



KEYSTONE

Pre-Authorization

Pre-Authorization number: PREAUTH119253 (PA04010689) Reference no.: 27225 Status: Approved

Servicing Dealer: 8140 Name: Tri-AM RV Center of East TN Address: 1202 Idell Rd Bulls Gap, TN 37711 VIN: 4YDFAAR27SZ915716 Retail sold on: 12/22/2025

Root	Operation Description	Sublet	Sub Hours	Hours	Actual hours	Qty	Base hours	Complaint/Cause/Correction
4107806B	A/C - Dometic - Ambient Sensor	0	0.5	0.5		1	0.5	<p>Complaint: AC wall t-stat in bedroom is showing 32°F all the time. Customer stated the ac can be completely off and t-stat will still show 32°F. He also stated that he can set the t-stat at a certain temp and no change on t-stat screen</p> <p>Cause: Tech determined after phone call to tech support, AC is missing the room temp sensor. This is the plug that has both sensors on it</p> <p>Correction: Install new room temp sensor on ac and test</p>
4107816B	A/C - Dometic - Ambient Sensor	0	0.5	0.5		1	0.5	<p>Complaint: AC wall t-stat in the living/kitchen area is 32°F as well at all times. Customer stated the AC can be completely off and t-stat still shows 32°F. He also stated that he can set the t-stat at a certain temp and no change on the t-stat screen</p> <p>Cause: Tech determined after phone call to tech support, ac is missing the room temp sensor. This s the plug that has both sensors on it</p> <p>Correction: Install new room temp sensor on ac and test</p>
4123806B	Refrigerator - Dometic - Cooling Unit	0	0	0		1	3	<p>Complaint: *Notating for info only: Customer said the fridge took 3 days to get down to temp, had cooler temps outside</p> <p>Cause: Tech turned fridge on to cool at 11:30, checked at 1:30 and the temp in the fridge was 36 and freezer 13.5</p> <p>Correction: Nothing at this time, fridge is</p>

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.



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Root		Approved Actual			Base		Complaint/Cause/Correction
Operation Description	Sublet	Sub Hours	Hours	hours	Qty	hours	
4202002B	Awning - Main - Hardware - 0 Inner Arm - Rear	2	1	_____	1	0.2	<p>within specs, info only. Thank you KRV- NOTED</p> <p>Complaint: Customer said the main awning and slide awning blew a fuse when coming in. Customer also stated the awning rolled up backwards</p> <p>Cause: Rear awning front arm is faulty and not allowing to close all the way</p> <p>Correction: Replace awning hardware</p> <p>KRV- Approved to replace both front and back awning arms.</p> <p>KRV- VCB</p>
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