

e-Authozization

12/14/20
11:45:18

3-Authozization number PA03324433 Reference no: 69306 Status: Approved Approved by perrg Approved date 12/9/2022
rving Name Address VIN Retail sold on

34	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDFM0R28N4702082	3/10/2022				
lu Root je operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	6100915B Drain Valves - We	0.00	4.00	3.00		1	1.00	Complaint:GREY TANKS IS LEAKING THAT ARE IN CONTROLS COMPARTMENT Cause:THERE IS A MANUAL GATE VALVE AT THE END OF THE DRAIN LINE THAT WE INSTALLED, THERE ARE A BLACK AND GREY VALVE IN FRONT COMPARTMENT. THERE IS ALSO A GREY CABLE VALVE UNDER THE SLIDE ROOM NEXT TO THE JACK. THAT TANK HAD ALOT OF WATER IN IT. ALL CABLE VALVE ARE OPENING AND CLOSING AS THEY SHOULD. ALL TANKS DRAIN AS THEY SHOULD. ADVISE CUSTOMER TO TREAT HOLDING TANKS WITH SOME KIND OF CLEANER TO PREVENT DEBRIS FROM BUILDING ON SENSORS.
AFTER CONTACTING CUSTOMER WE FOUND THAT THE COMPLAINT IS THE VALVE IS"LEAKING:" ORDEREDE CABLE AND VALVE CUSTOMER STATES THAT THE TANKS ARE NOT CLOGGED BUT ARE LEAKING. PULLED UNIT INTO SHOP. HOOKED UP WATER TO BLACK TANK FLUSH. RAN WATER FOR A FEW MINUTES AND DIDNT SEE ANY LEAKS. POURED A HALF GALLON OF ANTI FREESE DOWN THE BATHROOM SINK AND IT ALL CAME POURING OUT. REMOVED UNDER BELLY NEAR DRAIN AND FOUND THAT THE CABLE VALVE IS BROKEN. THIS IS CAUSING THE VALVE TO NOT SHUT COMPLETELY. NEED TO REPLACE VALVE AND POSSIBLY THE CABLE AS WELL. Correction:REMOVED UNDERBELLY. REMOVED HANDLE AND NUT HOLDING HANDLE. REMOVED WALL PANEL TO GAIN ACCESS TO CABLE AND ZIP TIE HOLDING THE 2 CABLES TOGETHER. REMOVED DAMAGED VALVE AND CABLE. TOOK FISH TAPE AND RAN THROUGH THE FLOOR DOWN								

r paper claims only use one pre-authozization number per warranty claim for
ple a copy of this pre-authozization to a warranty claim form. Fill out the header information and the parts section on the claim
n. 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

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KRV – In lieu of part return, please provide a photo of the valve showing the defect & any markings; photos must show valve uninstalled & open. This will expedite review & approval for the claim.

3.00

Complete 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