

Pre-Authorization

10/25/20  
11:58:59 AM

Pre-Authorization number PA03552849    Reference no: 72042    Status: Approved    Approved by Will T    Approved date 10/19/2023  
Submitting Name    Address    VIN    Retail sold on

| 34   | Basden's American RV | Basden's American RV<br>600 E Baseline Rd<br>Evansville, IN 47725 | 4YDFCGJ27R2501234 | 8/4/2023  |                |              |     |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------|----------------------|-------------------------------------------------------------------|-------------------|-----------|----------------|--------------|-----|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Item | Root of operation    | Description                                                       | Sublet            | Sub hours | Approved hours | Actual hours | Qty | Base hours | Complaint / Cause / Correction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 1    | 1216014A             | Step - Fold Up                                                    | 0.00              | 0.60      | 0.60           |              | 1   | 0.10       | Complaint:ENTRY DOOR FRAME IS BENDING WHERE STAIRS LATCH IN<br>Cause:I FOUND THAT THE STEPS HAD NOT BEEN MOUNTED RIGHT WITH THE THRESHOLD SPACED AWAY FROM THE DOOR FRAME THRESHOLD. THIS WAS KICKING OUT THE LATCH TABS AT THE BOTTOM AND BENDING THE DOOR FRAME. I ADJUSTED THE MOUNTING ON THE STEPS AND IT MOVED THE LATCHS A LITTLE FARTHER BACK. THE STEP LATCHS STILL DID NOT FIT THE DOOR FRAME VERY GOOD. I ADDED A WASHER ON THE BACK SIDE OF THE CROSSBARE AT THE TOP 2 BOLTS. THIS TILTED THE CROSSBARE A LITTLE MORE AND IT SETS GOOD ON THE DOOR FRAME. AFTER THAT, I STRAIGHTENED THE DOOR FRAME AND IT ALL WORKS AS IT SHOULD.<br>Correction:I FOUND THAT THE STEPS HAD NOT BEEN MOUNTED RIGHT WITH THE THRESHOLD SPACED AWAY FROM THE DOOR FRAME THRESHOLD. THIS WAS KICKING OUT THE LATCH TABS AT THE BOTTOM AND BENDING THE DOOR FRAME. I ADJUSTED THE MOUNTING ON THE STEPS AND IT MOVED THE LATCHS A LITTLE FARTHER BACK. THE STEP LATCHS STILL DID NOT FIT THE DOOR FRAME VERY GOOD. I ADDED A WASHER ON THE BACK SIDE OF THE CROSSBARE AT THE TOP 2 BOLTS. THIS TILTED THE CROSSBARE A LITTLE MORE AND IT SETS GOOD ON THE DOOR FRAME. AFTER THAT, I STRAIGHTENED THE DOOR FRAME AND IT ALL WORKS AS IT SHOULD. |
| 2    | 2201914D             | Fenderskirt - Reseal                                              | 0.00              | 0.30      | 0.10           |              | 1   | 0.10       | Complaint:FENDER SKIRT IS COMING LOOSE ON THE DOOR SIDE<br>Cause:SEALED UP BEHIND FINDER AND PUT NEW SCREWS IN. RESEALED THE AREAS THAT NEEDED IT.<br>Correction:SEALED UP BEHIND FINDER AND PUT NEW SCREWS IN. RESEALED THE AREAS THAT NEEDED IT.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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

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|---------------------------|-----------------------------|--------|-----------|-------------------|-----------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3                         | 3100814F Cabinet Door - Ac  | 0.00   | 0.30      | 0.10              |                 | 1   | 0.10          | KRV - Labor time approved and adjusted in accordance with<br>Keystone RV's flat rate manual.<br>Complaint:<br>UPPER CABINET ABOVE THE SINK THE TWO DOORS ARE<br>RUBBING TOGETHER<br>Cause: I ADJUSTED THE CABINET DOORS AS NEEDED.<br>Correction: I ADJUSTED THE CABINET DOORS AS NEEDED.                                                                                                                                                                                                                                                          |
| 4                         | 6102815B Kitchen Faucet - F | 0.00   | 1.50      | 0.50              |                 | 1   | 0.50          | KRV - Labor time approved and adjusted in accordance with<br>Keystone RV's flat rate manual.<br>Complaint: KITCHEN FAUCET LEAKS AT THE HEAD WHEN IT<br>IS PULLED DOWN<br>Cause: I RAN WATER MANY TIMES AND FOUND THAT THE<br>UPPER PART OF THE SPRAYER WAS LEAKING WHEN HELD<br>AT AN ANGLE. I TOOK THE SPRAYER APART AND ALL I<br>COULD FIND IS THE RUBBER WASHER WAS LEAKING<br>WHEN THE SPRAYER WAS PULLED TO THE SIDE. CAN NOT<br>TIGHTEN THE FITTING ANY MORE THEN IT IS. FAUCET<br>NEEDS REPLACED.<br>Correction: REPLACE THE KITCHEN FAUCET |

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1.30

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