



Pre-Authorization

Pre-Authorization number	PREAUTH89586 (PA03981289)	Reference no.79365	Status	Approved
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Servicing Dealer 1194 Name Basden's American RV Address 600 E Baseline Rd VIN 4YDFHMS23SA740693 Retail sold on 10/23/2025
Evansville, IN 47725

Root		Approved			Actual		Base		Complaint/Cause/Correction
Operation	Description	Sublet	Sub Hours	Hours	hours	Qty	hours		
4154206B	Water Heater - Tankless - Module Board	0	1.2	1.2		1	0.6		
Complaint: CUSTOMER HAS AN "E7" CODE ON HIS WATER HEATER Cause: Water heater control board went bad. Correction: .I first tested the water heater to verify exactly what it was doing. The water heater would never light. I checked the LP WC and I only had 11WC with nothing on. I turned on the stove top and the WC dropped to 10.25WC. I adjusted the LP to 13WC and tested the water heater again. I am still not getting the water heater to light. The water heater control panel is giving an E7 code. I unplugged the gas valves from the control board and I did have resistance access each valve. I checked the wiring and the harness has no damage. The control board is not activating the gas valves. The igniter is not activating either. It will need a control board. KRV — Labor time approved in accordance with Keystone RV's flat rate manual. VCB KRV - Please retain part for possible return or additional photos. Keystone will notify you within 48 hours of submitting your claim for disposition of the part. Model+serial #s / vendor tags from complete component / vendor markings required.									
Pre-Authorization number: PREAUTH89586									
1.2									

For paper claims only use one pre-authorization number per warranty claim form.
Staple a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim form.
The labor section does not need to be filled out on the claim form. Fill in the amount of hours used for the repair - up to the amount authorized on the pre-authorization form and return to Keystone RV Company.