



# Warranty Authorization Form

Date: 3/13/2023

### General Information

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

Pre-Auth #: 33718

Unit: 7M5FP4121NB200440

Series: Paradigm

Model: 2022PAR370FB

Notes: 3/6/23: Danielle -- my prior question on 3/2 needs addressed. Photos were not uploaded on line 2, please upload 3/2/23: Danielle -- the warranty on this coach expired 10/29/22; were these issues addressed prior? If so, please upload dated work order or documentation

Status: Approved

### 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: 12056A REAR WALL - REPAIR  
STRUCTURE

Fault Code: SEPARATED

Serial #:

Model #:

Notes:

Problem: DAMAGE NOTES. THE BACK WALL IS SHIFTING. ALLIANCE IS AWARE OF THIS. ALLIANCE'S REFERENCE # IS 33101. BH HAS BEEN IN CONTACT WITH ALLIANCE FOR PRE AUTH. WE NEED THIS COMPLETED NO LATER THAN 03/10/23 FOR CUSTOMER PLANNED TRIP.

Time Requested: 4

Time Allowed: 4

Sublet Repairs: 0.00

Cause: BACK WALL SHIFTED

Remedy: PULLED CAMPER INTO SERVICE BAY. RAN REAR SLIDEROOMS OUT TO HAVE ROOM TO WORK ON REAR LOWER PANELS. TOOK PICTURES OF ISSUE. REMOVED SCREWS AND BULB SEALS AND CORNER TRIM SCREWS. REMOVED THE MARKER LIGHTS THEN THE PANELS. REMOVED THE VYNYL TRIM. FOLLOWED THE INSTRUCTIONS ON HOW WARRANTY WANTS THE BACK WALL FIXED. USED A JACK AND A STICK OF WOOD TO PUSH UP ON FLOOR TO ALIGN WALL TO FLOOR. USED A RATCH STRAP TO PULL WAL TO FLOOR. SET L BRACKETS IN PLACE AND USED THE 6 INCH WOOD SCREWS AS RECOMMENED. PLACED IN 6 INCH WOOD THRU THE CORNER TRIM. THE LEFT SIDE OF THE LOWER PANEL IS DAMAGED FROM BACK WALL PULLING ON IT. PLACED PANELS AND MARKER LIGHTS BACK ON AND TRIMED WITH SILICONE. WENT INSIDE CAMPER AND REMOVED THE COUCH FROM FLOOR TO GET TO THE LOWER BACK WALL. TOOK PICTURE OF SCREWS COMING OUT OF THE WALL. PUT IN RIVITS TO HOLD WALL TO ANGLE BRACKET. SCREWS ONLY CAME OUT OF WALL BUT NOT THE FLOOR. PLACE COUCH IN PLACE THEN SCREWED BACK TO FLOOR.

Part Return Req: No

Status: Approved

**Operation Line 2**

Flat Rate Code: 12075 SLIDEOUT - SEAL - REPAIR (Photos required)

Fault Code: COMPONENT FAILURE

Serial #:

Model #:

Notes: 3/2/23: Danielle -- flat rate requires photos, please upload 3-4-23 BH pic have been uploaded

Problem: THE BULB SEAL ON THE REFRIGERATOR SLIDE IS HANGING DOWN.

Time Requested: .2

Cause: WHEN UNIT WAS DROPPED OFF FOR THE WALL FOUND THIS

Time Allowed: 0

Remedy: OPENED THE SLIDEOUT TO THE FRIDGE THEN GOT A LADDER TO GET UP TO THE BULB SEAL. PULLED OUT THE OLD SCREWS. PULLED THE BULB SEAL BACK ON TRACK AT THE BACK THEN CLIPPED SEAL BACK ON AT THE FRONT. PUT SCREWS BACK IN TO HOLD THE BULB SEAL. ADDED SILICONE ON TOP OF THE BULB SEAL.

Sublet Repairs: 0.00

Part Return Req: No

Status: Denied

Denial Code: UNIT OUT OF WARRANTY