

Pre-Authorization

Pre-Authorization number PA02974409 Reference no: 65656 Status: Approved Approved by steic Approved date 11/4/2021
 Servicing Name Address VIN Retail sold on
 Dealer

1194	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDF38529MA743036	4/16/2021					
Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	3201816A	Decorative Wood	0.00	0.30	0.10		1	0.10	Complaint: CUSTOMER STATES THAT THE TRIM IS COMING LOOSE ON THE WALL AND ON THE CEILING OF THE SPARE BEDROOM. Cause: PULL TRIM DOWN AND PUT BACK Correction: SECURED TRIM KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
2	3201816A	Decorative Wood	0.00	0.30	0.10		1	0.10	Complaint: CUSTOMER STATES THAT THE TRIM IS COMING LOOSE WHERE THE RECLINERS ARE LOCATED. Cause: PULL TRIM DOWN Correction: secured trim too wall. KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
3	4206406B	Television - Repla	0.00	1.50			1	0.30	Complaint: CUSTOMER STATES THAT THE REMOTE FOR THE TELEVISION DOES NOT WORK. Cause: NEED TO REPLACE THE TV Correction: CHECKED REMOTE AND IT WOULD NOT WORK SO WE TRIED ANOTHER AND IT DID NOT WORK SO NEED NEW TV. KRV – Keystone RV does not administer the warranty for Jensen, ASA In-Command, Voyager, Advent, and Hamilton Beach components. Please contact ASA Electronics for assistance. ASA Electronics can be reached via phone at 877-845-8750.
4	4206119B	Stereo/Tape/CD F	0.00	2.00	0.30		1	0.30	Complaint: CUSTOMER STATES THAT WHEN USING THE REMOTE FOR THE DVD PLAYER TO TURN THE VOLUME UP, IT TURNS THE HEAT UP AND DOWN ON THE FIREPLACE. Cause: PER GREG AT KEYSTONE SAID TRY THE RADIO REPLACEMENT FIRST Correction: I CHECKED REMOTE AND IT WILL TURN THE

For paper claims only use one pre-authorization number per warranty claim for

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

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									UP AND DOWN ON THE FIREPLACE MAYBE NEED TO INSTALL DIFFERENT DVD PLAYER.
									KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. KRV - Approved to replace
5	3103214A	Drawer - Repair	0.00	1.00			1	0.20	Complaint: CUSTOMER STATES THAT THE LATCH ON THE DRAWER IN THE KITCHEN ISLAND IS MISS-ALIGNED AND DOESN'T CATCH PROPERLY. Cause: LATCH NOT IN THE RIGHT PLACE Correction: THE LATCH WAS NOT IN LINE I MOVED IT OVER AND IT WORKS LIKE IT SHOULD NOW.
									KRV – Excluded from Limited Warranty: Adjustments to all doors, drawers, locks, latches, slide outs, awnings, and window treatments beyond 90 days after retail sale.
6	2302314B	Compartment Doc	0.00	1.00			1	0.20	Complaint: CUSTOMER STATES THAT THE LATCHES ON THE STORAGE COMPARTMENT ON THE OFF DOOR SIDE FRONT DO NOT CATCH. HE CAN PUT THE KEY IN AND IT JUST KEEPS TURNING. CUSTOMER CAN OPEN THE STORAGE COMPARTMENT EVEN AFTER THE DOOR IS LATCHED AND LOCKED. Cause: THE BOTTOM WAS SAGGED DOWN AND LEAVING GAP ON THE LATCH PLATE. Correction: I REMOVED THE SCREWS ON THE BOTTOM AND ADDED SOME WOOD UNDER THE BOTTOM EDGE TO HELP PUSH IT BACK IN PLACE PUT THE SCREWS BACK IN AND NOW THE DOOR CATCHES AND CANT PULL IT OPEN.
									KRV – Excluded from Limited Warranty: Adjustments to all doors, drawers, locks, latches, slide outs, awnings, and window treatments beyond 90 days after retail sale.
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