

Pre-Authorization

Pre-Authorization number PA03597524 Reference no: 72659 Status: Approved Approved by navra Approved date 1/11/2024
 Servicing Name Address VIN Retail sold on Dealer

1194 Basden's American RV Basden's American RV 4YDTSGJ29R7100132
 600 E Baseline Rd
 Evansville, IN 47725

Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	3200816A	Door - Interior Slic	0.00	0.60	0.60		1	0.20	Complaint:BATHROOM ROOD SLIDING DOOR IS OFF THE HINDGES Cause:Hinge latch wasn't holding and door handle catching the door frame. Correction:Inspected the bathroom door hinge, found the latch that holds the door to the rollers was off. Removed the fabric trim above the sliding bathroom door, found the latch wasn't tight enough to keep itself closed. Added more twist to latch,now it has a tighter fit. After fixing the latch noticed the bathroom door handle was catching the plastic door frame when trying to close the door. Found the the wall has a bow to it and prevents the door from closing. Removed the screws from the slide track then moved the track away from the wall so door handle would clear. Checked the door for clearance, now handle doesn't catch when closing the bathroom door.
2	4134308B	Refrigerator - Con	0.00	0.30			1	0.20	Complaint:DENT IN THE FRIDGE DOOR Cause:2 dents on the corner of fridge door at the hinge side Correction:Found 2 dents at the corner of fridge door on the hinge side. Put blue tape on the areas to show the dents. Took pictures of the fridge. KRV – The issue submitted is not considered a warranty defect in materials or workmanship.
3	3100818A	Cabinet Door - Re	0.00	0.10	0.10		1	0.20	Complaint:UNDER THE KITCHEN SINK THE CABINET DOORS RUB Cause:Cabinet doors under the sink was rubbing Correction:Inspected the cabinet doors as they were rubbing when opening and closing. When opening one or the other door was causing the opposite door to open. Got some cardboard and placed between the doors then pushed them closed. This moved the hinges very little. Now the doors don't rub when opening or closing.

For paper claims only use one pre-authorization number per warranty claim for
 Staple 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 amount authorized on the pre-authorization form and return toKeystone RV Company

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4	3303614F	Sofa - Hide-a-bed	0.00		0.30		1	0.30	Complaint:COUCH TO CLOSE TO THE WALL AND WONT FOLD Cause:Sofa doesn't have enough room to fold flat. Correction:Inspected the sofa and found that it doesn't have enough room behind it to fold flat. Removed the screws holding sofa to wall. There is about a 3inch difference that the sofa needs to lay flat. Cut pieces of wood and placed behind the sofa. Screwed those pieces of wood to the wall then screwed the sofa to the wood. Checked the sofa for clearance to fold flat.
5	3302814A	Sofa - Hide-a-bed	0.00	2.50	0.20		1	0.20	Complaint:MARKS ON THE BACK OF THE COUCH Cause:Rub markings on back of sofa from hitting the wall Correction:Inspected the back of the sofa for damage, found rub marks were sofa was hitting the wall. Put in po for new sofa. KRV-Approved to spot clean as needed.
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