

Pre-Authorization

Pre-Authorization number	PREAUTH108670(PA04006594)	Reference no.40543	Status	Approved
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Servicing Dealer 16105

Name Link Ford & RV Minong LLC

Address 1025 Hokah St
Minong, WI 54859

VIN 4YDTKDR21SJ970792

Retail sold on 6/24/2025

Root		Approved				Actual		Base		Complaint/Cause/Correction
Operation	Description	Sublet	Sub Hours	Hours	hours	Qty	hours			
3304506B	Shade - Pleated - Replace	0	1	0.4		1	0.2			

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Root				Approved		Actual	Base		Complaint/Cause/Correction
Operation	Description	Sublet	Sub Hours	Hours	hours	Qty	hours		
									Cause: Misadjusted. Correction: Readjusted the door handle and it closes as it should now.
3103316B	Drawer - Catch	0	0.2	0.1		1	0.1		KRV – Approved as a Goodwill gesture (non-warranty). Complaint: Customer states the right drawer next to the over does not stay shut. Cause: Loose plate adjacent to the magnet. Correction: Tightened the screw, tested and it works as it should.
3103314B	Drawer - Catch	0	1	0		1	0.1		KRV – Labor time approved and adjusted in accordance with Keystone RV’s flat rate manual. Complaint: Customer states drawers, all four on the right of the sink, do not latch and the latches are falling off, keep coming open.(dented fridge door one time) Cause: Misaligned and loose latches. Correction: Top drawer: male end of latch was off by about 1”. Had to move to work. Other three drawers all had loose screws on female side of latch. One male end had to be adjusted to work properly.
3103306B	Drawer - Catch	0	0.3	0.1		1	0.1		KRV – Excluded from Limited Warranty: Adjustments to all doors, drawers, locks, latches, awnings, and window treatments beyond 90 days after retail sale. Complaint: Customer states the bedroom drawer on left side of bed won’t stay latched. Cause: Loose female end of latch. Correction: Reattached the latch and it now works as it should.
									KRV – Labor time approved and adjusted in

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Operation	Description	Sublet	Sub Hours	Hours	hours	Qty	hours	
6101206B	Fresh Water Tank Fill - Replace	0	1	0.3		1	0.3	accordance with Keystone RV's flat rate manual. Complaint: Customer states the water hook up on the back does not connect up. Cause: Bad receptor/female connection. The lock ring will not hold hose, will not retract to lock. Correction: Recommend female connector on the unit. 1 hour for tracking parts, plumbing, removal, install, butyl, sealant and documentation.
2315415A	Window - 47" or Less - Seal Glass to Frame	0	0.7	0.4		1	0.2	KRV – Labor time approved in accordance with Keystone RV's flat rate manual. VCB: Vendor Charge Back item. (This is a Keystone RV internal notation only) Complaint: Customer states the window in the bedroom leaks on the top. Cause: Cracked sealants. Correction: Performed visual and water leak test, discovered cracks in the sealant on 2 windows. Cleaned and taped seal are, resealed 2 windows, documented and cleaned up.
3300806A	Chair - Recliner - Repair	0	0.5	1		1	0.2	Complaint: Customer states the right recliner (when facing slideout) is hard to get closed) Cause: Mentioned reclienr is noticeably harder to lock back in closeted position. I examined the springs and position locking mechanisms, observed no faults or areas of adjustment of springs or cable. Correction: Recommend new recliner.
3101006B	Cabinet Door - Hinge	0	0.2	0.1		1	0.1	KRV - approved to replace mechanism and handle for recliner KRV - VCB Complaint: Customer states the right door under sink has a stripped screw on the

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Operation	Description	Sublet	Sub	Hours	Hours	hours	Qty	hours	
3103814A	Overhead Cabinet - Repair	0	4	2			1	0.2	hinge. Cause: Attempted to tighten, confirmed it was stripped. Correction: Used a slightly larger, same color screw to fasten hinge.
									KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
									Complaint: Customer states the center board in cabinet above the coffee bar fell out, glued right now. Cause: Broken center board. Screws are protruding from center support board. Correction: Recommend new center support board. Will need 4 hours to disassemble cabinet and replace.
3100106A	Base Cabinets - Repair	0	2	1			1	0.2	KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
									Complaint: Customer states the both shelves in the pantry fell, there is no supports on the side. They installed temporary supports on the sides themselves. Cause: Unattached shelves. Correction: Removed shelves, unplugged TV and cable, took shelves to desk, removed and flattened staples and screws, clamped mating materials tight, stapled both shelves, reinstalled shelves, actually used a tape measure to set matching height (was sloppy previously) and switched shelves for fresh screw tension, added extra screws and staples, set TV back up, applied wood putty to blemishes, cleaned up and documented.
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2201914J	Fenderskirt - Remove, Seal & 0 Reinstall		4	1		2	0.5	accordance with Keystone RV's flat rate manual. Complaint: Customer states all fender screws keep backing out. Cause: Overbored holes. Metal under the fender skirts and the fender skirts themselves are warped. Driver side: slight warping of plastic, one screw hole in plastic is bored out. Attempted to re-angle the screw to cover the hold better but it didn't work. Correction: Passenger side skirt: area with silver screw and duct tape was extremely warped and bored. Need to replace 2 fender skirts AND sheet metal.
3304814B	Window Treatment - Replace 0		0.5	0.3		1	0.3	KRV - time approved to re-install srews using backers on both fenderskirts Complaint: Customer states the bedroom valance fell off. Cause: Valance was installed improperly. Screws went through the face of the valance. Correction: Replace valance.
4122908B	Refrigerator - Dometic - Replace - Complete	0	3	0		1	2	KRV — Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. KRV - no vcb Complaint: Customer states the bottom of the fridge has cracks. Cause: Fridge clearly has cracks, unknown cause. Correction: Replace fridge.
2202106B	Grab Handle - Replace	0	0.5	0.2		1	0.2	KRV — Damage is not covered under KRV's Limited Warranties. Complaint: Customer states entry door grab bar is loose.

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								Cause: Loose handle, attempted to tighten, but it will not hold. Correction: Recommend new handle.
								KRV – Labor time approved in accordance with Keystone RV’s flat rate manual. VCB: Vendor Charge Back item. (This is a Keystone RV internal notation only)
2302302B	Compartment Door - Lock or Latch	0	0.4	0		1	0.2	Complaint: Customer states drivers side front compartment door tumbler is hard to lock/unlock. Cause: Bent lip inside cargo bay. Correction: Straightened and realigned lip with rubber mallet, tested for function and it works as it should now.
3201816A	Decorative Wood Trim - Repair - per piece	0	0.4	0.1		1	0.1	KRV – After careful consideration, no manufacturing defect is present. Complaint: Customer states when facing inside of slide out the left side fascia board is loose. Cause: Loose fascia trim. Correction: Pulled in slideout for access and documentation. Pounded flush with rubber mallet, refastened trim, filled blemishes with wood putty.
2101814A	Roof - Rubber Membrane	0	4	0		1	1	KRV – Labor time approved and adjusted in accordance with Keystone RV’s flat rate manual. Complaint: Customer states there is a large air bubble in back passenger side of roof. Cause: Air bubble from roof installation. Correction: Bubble is at a 3 way junction of extrusions. 3 extrusions would have to be partially pulled back to tighten rubber. Extrusion insert covers are damaged, would need replacing after pulling rubber tight. Recommend new insert covers and

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								tightening the rubber.
								KRV – After careful consideration, no manufacturing defect is present.
3103318B	Drawer - Catch	0	0.5	0		1	0.1	Complaint: Customer states the bottom bathroom drawer latch is falling off. Cause: Loose magnet striker plate. Correction: Tightened the striker plate and readjusted the magnet so it caught the striker plate flat with full connection for stronger magnetic attraction.
								KRV – After careful consideration, no manufacturing defect is present.
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