



Warranty Authorization Form

Date: 1/20/2023

Basden RV Center, Inc. DBA/ American RV
600 E Baseline Rd,
Evansville, IN 47725
Ph. (812) 867-5200

General Information

Pre-Auth #: 31205 Unit: 7M5FP422XNB200659
Series: Paradigm Model: 2022PAR390MP
Notes:
Status: Approved with Modifications

Dealer Information

American RV
(812) 867-5200

Basden RV Center, Inc. DBA/ American RV
600 E Baseline Rd,
Evansville, IN 47725

Requestor: Ben Hoffman
Return Fax #:
Email: bhoffman@americanrvcenter.com

Operation Line 1

Flat Rate Code: 22379 FAUCET - GENERAL REPAIR (photos required) Fault Code: LOOSE

Serial #: Model #: Notes:

Problem: FITTINGS UNDER SINK LOOSE IN BATHROOM

Cause: CHECK FITTING UNDER SINK ALL ARE HAND TIGHT,

Remedy: CHECK FITTING UNDER SINK ALL ARE HAND TIGHT, TEST FOR LEAKS (WATER/ ANTIFREEZE), AND FOUND CONE SEALS LEAKING IN FITTINGS, GET NEW SEALS FROM PARTS INSTALL AND RETEST FOR LEAKS

Part Return Req: No

Status: Approved

Time Requested: .2

Time Allowed: .2

Sublet Repairs: 0.00

Operation Line 2

Flat Rate Code: 12056A REAR WALL - REPAIR
STRUCTURE

Fault Code: IMPROPERLY INSTALLED

Serial #:

Model #:

Notes:

Problem: SCREWS HAVE COME OUT OF THE BACK WALL.

Time Requested: 4

Cause: READ INSTRUCTIONS THAT WAS PROVIDED FROM FACTORY ON HOW THEY WANT BACK WALL SECURE. PUT IN PO SHEET FOR SCREWS AND L BRACKETS FROM HARDWARE STORE AS WARRANTY PAPER STATES. STARTED AT THE REAR LEFT SIDE THEN THE RIGHT SIDE. REMOVED THE SCREWS, MARKER LIGHTS, TRIM AND SEALS ON LOWER PANEL THAT ATTACHES TO THE BACK WALL. TOOK PICTURES OF PROCESS FOR WARRANTY. FOLLOWED AS THE INSTRUCTIONS STATED. USED L BRACKETS AND SCREWS TO DRAW THE WALL BACK IN PLACE. DRILLED HOLES AND SCREWED IN BODY AS INSTRUCTIONS MENTIONED. PLACED THE LOWER PANEL BACK IN PLACE WITH SCREWS, TRIM, SEALS AND NEW SILICONE. REMOUNTED THE MARKER LIGHTS AND TESTED. WENT TO THE INSIDE AND REMOVED THE COUCH TO HAVE THE ROOM TO FIX THE INTERIOR WALL WITH RIVITS AS INSTRUCTIONS STATED. AFTER MOVING THE COUCH OUT OF THE WAY NOTICED THE BLACK ANGLE TRIM THAT HOLDS WALL TO FLOOR WAS MISSING SCREWS FROM THE WALL SECTION. THE FLOOR STILL HAD SCREWS, BUT WAS LOOSE. DRILLED AND RIVIT THE BLACK ANGLE TO WALL AS REQUIRED. SET COUCH IN PLACE THEN SCREWED BACK TO FLOOR.

Time Allowed: 4

Sublet Repairs: 0.00

Remedy: READ INSTRUCTIONS THAT WAS PROVIDED FROM FACTORY ON HOW THEY WANT BACK WALL SECURE. PUT IN PO SHEET FOR SCREWS AND L BRACKETS FROM HARDWARE STORE AS WARRANTY PAPER STATES. STARTED AT THE REAR LEFT SIDE THEN THE RIGHT SIDE. REMOVED THE SCREWS, MARKER LIGHTS, TRIM AND SEALS ON LOWER PANEL THAT ATTACHES TO THE BACK WALL. TOOK PICTURES OF PROCESS FOR WARRANTY. FOLLOWED AS THE INSTRUCTIONS STATED. USED L BRACKETS AND SCREWS TO DRAW THE WALL BACK IN PLACE. DRILLED HOLES AND SCREWED IN BODY AS INSTRUCTIONS MENTIONED. PLACED THE LOWER PANEL BACK IN PLACE WITH SCREWS, TRIM, SEALS AND NEW SILICONE. REMOUNTED THE MARKER LIGHTS AND TESTED. WENT TO THE INSIDE AND REMOVED THE COUCH TO HAVE THE ROOM TO FIX THE INTERIOR WALL WITH RIVITS AS INSTRUCTIONS STATED. AFTER MOVING THE COUCH OUT OF THE WAY NOTICED THE BLACK ANGLE TRIM THAT HOLDS WALL TO FLOOR WAS MISSING SCREWS FROM THE WALL SECTION. THE FLOOR STILL HAD SCREWS, BUT WAS LOOSE. DRILLED AND RIVIT THE BLACK ANGLE TO WALL AS REQUIRED. SET COUCH IN PLACE THEN SCREWED BACK TO FLOOR.

Part Return Req: No

Status: Approved

Operation Line 3

Flat Rate Code: 16014B AIR CONDITIONER - REPLACE - COLEMAN (Data *Fault Code:* GOODWILL RETAIL tag photo required) (Model/serial # required)

Serial #: 210359703

Model #: 48203C9663

Notes:

Problem: REPLACE CENTER AC, CUSTOMER HAS THE AC. WE DID NOT DIAGNOSE, ALLIANCE SENT NEW AC TO HIM

Time Requested: 2

Time Allowed: 1.5

Sublet Repairs: 0.00

Cause: GOT A SKYJACK LIFT TO GET UP TO THE A/C COVER. TOOK A PICTURE OF THE A/C MODEL AND SERIAL NUMBER TO CONFIRM IT IS THE CORRECT A/C. GOT A LADDER TO REACH UP TO INSIDE A/C PANEL TO REMOVE SCREWS AND HARWARE. THEN WENT BACK UP ON THE ROOF TO PULL A/C UNIT AND PUT ON LIFT. SET OLD A/C ON THE SKID THAT THE NEW A/C CAME ON. LIFTED NEW A/C ON TO THE LIFT AND SET IN PLACE. WENT BACK INSIDE OF CAMPER TO BOLT IN HARDWARE AND ELECTRICAL. PUT ON NEW COVER THAT WAS SUPPLIED. CLEANED UP THE MESS. LEFT THE INSTRUCTIONS WITH CUSTOMER. TURNED ON A/C AND LET IT RUN FOR 20 MINS. THEN TURNED A/C OFF. TOOK PICTURES OF THE PROCESS.

Remedy: GOT A SKYJACK LIFT TO GET UP TO THE A/C COVER. TOOK A PICTURE OF THE A/C MODEL AND SERIAL NUMBER TO CONFIRM IT IS THE CORRECT A/C. GOT A LADDER TO REACH UP TO INSIDE A/C PANEL TO REMOVE SCREWS AND HARWARE. THEN WENT BACK UP ON THE ROOF TO PULL A/C UNIT AND PUT ON LIFT. SET OLD A/C ON THE SKID THAT THE NEW A/C CAME ON. LIFTED NEW A/C ON TO THE LIFT AND SET IN PLACE. WENT BACK INSIDE OF CAMPER TO BOLT IN HARDWARE AND ELECTRICAL. PUT ON NEW COVER THAT WAS SUPPLIED. CLEANED UP THE MESS. LEFT THE INSTRUCTIONS WITH CUSTOMER. TURNED ON A/C AND LET IT RUN FOR 20 MINS. THEN TURNED A/C OFF. TOOK PICTURES OF THE PROCESS.

Part Return Req: Per Auth

Status: Approved with Modifications

Operation Line 4

Flat Rate Code: 14073 PANEL - SIDEWALL - INTERIOR - REPAIR *Fault Code:* GAPS / VOIDS
(Photos required)

Serial #:

Model #:

Notes:

Problem: CAN SEE DAYLIGHT BETWEEN THE STEPS AND WALL ABOVE THE COMPARTMENT DOOR.

Time Requested: .7

Time Allowed: .7

Sublet Repairs: 0.00

Cause: TOOK PICTURES AS REQUESTED BY BEN FOR WARRANTY. BEN ASKED TO TECH TO TIGHTEN THE BOLTS THAT HOLD WALL TO FLOOR. BOLTS WERE TIGHTENED THEN BEN AGREED TO TRIM FLOOR AND WALL WITH BLACK SILICONE. TAPED OFF WALL AND FLOOR TO APPLY BLACK SILICONE. TOOK PICTURES IF PROGRESS.

Remedy: TOOK PICTURES AS REQUESTED BY BEN FOR WARRANTY. BEN ASKED TO TECH TO TIGHTEN THE BOLTS THAT HOLD WALL TO FLOOR. BOLTS WERE TIGHTENED THEN BEN AGREED TO TRIM FLOOR AND WALL WITH BLACK SILICONE. TAPED OFF WALL AND FLOOR TO APPLY BLACK SILICONE. TOOK PICTURES IF PROGRESS.

Part Return Req: No

Status: Approved