

Pre-Authorization

Pre-Authorization number PA03163246 Reference no: 67693 Status: Approved Approved by steic Approved date 6/17/2022
 Servicing Name Address VIN Retail sold on Dealer

1194 Basden's American RV Basden's American RV 4YDFHMS23NA741654 2/12/2022
 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	5105806B	Coax, Key TV - Di	0.00	2.50	0.50		1	0.30	Complaint:NO CHANNELS ON TV. NOT GETTING STATIONS WHERE HE USED TO GET CHANNELS. Cause:NO CHANNELS ON TV. NOT GETTING STATIONS WHERE HE USED TO GET CHANNELS. Correction:Moved unit into shop from service lot. Checked main TV in living room. Ran channel scan. Not picking up channels. Connected test TV to front bedroom location . Ran channel scan. Test TV not picking up channels. Removed KEY TV Signaler Controller from outside compartment. Disconnected Ant. cable and connected to normal TV booster. Checked operation with test TV. Antenna picked up 15 channels. KEY TV controller is bad and needs replaced. 6/16/2022: Turned in parts request for a new controller. KRV – Labor time adjusted allowing for proper repair procedure to be performed. KRV - VCB
2	3103214A	Drawer - Repair	0.00	0.50	0.20		1	0.20	Complaint:DRAWERS WONT CLOSE ALL THE WAY IN THE KITCHEN Cause:drawers won't close all the way in the kitchen. Correction:Checked operation of drawer below kitchen stove not staying closed. Realigned rear track support to allow drawer to close even on both sides. The drawer is made of Stainless Steel. Magnets do not stick to Stainless Steel. Factory was trying to get magnet to hold on a painted small screw head. Removed factory screw and replaced with a flat head screw and large washer for magnet to grab. Drawer still pops open when slide out is retracted. Tried to add a snap closed lock to drawer and cframe. Could not get drawer plunger mounted on face of drawer. Added another washer to flat head screw. Magnets holds drawer closed when running slide out and back in.

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

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3	3201816A	Decorative Wood	0.00	0.30	0.10		1	0.10	KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. Complaint:CROWN MOLDING ABOVE DOOR NOT ATTACHED Cause:CROWN MOLDING ABOVE DOOR NOT ATTACHED. Correction:Reattached crown molding above entrance door with brad nails. Filled holes with matching putty.
4	3202016A	Panel - Interior Wi	0.00	2.00	2.00		1	0.10	KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. Complaint:SIDE OF REFRIGERATOR - CABINET OFF - DEBRIS ON FLOOR BETWEEN FRIG AND CABINET Cause:SIDE OF REFRIGERATOR - CABINET OFF - DEBRIS ON FLOOR BETWEEN REFRIG AND CABINET. Correction:Wall panel has come loose at bottom. Removed bolts holding strap that secures refrig in place. Pulled refrig out of cabinet area. Cleaned all debris from behind and beside refrig. Removed pulled out staples. Reattached wall panel to wall frame with new staples. Used new staples on all four edges of wall panle. Replaces Refrig on cabinet. Secured Refrig in opening with factory strap.
					<u>2.80</u>				

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