

Pre-Authorization

4/7/20
10:35:42

Pre-Authorization number PA03374839 Reference no: 69866 Status: Approved Approved by steic
 Billing Name Address VIN Retail sold on
 Basden's American RV Basden's American RV 4YDTSGH22PW102216 Approved date 3/23/2023
 600 E Baseline Rd
 Evansville, IN 47725

Item #	Part Number	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	2102716A	Wall - Metal Sidin	0.00				1	0.50	Complaint:OFF DOOR SIDE OF THE UNIT IS BULGING OUT Cause:NOT INSTALLED RIGHT STAPLE WENT THROUGH THE METAL Correction:WILL HAVE TO REMOVE THE METAL WILL HAVE TO REMOVE 2 WINDOWS AND STOVE VENT. FIX THE LOOSE METAL AND INSTALL THE WINDOWS AND VENTS KRV - Keystone to reach out with further direction
2	1201712B	Jack, A-Frame, M	0.00	1.00			1	0.50	Complaint:TOUNGE JACK WILL NOT LEVEL THE UNIT Cause:TONGUE JACK WILL NOT LEVEL THE UNIT. Correction:INFORM ME HOW YOU WANT ME TO FIX THIS KRV - The issue submitted is not considered a warranty defect in materials or workmanship. KRV - Unit built in accordance with current manufacturing specifications. A frame jack not intended to level a unit but to stabilize.
3	1202514B	Stabilizer Jack - S	0.00				1	0.50	Complaint:WHEN UNIT IS LEVEL THE JACKS DONT TOUCH THE GROUND Cause:WHEN UNIT IS LEVEL THE JACKS DONT TOUCH THE GROUND. Took pictures of stab jacks not touching the ground when unit is level. Jacks are welded to frame. Correction:INFORM ME HOW YOU WOULD LIKE TO FIX THIS
4	2302228F	Compartment Doc	0.00				1	0.20	Complaint:OFF DOOR SIDE FRONT COMPARTMENT WILL NOT SHUT ALL THE WAY Cause:OFF DOOR SIDE FRONT COMPARTMENT WILL NOT SHUT ALL THE WAY. Correction:Compartment door not closing all the way. Adjuster both latches to allow compartment door to close and latch.

For paper claims only, use one pre-authorization number per warranty claim for multiple copies 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

Pre-Authorization

Job Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
5 4201214B	Awning - Main - R	0.00				1	1.00	Complaint:AWNING WILL NOT GO ALL THE WAY IN Cause:AWNING WILL NOT GO ALL THE WAY IN. Checked operation of awning. Took pictures of awning in closed position. Double awning rail strip is preventing from closing all the way in. Correction:INFORM ME HOW YOU WOULD LIKE TO FIX THIS
6 3200106F	Door - Interior Hin	0.00	1.50	0.20		1	0.10	Complaint:BATHROOM DOOR RUBS WHEN OPENING BATHROOM DOOR RUBS WHEN OPENING. Cause:BATHROOM DOOR RUBS WHEN OPENING. Correction:Checked operation of bathroom door. Added screws to door jamb to secure to door frame.
7 3202014A	Panel - Interior W.	0.00				1	0.10	KRV - Time approved to add screws per Correction Complaint:WALL PAPER IN THE LOWER BUNK THE WALL PANEL IS LOOSE Cause:WALL PAPER IN THE LOWER BUNK. THE WALL PANEL IS LOOSE. Panels were not centered over the wall stud. One side of joint not touching wall stud. Correction:INFORM ME HOW YOU WOULD LIKE TO FIX THIS
8 1102414B	Tire	0.00				1	0.50	KRV - R&l seam tape, secure wall. 0.3 Complaint:THE SPARE TIRE IS NOT THE SAME SIZE AS THE REST OF THE TIRES Cause:THE SPARE TIRE IS NOT THE SAME SIZE AS THE REST OF THE TIRES. Took pictures of size of both spare tire and tires on ground. Correction:INFORM ME HOW YOU WOULD LIKE TO FIX THIS
9 6100812B	Drain Valves - We	0.00	0.60	0.60		1	0.50	Complaint:BLACK TANK DUMP VALVE NOT CLOSING Cause:BKACK DUMP VALVE NOT CLOSING. Correction:Checked black dump valve. Slide groove had pipe glue in it. Glue will not come out. Removed damaged black tank dump valve. Installed new dump valve and seals. Checked for leaks. OK.
10 1102414B	Tire	0.00				1	0.50	KRV-VCB 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. Complaint:TRAILER SAYS 75 PSI BUT THE TIRES SAY MAX 50

For paper claims only use one pre-authorization number per warranty claim for multiple copies 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

e-Authorization

Job Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction		
								Cause:TRAILER SAYS 75 PSI BUT THE TIRES SAY MAX 50 PSI. Serial label says tire pressure 75 psi. Tires on unit says max pressure 50 psi. Correction:inform me how you would like to fix this		
								KRV - Replacement sticker is being sent with proper info.		
L1	3201828B Decorative Wood	0.00	0.20	0.20		1	0.20	Complaint:SCRATCH IN WOOD PANEL ABOVE THE FRIDGE Cause:there is a scratch above fridge marked with tape that needs fixed Correction:needs seam tape over it		
L2	3201825B Decorative Wood	0.00	0.20	0.20		1	0.20	Complaint:SCRATCH UNDER THE REAR BUNKscratches under bunk need fixed Cause:scratches under bunk need fixed Correction:needs seam tape over it		
L3	3201816A Decorative Wood	0.00	0.20	0.10		1	0.10	Complaint:TRIM BY REAR DOOR INSIDE LOOSE Cause:trim by rear door has come lose from staples Correction:needs to be restapled back on		
L4	2102808B Wall - Metal Sidin	0.00	4.50	4.50		1	0.50	Complaint:SCRATCH IN PAINT ON REAR METAL BY SPRINGDALE LOGO Cause:REPLACE THE METAL Correction:FOUND METAL DAMAGED WILL HAVE TO PULL BOTH SIDE CORNERS OFF PULL WINDOW OUT PULL METAL OFF AND INSTALL NEW METAL INSTALL WINDOW AND THE DECALS THAT COME WITH IT		
							Qty	Hours	Sub operation	Description
							1	1.00	2315008B	Window - 47" or Less - Complete
							1	1.00	2400208B	Die Cut - Over 3' long - Replace
								<u>5.80</u>		

Authorization number PA03374839

paper claims ~~only~~ use one pre-authorization number per warranty claim for multiple copies 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