

Pre-Authorization

Pre-Authorization number PA03124131 Reference no: 67124 Status: Approved Approved by steic Approved date 5/11/2022
 Servicing Name Address VIN Retail sold on Dealer

1194 Basden's American RV Basden's American RV 4YDF37827M4703185 8/10/2021
 600 E Baseline Rd
 Evansville, IN 47725

Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	4215314A	Heat Pump	0.00	2.50	2.50		1	0.80	Complaint:WHEN TURNING ON THE ELE HEAT FOR THE A/C IS JUST BLOWS COLD REAR Cause:PULL UNIT IN AND FOUND UNIT TO BE MISS WIRED Correction:HELP SHAWN TRACE WIRES AND TEST HEAT PUMP WITH BILL AND JAMES ADVICE AND METERS, THE A/C HAD FOUR WIRES THAT WAS WIRED WRONG, MATCHED WIRES WITH THERMOSTAT HEAT PUMP WORK AS SHOULD
2	3311806B	Chair - Recliner -	0.00	2.00	0.50		1	0.20	Complaint:BOTH RECLINER DOES NOT WORK WHEN PLUGED IN Cause:CHECKED WIRES CONNECTIONS, THE RECLINER CLOSES TO THE REAR OF UNIT CAME UNPLUGGED.POSSIBLY DUE TO THEM REACHING BEHIND CHAIR TO PLUG IN ANOTHER POWER CORD, REMOVED CORD FROM BEHIND CHAIR, THE CHAIR CLOSES TO THE FRONT IS GETTING POWER BUT NOTHING COMIN OUT FROM CONTROL BOX. REMOVED BAD CONTROL BOX AND DRIVE MOTOR. PUT IN PO FOR ANOTHER CONTROL BOX AND MOTOR. INSTALLED NEW PARTS ON RECLINER CHAIR, THEN TESTED CHAIR ALL FUNCTIONS WORK. TIED ANY WIRES OUT OF THE WAY OF MOVING PARTS Correction:CHECKED WIRES CONNECTIONS, THE RECLINER CLOSES TO THE REAR OF UNIT CAME UNPLUGGED.POSSIBLY DUE TO THEM REACHING BEHIND CHAIR TO PLUG IN ANOTHER POWER CORD, REMOVED CORD FROM BEHIND CHAIR, THE CHAIR CLOSES TO THE FRONT IS GETTING POWER BUT NOTHING COMIN OUT FROM CONTROL BOX. REMOVED BAD CONTROL BOX AND DRIVE MOTOR. PUT IN PO FOR ANOTHER CONTROL BOX AND MOTOR. INSTALLED NEW PARTS ON RECLINER CHAIR, THEN TESTED CHAIR ALL FUNCTIONS WORK. TIED ANY WIRES OUT OF THE WAY OF MOVING PARTS

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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3	6100915A	Drain Valves - We	0.00	1.50	1.50		1	0.80	KRV – Labor time approved in accordance with Keystone RV's flat rate manual. VCB: Vendor Charge Back item. Complaint:GRAY TANK IS LEAKING AT THE AREA Cause:BAD SEAL Correction:THE REAR GREY TANK HAD A SMALL LEAK AT THE VALVE. CUT UNDER BELLY AND AND FOUND GREY TANK REMOVED THE VALVE AND FOUND THAT THE SEALS WAS NOT SEALING PROPERLY. PUT NEW SEALS IN PLACE,TIGHTEN VALVE DRIAN TANK TO CHECK FOR LEAKS,NO LEAK.RESEALED THE UNDERBELLY
					4.50				

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