

e-Authorization

10/18/20
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3-Authorization number PA03550786 Reference no: 71898 Status: Approved Approved by stept Approved date 10/18/2023
rving Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV
600 E Baseline Rd
Evansville, IN 47725 4YDTGGR28PV505313 7/21/2023

Item	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	6104415A	Shower/Tub - Doc	0.00	0.20	0.20		1	0.50	Complaint:THE SHOWER DOOR IS OUT OF ALIGNMENT . WATER RUNS OUT WHEN TAKING A SHOWER. Cause:shower door Correction:took off doors and adjusted wheel on track all the way down,so door is not gapped open.
KRV- approved to repair and adjust shower doors									
2	3301306B	Chair - Recliner -	0.00	0.30			1	0.40	Complaint:WHEN LOOKING AT THE RECLINERS, THE RECLINER ON THE LEFT DOES NOT RECLINE. Cause:recliner Correction:lified foot section up and found spring was off,reinstalled spring and used release handle and it comes out.
KRV - The issue submitted is not considered a warranty defect in materials or workmanship.									
3	2103106A	Slide Out - Box - f	0.00	0.20	0.20		1	1.50	Complaint:WHEN THE BIG SLIDE ROOM ON THE DOOR SIDE IS IN AND YOU LOOK AT THE FRONT CORNER OF IT, YOU CAN SEE THAT THERE IS A METAL BRACKET THAT IS BENT OUT. CUSTOMER HAS BENT BRACKET OUT OF WAY SO THAT HE CAN STILL USE IT. Cause:bracket bent Correction:took pics and took off bracket and bent back in place and reinstalled and 2 screws.
KRV- approved to repair									
4	5101606A	Cord, 120V Shore	0.00	0.30	0.20		1	0.20	Complaint:THE 50AMP POWER PLUG DOOR ON THE DOOR DOOR REAR SORNER OF THE TRAILER WILL NOT STAY CLOSED. Cause:50 amp plug door Correction:took out bottom screws and ground down and installed straight so door would not hit, now door latches.

paper claims ~~only~~ use one pre-authorization number per warranty claim for
Please print 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

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Job Root Job operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
5 6104114A	Shower/Tub - Bas	0.00	0.50	0.50		1	0.50	KRV- approved to repair shore plug Complaint:CUSTOMER ADVISES THAT THE SHOWER FLOOR IS VERY SOFT. CUSTOMER ADVISES THAT IT FEELS LIKE YOU COULD FALL THROUGH THE FLOOR WHEN TAKING A SHOWER. Cause:Soft Correction:Put blocking in the front of the shower floor pan.
6 3100216B	Base Cabinets - F	0.00	0.20	0.20		1	0.20	KRV- approved to install support Complaint:THE FLOOR PANEL ON THE LEFT SIDE OF THE TOILET IS NOT SECURED PROPERLY. Cause:floor panel Correction:took out panel and cut a piece of wood to mount behind it and screwed panel to it.
7 3200414A	Door - Interior Fol	0.00	0.50	0.20		1	0.20	KRV- approved to repair and secure panel (do not replace) Complaint:THE BATHROOM DOOR IS OUT OF ADJUSTMENT. CUSTOMER THAT THE MAGNET AND THE STEEL PLATE WILL NOT COME CLOSE TO ATTACHING. Cause:bathroom door Correction:took off top panel to get to adjusters, adjusted door flush and it will still not hit magnet, wall is sucked in to far, will half to take out trim and shim out, took off trim and shimmed and put back together, shut door and now it latches, reinstalled header board.
3-Authorization number PA03550786				1.50				KRV- approved to repair bathroom door

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