

Pre-Authorization

Pre-Authorization number PA03071705 Reference no: 66774 Status: Approved Approved by rossa Approved date 4/6/2022
 Servicing Name Address VIN Retail sold on Dealer

1194 Basden's American RV Basden's American RV 4YDT17418MW113359 9/11/2021
 600 E Baseline Rd
 Evansville, IN 47725

Nu	Root	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	4115006B	Oven - Suburban	0.00	0.80	0.50		1	0.50	Complaint:COOK TOP IS NEVER LEVEL. IT IS BENT DOWN IN THE MIDDLE. Cause:COOKTOP IS BENT NEED TO REPLACE Correction:REPLACE THE STOVE TOP KRV- Approved to replace cooktop only not whole stove KRV- picture of vendor tag at time of claim KRV- VCB
2	3101018B	Cabinet Door - Hi	0.00	0.40	0.10		1	0.10	Complaint:NIGHTSTAND DOORS WONT SHUT Cause:BRACE THAT HOLDS DRAWES CAME APART. SCREWS THAT HELD BRACE STRIPPED OUT. Correction:TOOK 2 WIDER SCREWS AND SECURED BRACE TO THE BOTTOM OF THE SHELF. KRV – Approved as a Goodwill gesture
3	3201516A	Batten Strips & C	0.00	0.30	0.10		1	0.10	Complaint:TRIM COMING OFF OF THE SLIDE ROOM. THIS IS JUST TO THE LEFT OF THE ENTRY DOOR AND OVER THE DINING AREA. Cause:trim fell off Correction:secured with staples. KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual
4	1202412B	Stabilizer Jack	0.00	2.00			1	0.50	Complaint:CUSTOMER STATES THAT THE PAINT IS COMING OFF OF THE STABILIZER JACKS. Cause:NEED TO REPLACE ALL 4 STABILIZER JACKS DUE TO PAINT CHIPPING Correction:REPLACE ALL 4 STAY JACKS KRV – Rust: The frame & frame components will exhibit minor surface rust. Considered normal in accordance with the Keystone RV Policy and Procedure Manual.

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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 toKeystone RV Company