the Newmar coach number that these parts are being purchased for.

The 'Shipping Instructions' field is for the method of shipment you wish to use.

The 'Comments' field is where you would place any additional information about the order, such as, the Newmar coach number, the Year/Brand/Type of unit, the Interior Décor package number, etc. This is also the field that you would note which Newmar Parts Sales Representative you would prefer to process the order, if you have a preference.

If the part ordered needs to be shipped to another location, enter this information in the 'Ship To' fields. Please include a 'Contact Name' and 'Phone' number when shipping to a location different than the dealership. This information is necessary especially when shipping items with a freight trucking company.

Once all of the information is completed on this Order Header, you can either "SUBMIT ORDER", "SUSPEND ORDER", or "CANCEL ORDER".

Submitting the order will complete the transaction, sending the order directly to Newmar for processing. After submitting the order, you will not be able to make any changes to the order. If changes are necessary, please contact a Newmar Parts Sales Representative. They will be able to assist you in this.

Suspending the order will retain all of the information entered up to this point, in case you need to verify something prior to placing the actual order.

Canceling the order will do just that, cancel the order and discard any of the information entered regarding this order.

**EXTRA NOTES**

Here is some helpful information to explain why some items display differently in the catalog.

The lists can be sorted by the "ITEM NO" or the "DESCRIPTION" columns. Notice the small arrow beside the "DESCRIPTION" column header in the example below. This view is sorted by the "DESCRIPTION", A thru Z.

Below is a sample view from a page in the catalog. The 'Tree' located in the left upper corner of the page traces the steps necessary to get to this page. First, choose the Model Year, then Brand/Type, next the Category and finally the Sub-Category. If, at any time you are done viewing information on this Brand/Type but need to look up something on the same Model Year, simply click the Model Year in the 'Tree'. The next window will display the Brand/Types available for that Model Year.

[TOP LEVEL](#) > [MODEL YEAR](#) > [2008MY](#) > [2008MADP](#) > [2008MADPA7](#) > [2008MADPA710](#)

	<u>ITEM NO.</u>	<b>DESCRIPTION ▲</b>
	<u>34782</u> 44-US01R	<b>STD</b> <a href="#">ANTENNA AM/FM FLUSH MNT CSA</a>
	<u>37464</u> MT-24XCW	<b>OPT</b> <a href="#">ANTENNA CB CABLE CSA</a> 18'L
	<u>92512</u> 8604	<b>OPT</b> <a href="#">ANTENNA CB ROOF MNT</a>

If the "ITEM NO" is underlined, parts of that part can be ordered. Simply click on the underlined "ITEM NO" to display what parts can be ordered.

The light grey numbers (or letters) below the Newmar Part Number is the Vendor Part Number for that specific part. The light grey text below the "DESCRIPTION" is additional information about the usage on that part.

## **PARTS ADMINISTRATIVE INFORMATION**

Listed in the Parts Administrative Information Category, you will find an option to view ALL of the Paint Codes and ALL of the Technical Service Bulletins.

<a href="#">TOP LEVEL</a> > <a href="#">NAI</a> > <a href="#">NPDAI</a>	
<a href="#">CATEGORY</a>	<a href="#">DESCRIPTION</a> ▲
<a href="#">ALLPCP</a>	All Newmar Paint Code Pages
<a href="#">ALLTSB</a>	All Newmar TSB's
<a href="#">More Info</a> <a href="#">NPDFOQF</a>	Fax Order / Quote Form Revised 7/17/2006
<a href="#">More Info</a> <a href="#">NPDDPPM</a>	Newmar Parts Department Dealer Policies & Procedures Manual Revised 5/16/2008
<a href="#">PSD</a>	Platinum Servicing Dealer Information - rev 6/1/07 If your Dealership meets the Criteria, please complete the application and return it attantion VP of Service Operations at Newmar Corporation.
<a href="#">More Info</a> <a href="#">NPDRCRF</a>	Return / Credit Request Form Revised 2/20/2007

The Newmar Parts Department Dealer Policy and Procedure Manual and Forms are available to our Dealers on ComNet2, with immediate updates.

If needed, clicking the 'MORE INFO' button beside the NPDDPPM will launch Adobe Acrobat and open the complete Newmar Parts Department Dealer Policy and Procedure Manual for viewing or printing.

The Platinum Servicing Dealer Information contains both the Application and the Criteria and Benefits documents to assist you in becoming qualified.

The Newmar Parts and Catalog System steps are also available for printing.

If a current Return/Credit Request Form is needed, then select the 'MORE INFO' button next to the NPDRCRF. Again, Adobe Acrobat will launch and open the file associated with the form selected. See following for example of the Return/Credit Request Form.

72185 COUNTY ROAD 3, POB 30  
 NAPPANEE IN 46550  
 PH: 800.561.5790  
 FAX: 877.265.2930



**RETURN/CREDIT REQUEST FORM**  
 NEW PARTS ONLY. DOES NOT INCLUDE WARRANTY RETURN PARTS

RGA # \_\_\_\_\_  
 APPROVED   
 DENIED

**THIS SECTION TO BE COMPLETED BY THE DEALERSHIP RETURNING THE PARTS**

Dealer Number \_\_\_\_\_ Today's Date \_\_\_\_\_  
 Dealer Name \_\_\_\_\_ Invoice Number \_\_\_\_\_  
 Requested By \_\_\_\_\_ Confirmation Number \_\_\_\_\_  
 Dealer Fax Number \_\_\_\_\_ Parts Representative \_\_\_\_\_

QTY	PART #	PART DESCRIPTION	UNIT PRICE	TOTAL

REASON FOR RETURN \_\_\_\_  
 1) Did not need \_\_\_\_ 2) Dealer ordered incorrectly \_\_\_\_ 3) Incorrect part \_\_\_\_  
 4) Defective Product \_\_\_\_ 5) Other \_\_\_\_\_

**TOTAL CREDIT REQUESTED**  
 \$ \_\_\_\_\_

If incorrect or defective, you must list in detail what was incorrect or defective with the part before receiving RGA approval \_\_\_\_\_

**THIS SECTION TO BE FILLED OUT BY A NEWMAR PARTS REPRESENTATIVE**

Credit Only  Parts Total \_\_\_\_\_  
 Return Part(s)  20% Restocking Fee - \_\_\_\_\_  
 Must Ship Via \_\_\_\_\_ Credit Due = \_\_\_\_\_  
 Weight \_\_\_\_\_ Number of Pieces \_\_\_\_\_

REMEMBER: PARTS MUST BE RETURNED WITHIN 30 WORKING DAYS AFTER RGA NUMBER IS ISSUED.

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Authorized By \_\_\_\_\_ Date \_\_\_\_\_

**THIS SECTION TO BE FILLED OUT BY THE NEWMAR RECEIVING DEPARTMENT**

Received By \_\_\_\_\_ Date \_\_\_\_\_  
 Condition \_\_\_\_\_  
 Disposition of Parts \_\_\_\_\_  
 \_\_\_\_\_

The Paint Code Pages and Technical Service Bulletins are available thru either the Newmar Parts Department Administrative Information or the Newmar Warranty Department Administrative Information.

**PAINT CODES**

Newmar Paint Code Formula Pages are available on ComNet2 for model years 1999 thru the present model year.

- TOP LEVEL > NAI > NPDAI > ALLPCP
- CATEGORY DESCRIPTION ▲
- [1999PCP](#) 1999 Paint Code Pages
- [2000PCP](#) 2000 Paint Code Pages
- [2001PCP](#) 2001 Paint Code Pages
- [2002PCP](#) 2002 Paint Code Pages
- [2003PCP](#) 2003 Paint Code Pages
- [2004PCP](#) 2004 Paint Code Pages
- [2005PCP](#) 2005 Paint Code Pages
- [2006PCP](#) 2006 Paint Code Pages
- [2007PCP](#) 2007 Paint Code Pages
- [2008PCP](#) 2008 Paint Code Pages
- [2009PCP](#) 2009 Paint Code Pages

The drilldown performs like the Main Catalog. Select a Model Year. Next, choose a Brand/Type. When selecting a color package, click on the 'More Info' button to view.

TOP LEVEL > NAI > NPDAI > ALLPCP > 2008PCP > 2008PCPMADP

CATEGORY DESCRIPTION ▲

- [More Info](#) PCP8B731 2008 MA DP ECLIPSE - 8B731  
Click the 'MORE INFO' button to display the Paint Scheme with formulas.
- [More Info](#) PCP8B728 2008 MA DP POMEGRANATE - 8B728  
Click the 'MORE INFO' button to display the Paint Scheme with formulas.
- [More Info](#) PCP8B729 2008 MA DP TUSSAH - 8B729  
Click the 'MORE INFO' button to display the Paint Scheme with formulas.
- [More Info](#) PCP8B730 2008 MA DP VIENNA BLACK - 8B730  
Click the 'MORE INFO' button to display the Paint Scheme with formulas.

This will launch Adobe Acrobat and open the file associated with the paint scheme selected.

2008 Newmar Exterior Graphics Package  
2008 Mountain Aire DP 8B731 Eclipse






2008 MOUNTAINAIRE  
ECLIPSE 8B731  
Skin: 6243 Silver Shadow Pk  
A: 62401 Dark Pearl  
B: 62500 Bright Platinum Met.  
C: 63227 Anthracite Met.  
62500/62401 Dark Pearl

Accents:  
DB: A50 Weather-Pk  
Fabric: Charcoal Grey Dumbbell  
Hardware: Black

Opt: 6243  
Fabric: Charcoal Grey Dumbbell  
Hardware: Black

Quart				Gallon				
Item	Q243	Q2	SILVER SHADOW PEARL	SILVER SHADOW PEARL	Amount	Cum.	Amount	Cum.
Base	Description	Amount	Cum.	Amount	Cum.	Amount	Cum.	
UP50	UNIVERSAL MED TFM...	70.0	70.0	319.2	319.2			
BC171	MEDIUM ALUMINUM	303.2	463.0	1537.0	1852.3			
BC100	CLEAR	147.3	610.3	589.2	2441.5			
BC140	MEDIUM FINE BRISL...	133.2	723.5	452.0	2894.3			
BC260	SATIN BLACK	77.2	800.7	366.7	3203.0			
CB64L	YELLOW PEARL	49.9	850.6	199.7	3402.7			
BC101	FLOP CONTROL	15.0	865.6	63.1	3465.0			
BC800	RED GOLD	10.6	877.0	42.3	3500.1			

Quart				Gallon				
Item	Q243	Q2	SILVER SHADOW PEARL	SILVER SHADOW PEARL	Amount	Cum.	Amount	Cum.
Base	Description	Amount	Cum.	Amount	Cum.	Amount	Cum.	
UP50	UNIVERSAL MED TFM...	80.3	80.3	321.3	321.3			
BC200	BLACK	674.7	755.0	2608.0	3000.2			
BC190	CRYSTAL WHITE	36.1	791.1	144.3	3164.5			
BC110	BLUE PEARL	32.4	823.5	129.7	3294.2			
BC305	RED DODGE	12.6	836.1	50.4	3344.6			
BC110	GREEN BLUE	11.8	847.9	47.2	3391.8			
BC101	FLOP CONTROL	9.0	856.9	35.0	3427.6			
BC105	WHITE	7.3	864.2	29.1	3456.7			
BC171	MEDIUM ALUMINUM	4.9	869.1	29.5	3476.2			

Quart				Gallon				
Item	Q250	Q3	BRIGHT PLATINUM MET	BRIGHT PLATINUM MET	Amount	Cum.	Amount	Cum.
Base	Description	Amount	Cum.	Amount	Cum.	Amount	Cum.	
UP50	UNIVERSAL MED TFM...	70.0	70.0	319.6	319.6			
BC180	EDGAR'S INDIGENITE	226.4	306.3	905.6	1225.2			
BC171	MEDIUM ALUMINUM	204.5	510.8	817.9	2043.1			
BC250	BLUE BLACK	117.6	628.4	470.4	2513.5			
BC260	BLACK	75.5	703.9	302.0	2815.5			
BC105	WHITE	63.9	767.8	252.4	3070.9			
BC101	FLOP CONTROL	41.2	811.0	161.0	3232.0			
BC260	SATIN BLACK	37.0	848.0	151.1	3384.9			
BC155	TRANSPARENT WHITE	28.9	877.7	115.7	3510.6			

Quart				Gallon				
Item	Q227	Q2	NEWMAR ANTI-STATIC PK	NEWMAR ANTI-STATIC PK	Amount	Cum.	Amount	Cum.
Base	Description	Amount	Cum.	Amount	Cum.	Amount	Cum.	
UP50	UNIVERSAL MED TFM...	60.3	60.3	309.3	309.3			
BC165	COACH STAFFLAK...	206.3	306.4	1153.2	1471.5			
BC200	BLACK	273.1	579.5	1892.4	2465.9			
BC250	BLUE BLACK	106.9	686.4	403.7	2869.6			
BC101	FLOP CONTROL	46.4	732.8	161.7	3031.3			
BC171	MEDIUM ALUMINUM	35.2	768.0	190.0	3221.3			
BC106	PRIMARIL BLUE	36.1	804.1	120.3	3341.6			
BC100	CLEAR	13.6	817.7	62.5	3404.9			
CB4-H	BRIGHT BLUE	8.7	826.4	35.0	3449.9			
BC155	TRANSPARENT WHITE	4.0	830.4	24.0	3513.9			

## TSB's

Technical Service Bulletins are available by Year/Brand/Type and by TSB number.

<a href="#">TOP LEVEL &gt; NAI &gt; NPDAI &gt; ALLTSB</a>	
<b>CATEGORY</b>	<b>DESCRIPTION ▲</b>
<a href="#">1999MDYRTSB</a>	1999 Model Year Technical Service Bulletins
<a href="#">2000MDYRTSB</a>	2000 Model Year Technical Service Bulletins
<a href="#">2001MDYRTSB</a>	2001 Model Year Technical Service Bulletins
<a href="#">2002MDYRTSB</a>	2002 Model Year Technical Service Bulletins
<a href="#">2003MDYRTSB</a>	2003 Model Year Technical Service Bulletins
<a href="#">2004MDYRTSB</a>	2004 Model Year Technical Service Bulletins
<a href="#">2005MDYRTSB</a>	2005 Model Year Technical Service Bulletins
<a href="#">2006MDYRTSB</a>	2006 Model Year Technical Service Bulletins
<a href="#">2007MDYRTSB</a>	2007 Model Year Technical Service Bulletins
<a href="#">2008MDYRTSB</a>	2008 Model Year Technical Service Bulletins
<a href="#">2009MDYRTSB</a>	2009 Model Year Technical Service Bulletins
<a href="#">TSB001100</a>	TSB # 1 THRU TSB # 100
<a href="#">TSB101200</a>	TSB # 101 THRU TSB # 200
<a href="#">TSB201300</a>	TSB # 201 THRU TSB # 300
<a href="#">TSB301400</a>	TSB # 301 THRU TSB # 400

Again, the drilldown performs like the Main Catalog. Select a Model Year, then a Brand/Type.

Clicking the 'MORE INFO' button will launch Adobe Acrobat for viewing the TSB.

<a href="#">TOP LEVEL &gt; NAI &gt; NPDAI &gt; ALLTSB &gt; TSB301400 &gt; TSB321340</a>	
<b>CATEGORY</b>	<b>DESCRIPTION ▲</b>
<a href="#">More Info</a> <a href="#">TSB321</a>	TSB #321 Spartan Steering Gear Recall #07V-300
<a href="#">More Info</a> <a href="#">TSB322</a>	TSB #322 Adding / Modifying Cooling Fan in Essex Satellite Receiver Cabinet

If the TSB number is underlined and in blue, the parts needed to complete the TSB are 'attached'. Simply click on the blue TSB### (in this example TSB322), and the next window will display the orderable items. Click the ADD button to add these items to your Shopping Cart.

<a href="#">TOP LEVEL &gt; NAI &gt; NPDAI &gt; ALLTSB &gt; TSB301400 &gt; TSB321340 &gt; TSB322</a>	
<b>ITEM NO.</b>	<b>DESCRIPTION ▲</b>
56252	FAN 12V TUBEAXIAL F/SRND SOUND PARTS DEPT USE #56252P
	48077 46F6507
	<a href="#">THERMOSTAT 12V FAN F/56252</a>

When looking for a specific TSB by number, either enter TSB followed by the number (example TSB322) in the 'SEARCH CATALOG' box or drill down through the groups.

## WARRANTY ADMINISTRATIVE INFORMATION

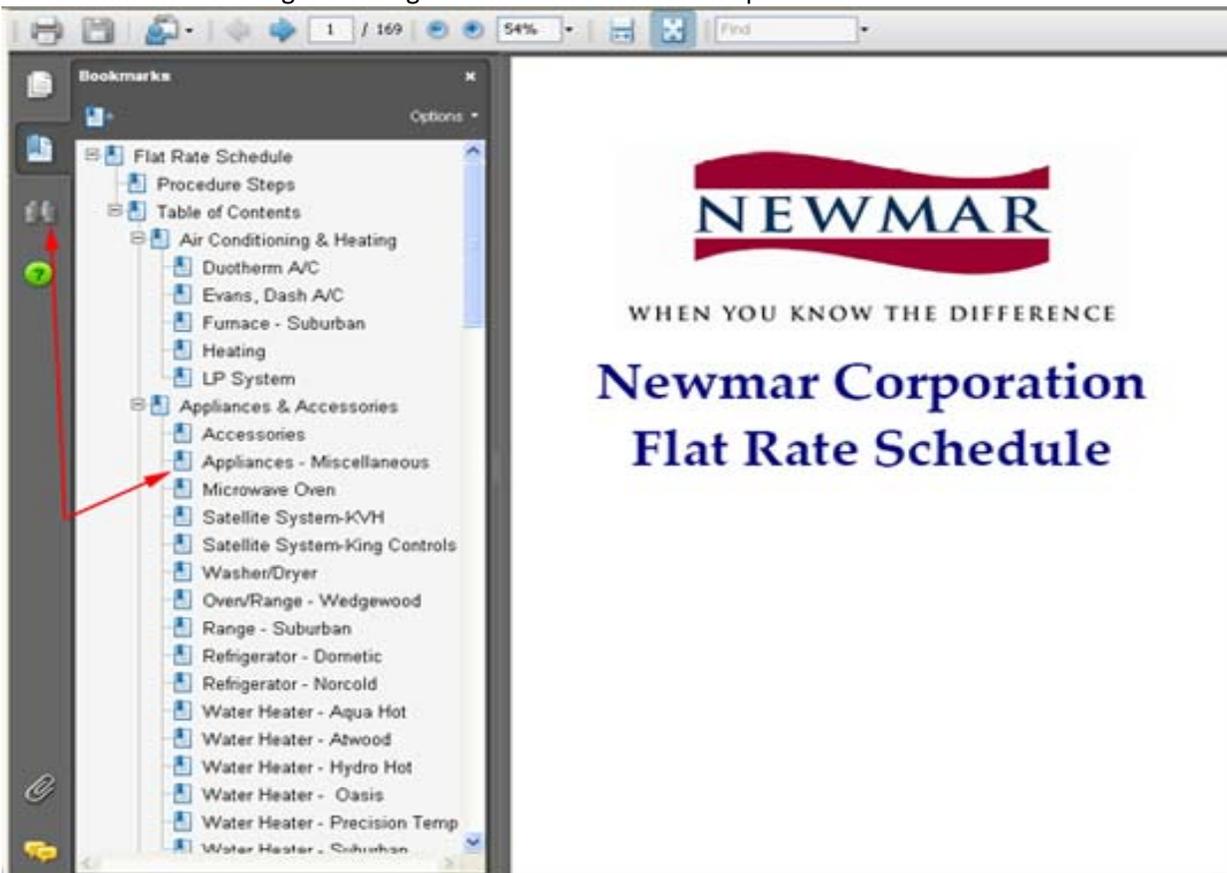
The Newmar Warranty Department Dealer Policy and Procedure Manual and Forms are available to our Dealers on ComNet2, with immediate updates.

If needed, clicking the 'MORE INFO' button beside the NWDDPPM will launch Adobe Acrobat and open the complete Newmar Warranty Department Dealer Policy and Procedure manual for viewing or printing.

[TOP LEVEL](#) > [NAI](#) > [NWDAI](#)

	<a href="#">CATEGORY</a>	<a href="#">DESCRIPTION</a> ▲
	<a href="#">ALLPCP</a>	All Newmar Paint Code Pages
	<a href="#">ALLTSB</a>	All Newmar TSB's
	<a href="#">More Info</a> <a href="#">NWDDPPM</a>	Newmar Warranty Department Dealer Policies & Procedures Manual Revised 10/10/08
	<a href="#">More Info</a> <a href="#">NWDFRM</a>	Newmar Warranty Department Flat Rate Manual Revised 3/4/08
	<a href="#">OGBMY</a>	Owner's Guides by Model Year
	<a href="#">PSD</a>	Platinum Servicing Dealer Information - rev 6/1/07 If your Dealership meets the Criteria, please complete the application and return it attention VP of Service Operations at Newmar Corporation.

In addition, the Newmar Warranty Flat Rate Manual can be accessed on ComNet2. This is also a pdf document that can be viewed or printed. As with any pdf document, searching for a key word may help in finding the desired code. Using the 'Bookmarks' to navigate through the manual is another helpful tool.



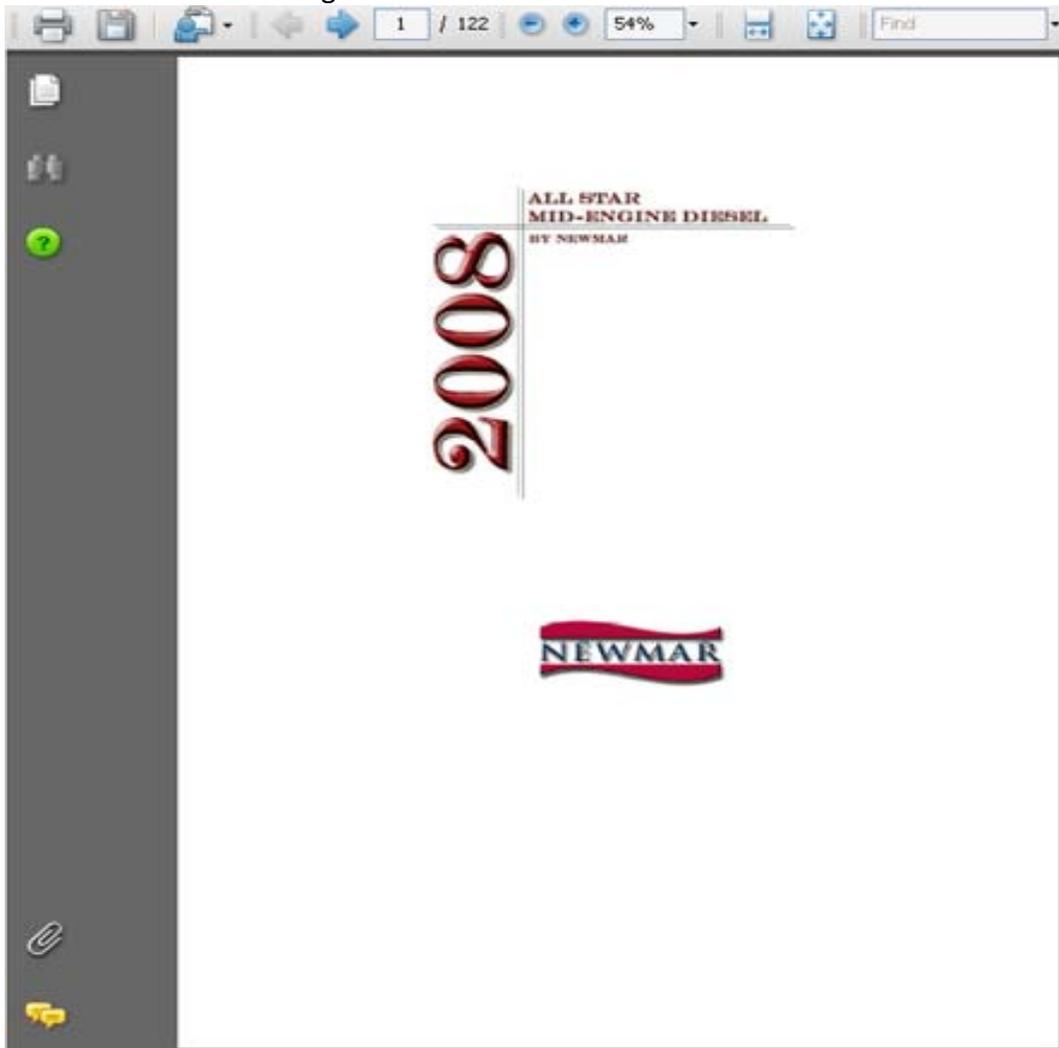
Detailed instruction on how to check the status of warranty claims can be printed by clicking the 'MORE INFO' button next to the NWDCSI in the category column.

The Paint Code Pages and Technical Service Bulletins are also listed here. Please refer to the Parts Administrative Information section for assistance.

Owner's Guides for the 2005 through current Model year can be accessed by clicking the blue, underlined OGBMY. From there, it's a simple drill down to the Year, Brand, Type of unit needed.



Example of Owner's Guide after clicking the 'MORE INFO' button:



The Platinum Servicing Dealer Information contains both the Application and the Criteria and Benefits documents to assist you in becoming qualified.

## WARRANTY CLAIM INFORMATION

Upon signing on to the ComNet2 Catalog, you will notice a green 'Warranty Claims' box in the bottom, left corner of the screen. This 'Warranty Claims' box gives additional information on certain coaches and claims. This allows you to look up Warranty Claim Status, Supplier Links, Appliance Data Sheets, Build Orders and Dealer Dashboards (a summary of Warranty Claims or Parts Orders).



## RETAIL VIEW

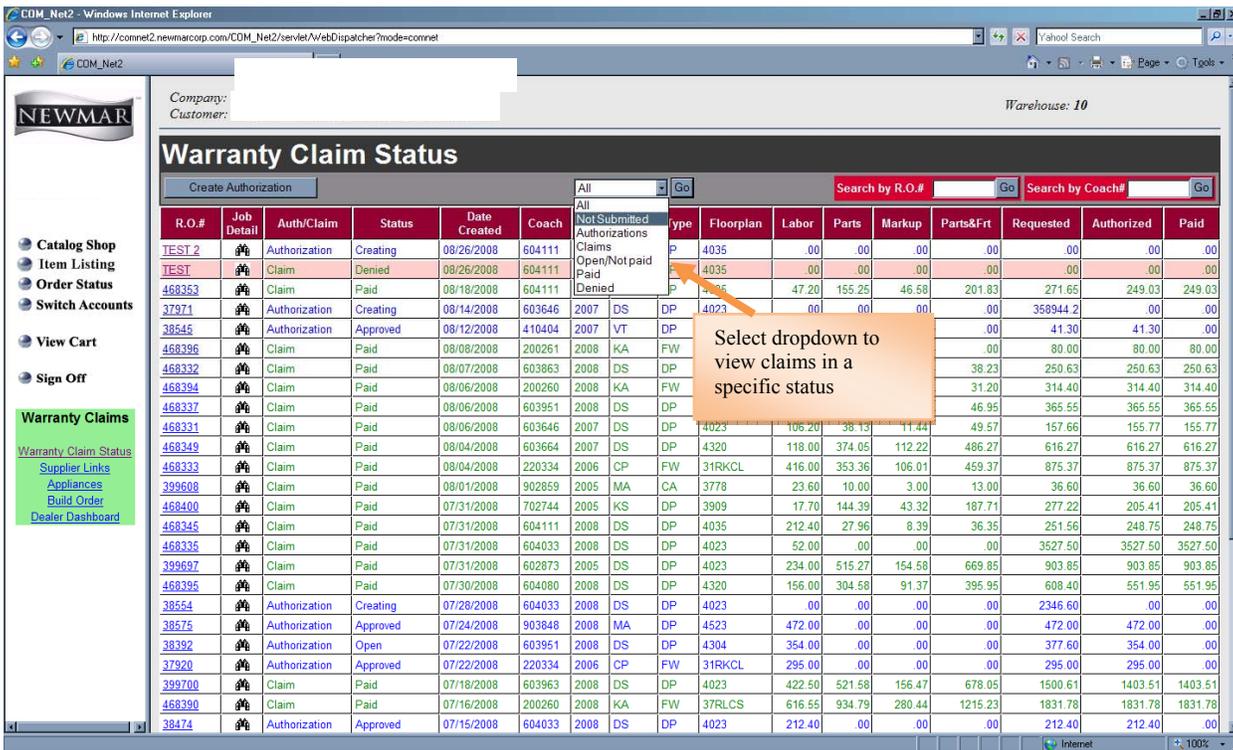
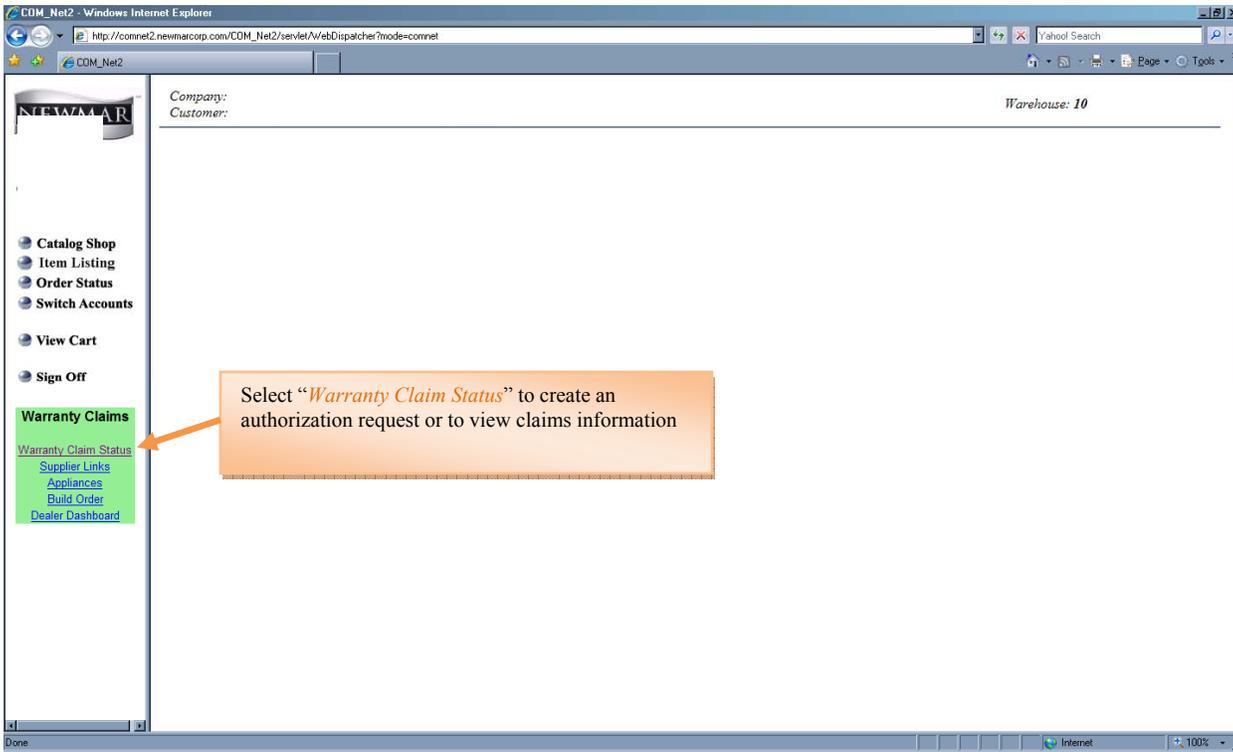
When signing on using the Retail View ID/Password, the information displayed is exactly the same as when using the Standard ComNet2 ID except the pricing information is removed. Removing the pricing allows the dealer to display the list, view the image, etc. to the retail customer to confirm the part prior to placing the order.

	<a href="#">TOP LEVEL</a> > <a href="#">MODEL YEAR</a> > <a href="#">2008MY</a> > <a href="#">2008MADP</a> > <a href="#">2008MADPP1</a> > <a href="#">2008MADPP110</a>				
	<b>ITEM NO.</b>		<b>DESCRIPTION</b> ▲	<b>U/M</b>	<b>QTY</b>
	<b>28392</b> 802A/S CAMEO WH	STD	<a href="#">BOWL CORIAN 10X16 KITCHEN</a> Under Mount Kitchen Sink - Used with 28591	EA	<input type="text" value="1"/> <a href="#">Add</a>
	<b>86729</b> 96640-CH	STD	<a href="#">CHROME TISSUE HOLDER ELAGANZA</a> 1 per unit	EA	<input type="text" value="1"/> <a href="#">Add</a>
	<b>86730</b> 96618-CH	STD	<a href="#">CHROME TOWEL HOLDER ELAGANZA</a> 1 per unit	EA	<input type="text" value="1"/> <a href="#">Add</a>
	<b>86728</b> 96660-CH	STD	<a href="#">CHROME TOWEL RING ELAGANZA07MA</a> 1 per unit	EA	<input type="text" value="1"/> <a href="#">Add</a>

Orders cannot be placed with Newmar when signed on using the Retail View ID/Password.

If you have any further questions, please contact your Newmar Parts Sales Representative for assistance.

**PROCEDURE TO CREATE AUTHORIZATION REQUESTS AND ACCESS CLAIM INFORMATION THROUGH COMNET2**



CDM\_Net2 - Windows Internet Explorer  
 http://commnet2.newmarcorp.com/CDM\_Net2/servlet/WebDispatcher?mode=connnet

Company: [ ] Warehouse: 10  
 Customer: [ ]

### Warranty Claim Status

Create Authorization [ ] All [ ] Go Search by R.O.# [ ] Go Search by Coach# [ ] Go

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
468353		Claim	Paid	08/18/2008	604111	2008	DS	DP	4035	47.20	155.25	46.58	201.83	271.65	249.03	249.03
468345		Claim	Paid				S	DP	4035	212.40	27.96	8.39	36.35	251.56	248.75	248.75
37974		Authorization	Approv				S	DP	4035	224.20	.00	.00	.00	224.20	224.20	.00

Create Authorization [ ]

Select to create an authorization

[Catalog Shop](#)  
[Item Listing](#)  
[Order Status](#)  
[Switch Accounts](#)  
[View Cart](#)  
[Sign Off](#)

**Warranty Claims**  
[Warranty Claim Status](#)  
[Supplier Links](#)  
[Appliances](#)  
[Build Order](#)  
[Dealer Dashboard](#)

CDM\_Net2 - Windows Internet Explorer  
 http://commnet2.newmarcorp.com/CDM\_Net2/servlet/WebDispatcher?mode=connnet

Company: [ ] Warehouse: 10  
 Customer: [ ]

### Warranty Claim Entry

R.O. Number \* [TEST 2]  
 Coach Serial Number \* [604111]  
 Odometer (mileage) \* [1]  
 Stock Unit?   
 Dealer Contact Name [ ]  
 Dealer Contact Email [ ]

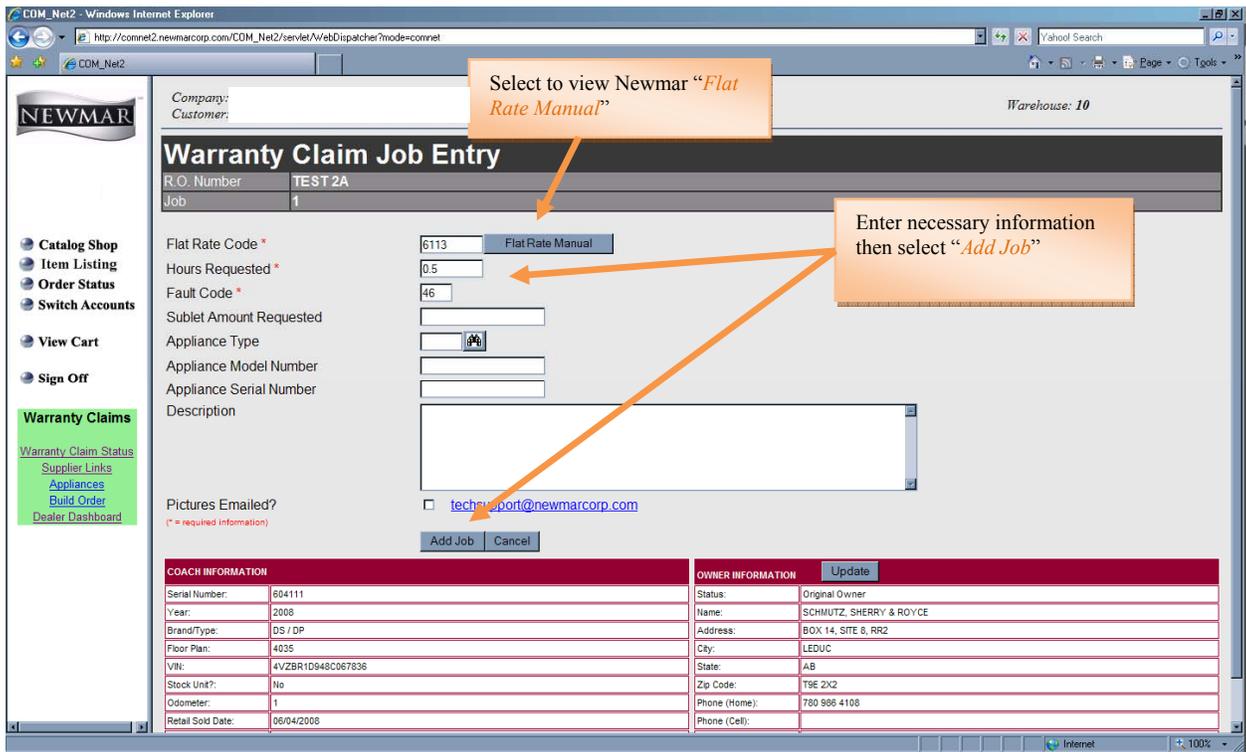
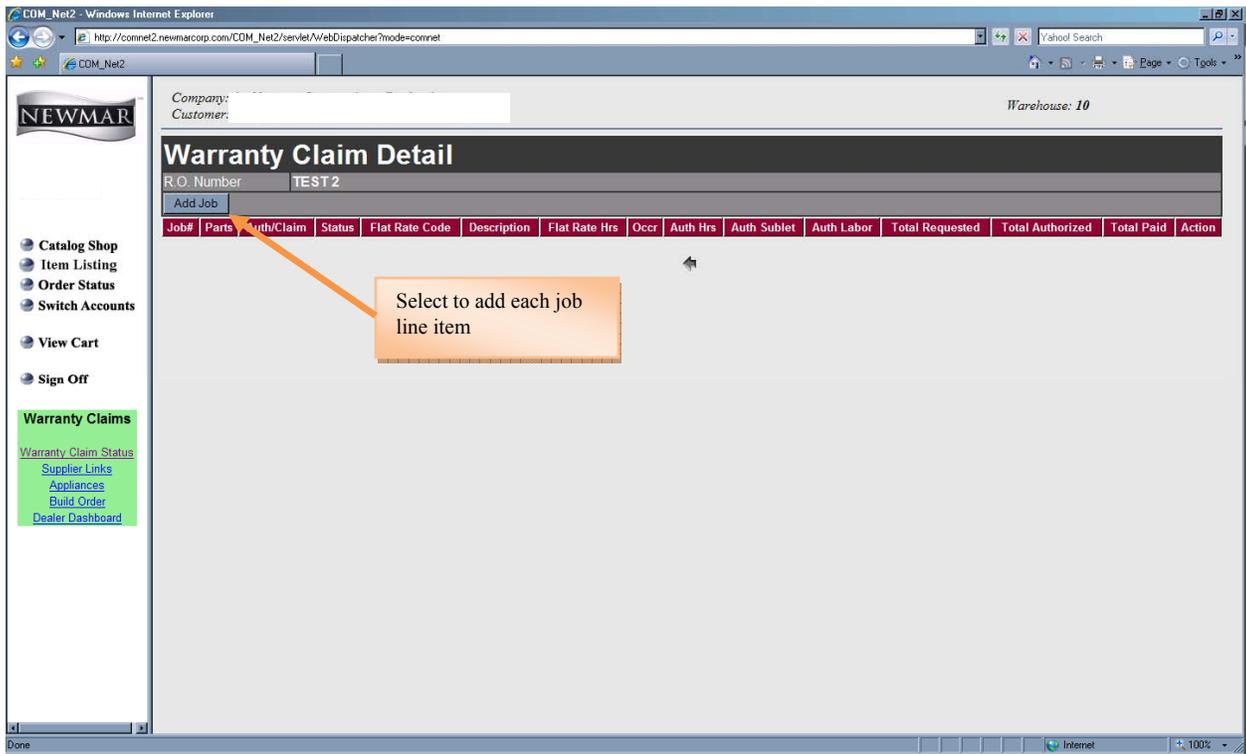
(\*\* = required information)

Continue [ ] Cancel [ ]

Enter necessary information then select "continue"

[Catalog Shop](#)  
[Item Listing](#)  
[Order Status](#)  
[Switch Accounts](#)  
[View Cart](#)  
[Sign Off](#)

**Warranty Claims**  
[Warranty Claim Status](#)  
[Supplier Links](#)  
[Appliances](#)  
[Build Order](#)  
[Dealer Dashboard](#)



CDM\_Net2 - Windows Internet Explorer  
 http://connet2.newmarcorp.com/CDM\_Net2/servlet/WebDispatcher?mode=connet

Company: \_\_\_\_\_ Warehouse: 10  
 Customer: \_\_\_\_\_

### Warranty Claim Detail

R.O. Number: TEST 2A

Add Job

Job#	Parts	Auth/Claim	Status	Flat Rate Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action
1		Authorization	Creating	6113	Short-12 Volt	1.00	1	.00	.00	.00	59.00	.00	.00	Edit

Submit Jobs

Select to submit job

**Warranty Claims**  
 Warranty Claim Status  
 Supplier Links  
 Appliances  
 Build Order  
 Dealer Dashboard

Catalog Shop  
 Item Listing  
 Order Status  
 Switch Accounts  
 View Cart  
 Sign Off

CDM\_Net2 - Windows Internet Explorer  
 http://connet2.newmarcorp.com/CDM\_Net2/servlet/WebDispatcher?mode=connet

Company: \_\_\_\_\_ Warehouse: 10  
 Customer: \_\_\_\_\_

### Warranty Claim Status

Create Authorization

All Go

Search by R.O.#  Go Search by Coach#  Go

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
468353		Claim	Paid	08/18/2008	604111	2008	DS	DP	4035	47.20	155.25	46.58	201.83	271.65	249.03	249.03
468345		Claim	Paid	07/31/2008	604111	2008	DS	DP	4035	212.40	27.96	8.39	36.35	251.56	248.75	248.75
37974		Authorization	Approved	06/10/2008	604111	2008	DS	DP	4035	224.20	.00	.00	.00	224.20	224.20	.00

Create Authorization

Select to view detail claim information

Select to view detailed line items

**Warranty Claims**  
 Warranty Claim Status  
 Supplier Links  
 Appliances  
 Build Order  
 Dealer Dashboard

Catalog Shop  
 Item Listing  
 Order Status  
 Switch Accounts  
 View Cart  
 Sign Off

CDM\_Net2 - Windows Internet Explorer  
 http://connet2.newmarcorp.com/CDM\_Net2/evlet/WebDispatcher?mode=connet

Company: \_\_\_\_\_  
 Customer: \_\_\_\_\_

### Warranty Claim Status

R.O. Number: TEST 2

**GENERAL INFORMATION**

Auth/Claim	Authorization
Date of Claim	08/26/2008
Labor Rate	118.00
Date In	
Date Serviced	
Date Out	

**OWNER INFORMATION** [Update](#)

Name	SCHMUTZ, SHERRY & ROYCE
Address	BOX 14, SITE 8, RR2
City	LEDUC
State	AB
Zip	T9E 2X2
Phone (Home)	780 988 4108
Phone (Cell)	
Email	

**COACH INFORMATION**

Coach Serial#	604111
Model Year	2008
Brand	DS
Type	DP
Floor Plan	4035
VIN	4VZBR1D948C067836
Stock Unit	No
Odometer	1
Retail Sold Date	06/04/2008
Warranty Status	In Warranty

TOTALS	Requested	Authorized
Labor	.00	.00
Sublet	.00	.00
Parts	.00	.00
Markup	.00	.00
Freight	.00	.00
Adjustments	.00	.00
Parts/Frt/Adj/Markup	.00	.00
<b>TOTAL</b>	<b>.00</b>	<b>.00</b>
<b>TOTAL PAID</b>		<b>.00</b>

[View Appliances](#)

[View Build Order](#)

Select to update owner information

Select to view either the appliance sheet or the build order for this coach

CDM\_Net2 - Windows Internet Explorer  
 http://connet2.newmarcorp.com

Company: \_\_\_\_\_  
 Customer: \_\_\_\_\_

Warehouse: 10

### Warranty Claim Detail

R.O. Number: 468353

[Add Job](#)

Job#	Parts	Auth/Claim	Status	Flat Rate Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action
1		Claim	Paid	2905	DVD Player	.40	1	.40	.00	47.20	265.08	242.46	242.46	
2		Claim	Paid	4801	Brokerage Fees-Canadian Duty	.00	1	.00	.00	.00	6.57	6.57	6.57	

[Submit Jobs](#)

Select to view job detail

(When binoculars are highlighted green, parts were used & detail is available)

CDM\_Net2 - Windows Internet Explorer  
 http://connet2.newmarcorp.com/CDM\_Net2/evlet/WebDispatcher?mode=connet

NEWMAR  
 Warehouse: 10

### Warranty Claim Detail

R.O. Number: 468353  
 Job: 1

COMPLAINT INFORMATION		GENERAL INFORMATION	
Flat Rate Code	2805	Auth/Claim	Claim
Description	DVD Player	Status	Paid
Occurrences	1	Consolidated from Claim	37974
Requested Hours	40	Authorization	No 06/10/2008
Authorized Hours	40	Work Complete	Yes 08/18/2008
Fault Code	45-Scratched	Payment	Yes 08/25/2008
Vendor Responsible	89996-NEWMAR WORKMANSHIP Hours: 00		
Appliance	33-CD		
Model	DAV-HDZ235		
Serial Number	012854R		

TOTALS	Requested	Authorized
Labor	47.20	47.20
Sublet	.00	.00
Parts	167.60	150.20
Freight	.00	.00
Adjustments	.00	.00
<b>TOTAL</b>	<b>265.08</b>	<b>242.46</b>
<b>TOTAL PAID</b>		<b>242.46</b>

COMPLAINT / CORRECTION  
 COMMENT ENTERED ON 06/10/2008 AT 02:50 PM BY DEALER  
 Scratch on face of DVD player, needs to be replaced

Complaint/correction as well as Newmar's notes or direction are viewed here.

CDM\_Net2 - Windows Internet Explorer  
 http://connet2.newmarcorp.com/

NEWMAR  
 Warehouse: 10

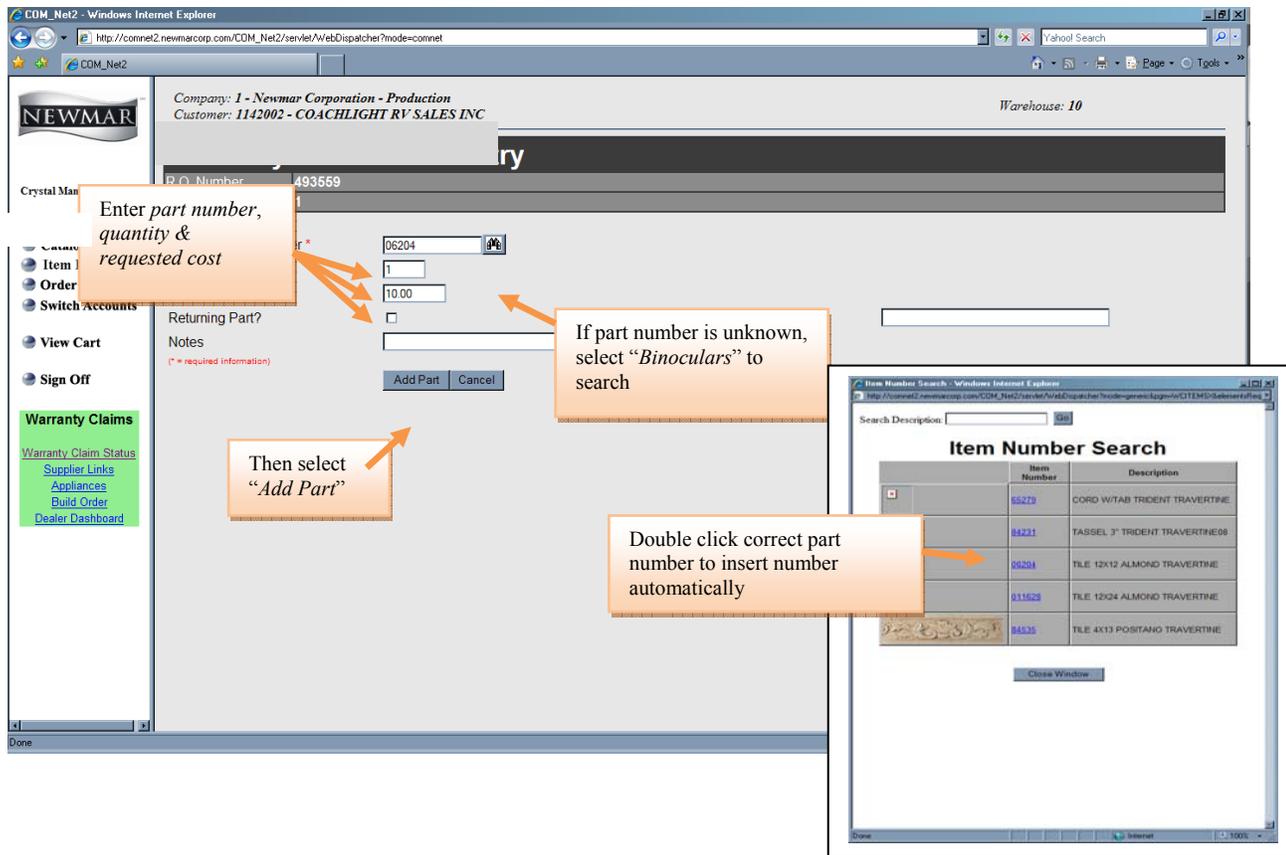
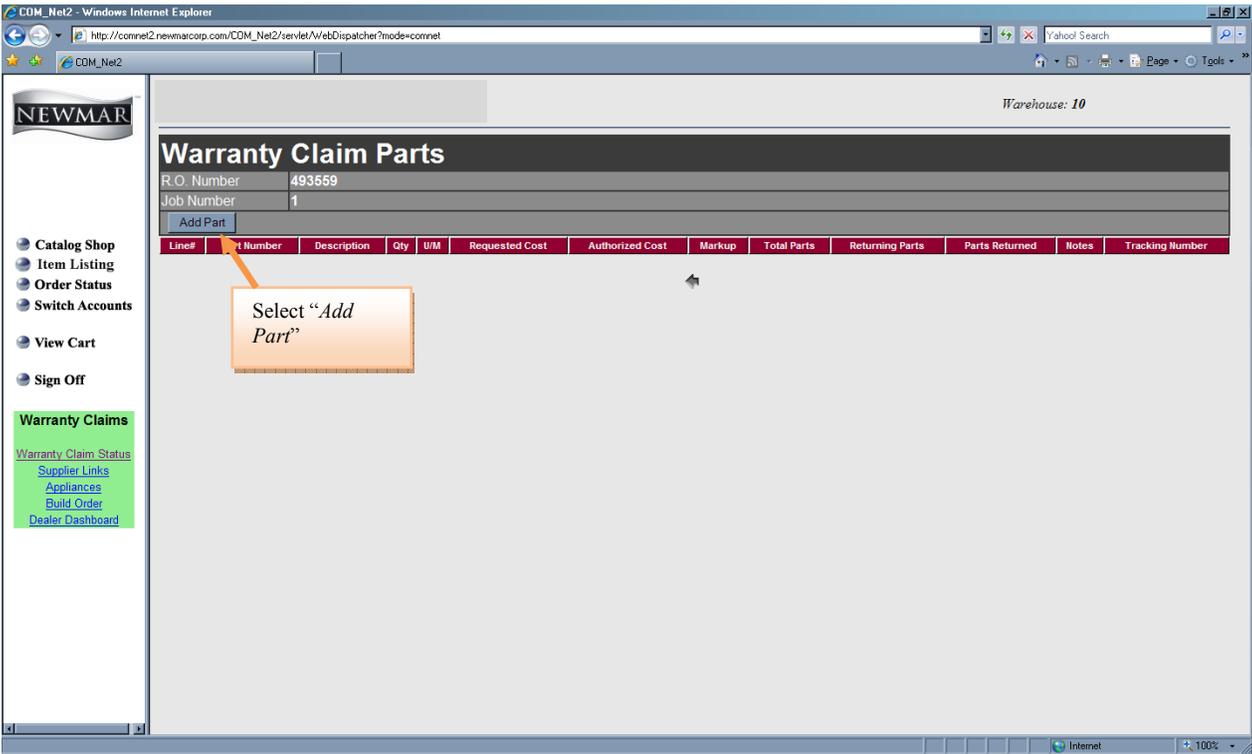
### Warranty Claim Status

Create Authorization [All] Go Search by R.O.# [ ] Go Search by Coach# [ ] Go

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
493552		Authorization	Approved	01/05/2009	703879	2007	KS	CA	3680	2720.00	.00	.00	.00	2720.00	2720.00	.00

Select "Binoculars" to add parts

Parts can only be added to a Warranty Authorization in "Approved" status



CDM\_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM\_Net2/servlet/NetDispatcher?mode=connet

Company: 1 - Newmar Corporation - Production  
Customer: 1142002 - COACHLIGHT RV SALES INC Warehouse: 10

R.O. Number 493559  
Job Number 1

Returned Item Number \* 06204  
Quantity (EACH) \* 1  
Requested Cost 10.00  
Returning Part?  Tracking Number  
Notes

(\* = required information)

Add Part Cancel

Then select "Add Part"

If returning a part, mark the "Returning Part?" box. A "Tracking Number" is **required** to submit a part.

Done

CDM\_Net2 - Windows Internet Explorer

http://connet2.newmarcorp.com/CDM\_Net2/servlet/NetDispatcher?mode=connet

Warehouse: 10

### Warranty Claim Parts

R.O. Number 493559  
Job Number 1

Add Part

Line#	Part Number	Description	Qty	U/M	Requested Cost	Authorized Cost	Markup	Total Parts	Returning Parts	Parts Returned	Notes	Tracking Number
1	06204	TILE 12X12 ALMOND TRAVERTINE	1,000	EA	10.00	.00	.00	.00	No	No		

If another part is to be added to the existing authorization select "Add Part"

To move to another authorization or claim, select the *arrow*

Internet 100%

COM\_Net2 - Windows Internet Explorer

http://comnet2.newmarcorp.com/COM\_Net2/servlet/WebDispatcher?mode=comnet

Company: 1 - Newmar Corporation - Production  
Customer: 1117502 - CAPITAL RV CENTER INC  
Warehouse: 10

## Supplier Links

Where's My Stuff??

- Catalog Shop
- Item Listing
- Order Status
- Switch Accounts
- View Cart
- Sign Off

**Warranty Claims**

- Warranty Claim Status
- Supplier Links
- Appliances
- Build Order
- Dealer Dashboard

Supplier Links:

- Allison Transmission
- Aqua Hot
- Atwood Mobile
- ASA
- BASE
- Carefree
- Cummins
- CAT
- Diamond Shield
- Domestic
- Eclipse
- Evans Tempcon
- Flexsteel
- Freightliner
- Giard
- HWH
- Jamo
- King Dome
- KVH
- Magnum
- MotoSat
- Mito
- Newmar Apparel
- Newmar Corporation
- Norcold
- Oasis
- Onan
- Power Tech
- Precision Temp
- River Park
- Samsung
- Sony
- Spartan
- Suburban
- TelCare Surveys
- Trip Tek
- U-Line
- Viewsonic
- Villa
- Winegard
- Workhorse

Click supplier name to navigate to their website.

Select "Supplier Links" to log onto a particular supplier's website

COM\_Net2 - Windows Internet Explorer

http://comnet2.newmarcorp.com/COM\_Net2/servlet/v/webDispatcher?mode=comnet

Company: Warehouse: 10

## Dealer Dashboard

Warranty Claim Summary

TOTALS	Count	Lines	Requested	Approved
R.O. Authorizations (open)	17	28	365777.05	4462.65
Paid R.O.'s YTD			47258.46	44928.83

Last Denial	R.O.	Denial Reason
08/06/2008	468331	Not a warranty issue

Denial Summary (last 90 days)	Count
Requires return part	3
Need more information	2
Unit is out of warranty	2
	2
	1
	1

Parts Order Summary

TOTALS	Last Order Date	YTD Count	YTD Amount
Parts Orders	08/18/2008	85	19086.17
Parts Orders (via ComNet)	06/18/2007	0	.00

Select "Dealer Dashboard" to view a dealers total claims summary