

2/16/20
03:17:27 p

3-Auth	Authorization number PA02983085	Reference no: 65702165153	Status: Denied	Approved by rodrrd	Approved date 11/16/2022
rving	Name	Address	VIN	Retail sold on	
aler					

Job #	Customer Name	Address	City	State	Zip	Date		
34	Basden's American RV	600 E Baseline Rd Evansville, IN 47725	Evansville	IN	47725	10/29/2021		
Item #	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	2302314B Compartment Doc	0.00	0.70	0.20		1	0.20	Complaint:CUSTOMER STATES THAT THE REAR HANDLE OF THE OFF DOOR SIDE FRONT STORAGE COMPARTMENT DOES NOT CATCH PROPERLY. Cause:LATCH IN THE WRONG SPOT Correction:REMOVED BRACKET AND INSTALLED SO IT WILL CATCH KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
2	2101316A Metal Lower Wrafp	0.00	0.40	0.40		1	0.50	Complaint:THE SKIRT BRACKET LOCATED ON THE OFF DOOR SIDE BELOW THE WATER HEATER IS NOT CONNECTED. Cause:METAL IS LOOSE AND NEED TO BE PUT BACK Correction:SCREWED METAL AND SEAL WHERE NEEDED
3	2202108B Grab Handle - Re	0.00	0.40	0.40		1	0.20	Complaint:CUSTOMER STATES THAT THE TOP BRACKET THAT HOLDS THE LEND A HAND IS BROKEN Cause:HANDLE IS BROKEN Correction:REMOVE DAMAGED LEND A HAND AND INSTALLED A NEW ONE.
4	3103506A Drawer - Slides - I	0.00	0.80	0.50		1	0.20	Complaint:THE CENTER DRAWER IN THE BUNKHOUSE DOES NOT LATCH PROPERLY AND IT COMES OPEN WHEN RUNNING THE ROOM OUT. BE CAUTIOUS WHEN RUNNING THE ROOM OUT SO THAT THE DOOR FRONT DOESN'T CATCH AND GET RIPPED OFF BY THE SLIDE ROOM. CUSTOMER WOULD LIKE TO HAVE ALL THREE DRAWERS CHECKED TO BE SURE THAT THE TRACKS ARE CORRECT AND THAT THEY FUNCTION PROPERLY. Cause:NEED NEW SCREWS ON THE DRAWER GUILDS Correction:Took drawer out and put new screws on the drawer guilds. Works good KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
5	3100808A Cabinet Door - Re	0.00	0.30			1	0.20	Complaint:THE WHITE CABINET TO THE RIGHT SIDE OF THE

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

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In Root operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
								MICROWAVE HAS A FLAW IN THE UPPER LEFT EDGE THAT NEEDS TO BE TOUCHED UP. Cause:FOUND THE AREA Correction:TOUCHED UP WITH PAINT KRV – Nail holes/Nicks: Not every spot will be puttied. Considered normal in accordance with the Keystone RV Policy and Procedure Manual.
6	3100803A Cabinet Door - Re	0.00	0.30	0.20		1	0.20	Complaint:THE CABINET DOORS UNDER THE KITCHEN TOUCH WHEN THEY ARE CLOSED. SEE WRITER FOR MORE DETAILS. Cause:NEED TO ADJ DOOR Correction:ADJUSTED DOORS TO CLOSE RIGHT KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
7	3102214A Countertop - Othe	0.00	0.40	0.20		1	0.20	Complaint:THERE IS A GAP IN THE COUNTER TOP BEHIND THE STOVE. CUSTOMER WOULD LIKE A CLEANER EDGE WHERE THE TWO COUNTER TOP PIECES MEET. Cause:BAD INSTALL Correction:PUT CLEAR SILICONE IN GAP AND CLEANED UP
8	3102228A Countertop - Othe	0.00	0.90	0.20		1	0.20	Complaint:THE LEFT SIDE OF THE STOVE DOES NOT MEET UP WITH THE COUNTER TOP AS SMOOTHLY AS THE RIGHT SIDE DOES. Cause:ITS NOT LEVEL Correction:REMOVED STOVE AND STRAIGHTEN FRONT KNOB HOLDER UP AND SCREWED BACK.
9	3100818A Cabinet Door - Re	0.00	0.80	0.20		1	0.20	Complaint:THE CABINET DOOR ON THE DOOR SIDE/FRONT OF THE BEDROOM HAS A GAP IN IT WHEN IT IS CLOSED. Cause:POOR INSTALL NEED TO ADJ Correction:REMOVED CABINET DOOR AND FILLED HOLES WHERE HINGES WERE. RE HUNG DOOR TO SHUT PROPER
10	3300528A Blind - Vertical - F	0.00	0.30	0.20		1	0.20	Complaint:THE WINDOW BLIND ON THE DOOR SIDE OF THE BEDROOM IS NOT ATTACHED TO THE WALL ON THE RIGHT SIDE. Cause:NEED TO INSTALL BLIND Correction:REMOVED VALANCE AND RE ATTACHED BLIND. PUT VALANCE BACK
11	5103314A Monitor Panel - T	0.00	0.70	0.50		1	0.50	Complaint:THE FRESH TANK LEVEL IS NOT REGISTERING AT THE CONTROL PANEL. Cause:POOR INSTALL Correction:fresh tank did not work,cut underbelly in 3 places to

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RV Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
								find wires,found wires and they were hooked to brake wires,cut wires ground and red wire,took n command apart and away from wall and found wires checked wires and white wire was not hooked up on wires going to tank and red wire was not hooked up to n command, put all back together and taped up underbelly, all works fine now. KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
3-Authorization number PA02983085				3.00				

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2/16/20
03:21:04

3-Authorization number PA03046708 Reference no: 65864 Status: Denied Approved by papca Approved date 2/15/2022
Billing Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDFCGN27N2500301 10/29/2021
600 E Baseline Rd
Evansville, IN 47725

Item	Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	2302318B	Compartment Door	0.00	0.70	0.20		1	0.20	Complaint:LATCH ON OFF DOOR SIDE LOWER COMPARTMENT DOOR Cause:LATCH FOR COMPARTMENT DOOR WONT LATCH BECAUSE THE LATCH WAS INSTALLED SLIGHTLY HIGHER THAN THE OTHER ONE AND ISNT LATCHING Correction:TOOK SHIMS AND INSTALLED UNDER LATCH TO RAISE IT UP SO IT WOULD LATCH KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.

2	6101406B	Fresh Water Pres	0.00	1.00	0.50		1	0.20	Complaint:THE PUMP USED TO WINTERIZE THE UNIT DOES NOT WORK Cause:pump will not pull anti freeze through system. removed fill line hose from pump. took a jug of antifreeze and went straight into the pump to try and prime it. antifreeze kept going through lines and didnt build pressure. all lines are shut off. noticed the three way valve for the "water heater bypass" is spinning. new to order a new 3 wat valve with removable black handle to replace. more than likely this valve isnt working and is allowing antifreeze to go into the water heater and not build up pressure. 2/14/22 Correction:REPLACE THE 3 WAY VALVE KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
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3-Authorization number PA03046708

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