

Pre-Authorization

Pre-Authorization number PA03080779 Reference no: 66863 Status: Approved Approved by steic Approved date 3/29/2022
 Servicing Name Address VIN Retail sold on Dealer

1194	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDFM0T27N4700932	1/13/2022						
Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction	
1	3103506B	Drawer - Slides - I	0.00	1.00	0.20		1	0.20	Complaint:DRAWER IN BEDROOM - SLOW CLOSE OPTION DOES NOT WORK AND DRAWER WON'T STAY CLOSED. Cause:DRAWER SLIDES ARE DEFECTIVE Correction:REMOVE DRAWER, REPLACE DRAWER SLIDES AND RE-INSTALL DRAWER. KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. KRV - VCB	
2	3200137B	Door - Interior Hin	0.00	1.25	0.50		1	0.50	Complaint:HINGED DOOR FOR LAUNDRY CLOSET ON RIGHT HAND SIDE FACING DOORS IS WARPED BADLY TOWARD THE BOTTOM. Cause:POOR WOOD USED IN MANUFACTURING?? Correction:REMOVE WARPED DOOR, REMOVE ALL HARDWARE FROM WARPED DOOR, RE-INSTALL HARDWARE ON WARPED DOOR. RE-INSTALL DOOR. KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. KRV - VCB	
3	3202025A	Panel - Interior Wi	0.00	0.50	0.10		1	0.10	Complaint:DECOR SEAM TAPE NEAR STEPS IS PEELING. Cause:SEAM TAPE HAS LOST ADHESION. Correction:WE'D LIKE TO REPLACE SEAM TAPE WITH A DECOR BATTEN STRIP. KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. KRV - Replace seam tape	
4	6100415A	Bath Sink - Drain	0.00	1.00	0.50		1	0.20	Complaint:KITCHEN SINNK LINK UNDER THE SINK COULD NOT FIND OUT WHERE IT IS LEAKING BUT FIND WATER UNDER AND HAS DISCOLORED THE FLOOR Cause:hooked up to city water. filled up both sinks halfway and	

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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									let sit. left sink is leaking where the drain line screws into the bottom of the sink. Correction:removed drain line and removed gasket to inspect. gasket looks good. reset gasket in drain line and filled sink with water to test. drain line is still leaking. removed drain line, removed gasket. cut piece of rubber to make another gasket. installed drain line with new gasket. no leaks present. KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
5	3201816A	Decorative Wood	0.00	0.40	0.10	_____	1	0.10	Complaint:THE DRAWER AT THE ISLAND 2 TO THE RIGHT WILL NOT CLOSE ALL THE WAY AND NEEDS TO BE ADJED Cause:THE FRAME FOR THE DRAWER CAME LOOSE FROM THE BOTTOM OF THE COUNTER TOP. Correction:REMOVED ORIGINAL SCREW THAT WAS PULLED OUT. GOT 2 LARGER SCREWS AND SECURED FRAME TO COUNTER TOP. KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
6	6105806B	Toilet - Sealand b	0.00	1.00	_____	_____	1	0.50	Complaint:TOILET BOWL IS SCRATCHED IN DIFFERENT PLACES Cause:FOUND SCRATCHES ON THE TOILET Correction:NEED TO REPLACE THE TOILET KRV – The issue submitted is not considered a warranty defect in materials or workmanship.
7	6104515A	Shower Curtain	0.00	0.70	0.30	_____	1	0.20	Complaint:SHOWER TRACK LEAKS OUT WHILE USING IT Cause:CUSTOMER STATES THE MIDDLE OF THE SHOWER SURROUND WAS LEAKING Correction:CLEANED TRACK WHERE SURROUND MEETS FLOOR PAN. APPLIED CLEAR SILICONE ALONG THE ENTIRE BOTTOM ON THE OUTSIDE. KRV – Labor time adjusted allowing for proper repair procedure to be performed.
8	3311919A	Chair - Recliner -	0.00	0.20	0.20	_____	1	0.20	Complaint:ACCENT LIGHTS ON THE RECLINER THE LED LIGHTS ARE FALLING AND NEED TO BE PUT BACK UP ON THE BOTTOM OF THE CHAIR Cause:ACCENT LIGHT UNDER CHAIR CAME LOOSE.

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9	3201326B	Door - Interior Slic	0.00	0.70	0.30		1	0.10	Correction:APPLIED SILICONE TO LIGHTS AND SET BACK INTO TRACK Complaint:CLOSET DOOR IN THE BED ROOM IN THE FRONT THE LOCKS ON THE FRONT HAVE TO GET A HAMMER TO LOCK IT THE PASSANGER SIDE OF THE CAMPER Cause:latch for the door was not in line with the door "holder" Correction:removed latch, wrapped latch in paper towel, put latch in a vice and took an adjustable wrench and pulled the short end "foward". went and installed latch and it weas still a little off. repeated this process again and latch fits in holder with ease. KRV – Labor time adjusted allowing for proper repair procedure to be performed.
10	3201816A	Decorative Wood	0.00	0.50	0.10		1	0.10	Complaint:TRIM ON THE STEPS TO THE BED ROOM IS LOOSE Cause:TRIM ON BOTH SIDES OF STEPS CAME OFF. Correction:SECURED TRIM WITH STAPLES AND FILLED HOLES WITH PUTTY KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
11	2302306B	Compartment Doc	0.00	0.80	0.20		1	0.20	Complaint:LOCK FOR THE LEVELING WILL NOT UNLOCK Cause:HAD TO DRILL OUT THE LOCK CYLINDER TO RAISE TRAILER OFF OF TRUCK Correction:REMOVED LOCK, WENT AND GOT REPLACEMENT LOCK, INSTALLED NEW LOCK KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
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