



Warranty Authorization Form

Date: 1/3/2024

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

Ph. (812) 867-5200

General Information

Pre-Auth #: 53300

Unit: 7M5FP422XNB202251

Series: Paradigm

Model: 2022PAR390MP

Notes: 12/29 Harlie: Sent to the vendor 12/27 Conner - dealership added info from lippert and time, they have a case number but no time approved. send the 5 to lippert and see where we are at 12/19: Dayra – Vendor is requesting more information - emailed ben 12/14: Dayra – Sent to the Vendor awaiting response.

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: 22377 LEVELING JACK - REPAIR (photos required)

Fault Code: VENDOR

Serial #: Model #: Notes: 12/29 Harlie: VCB / LCI will authorize 0.3 hours of labor for the valve replacement, pending part return and testing. Your case number is 4543005. 12/29 Harlie: Sent to the vendor 12/27 Ben talked to Lippert about this claim and found the valve on the LF jack was fault and the orange lines that go to the jack needed to be switched 12/27 new cause !!!!! 12/14: Dayra – Sent to the Vendor awaiting response. 12/19: Dayra – Vendor is requesting more information, "Thank you for reaching out to the LIPPERT Care Center. Case number is 4543005. The dealer will need to make sure the set screw in the valve is turned counterclockwise and finger tight. If it was not fully turned, the valve would have been stuck open and cause the drift. If the set screw is good, then you will want to test the valve. Remove the wires from the valve and run the front jacks on the touchpad. the jacks should not move. If they do move, then the valve is bad and would need to be replaced. If the jacks don't move then the valve is doing its job. If the valve tests good then a bypass test will need to be on both jacks. I have attached a link that will help with this. The second link has all the manuals and videos. If you click the videos tab, it will have the cylinder bypass test. TI - 050: Hydraulic Cylinder Test Towable Level Up® Touch Pad We are standing by 8AM-7PM EST "

Problem: Case #4543005 LEVEL SYSTEM IS DROPPING ON THE FRONT LEFT.

Time Requested: 5

Cause: Set camper on jack stands, then raised the front jacks, jacks never dropped with no weight on them. Had set for 3 days. Next, raised the camper off the jack stands about 1/2 inch will let it set for 2 days. Took pictures of the process. Checked for any leaks around the tank,pump,lines cylinders,All dry. Took measurements and pictures showing the height of each side. Let camper set for 5 days and hydraulic had dropped 3/16. 12/27 when running the slide rooms in we found that the LF jack was going up and down with the slide rooms after calling Lippert 5 times and daig we found the orange lines were swapped after swaping the orange lines and replacing the valve it is now working fine

Time Allowed: .3

Sublet Repairs: 0.00

Remedy: Set camper on jack stands, then raised the front jacks, jacks never dropped with no weight on them. Had set for 3 days. Next, raised the camper off the jack stands about 1/2 inch will let it set for 2 days. Took pictures of the process. Checked for any leaks around the tank,pump,lines cylinders,All dry. Took measurements and pictures showing the height of each side. Let camper set for 5 days and hydraulic had dropped 3/16.

Part Return Req: No

Status: Approved with Modifications

Operation Line 2

Flat Rate Code: 12076 SLIDEOUT - SEAL - REPLACE (Photos required)

Fault Code: IMPROPERLY INSTALLED

Serial #: Model #: Notes:

Problem: INTERIOR SLIDE SEALS ARE COMMING OFF THE SLIDE THE DINNETTE SLIDE ROOM ON THE TOP OF THAT SLIDE

Time Requested: 4

Cause: Bulb seal fell off seal mount and warped

Time Allowed: .5

Sublet Repairs: 0.00

Remedy: Moved slideroom out then took pictures of bulb seal stuck in between the slideroom and top wall. Put in pofor new bulb seal at 142 inches.

Part Return Req: No

Status: Approved with Modifications

Operation Line 3

Flat Rate Code: 14042 DINETTE CHAIR - REPAIR (Photos required of data tag and defect) *Fault Code:* LOOSE

Serial #:

Model #:

Notes:

Problem: SEE IF THE RECLINER THAT IS ON THE LEFT IF YOU ARE LOOKING AT THEM CAN BE BOLTED DOWN. IT IS VERY LOOSE WHEN GETTING IN OAN OUT OF IT

Time Requested: .4

Time Allowed: .4

Cause: Missing screws

Sublet Repairs: 0.00

Remedy: Opened up both recliners, checked both for screws to hold recliners in place.the right side had mounting screws but the left side didn't. Took pictures of the screws missing that hold down the left recliner. Removed a screw from the right side to match the length so the screw doesn't go thru the floor on the left recliner. Found a couple of matching length screws to put in left recliner. Drove 2 screws in the front of the left recliner to hold it down. Now recliners are solid.

Part Return Req: No

Status: Approved

Operation Line 4

Flat Rate Code: 22408 INVERTER - GENERAL REPAIR (model/serial # required)(Photos required) *Fault Code:* LOOSE

Serial #: NA

Model #: NA

Notes:

Problem: BOARD THAT THE INVERTER IS MOUNTED TO HAS COME LOOSE

Time Requested: .3

Cause: Possible screws not tight Vibrated loose from wall

Time Allowed: .3

Remedy: Opened the front compartment door behind the hitch. Took pictures. Found the inverter board mount and inverter not mounted to the wall. Found 4 screws holding the board mount to the wall. Remounted the board mount to the wall with those 4 screws then added 6 more screwsto help hold the inverter board mount to the wall.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 5

Flat Rate Code: 12086 TRIM - EXTERIOR CORNER MOLDING - REPLACE *Fault Code:* LOOSE

Serial #:

Model #:

Notes:

Problem: THE INSERT MOLDING AROUND THE OFF DOOR SIDE IS COMING OUT OF THE TRACK UNDER THE 5W PART

Time Requested: .5

Cause: vinyl insert had shunk causing it to come out

Time Allowed: .5

Remedy: removed the screws, vinyl insert. recieved a new roll of vinyl insert. put in vinyl insert on the off dor side under the hitch area, followed by the screws. trimmed with silicone as factory did.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved