



Warranty Authorization Form

Date: 9/5/2024

General Information

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

Pre-Auth #: 66596 Unit: 7M5TD2922RC302222
Series: Delta Model: 2024DEL262RB
Notes: 6/28 Harlie: See pending - 6/25 Harlie: Sent to the vendor 6/24
Harlie: Emailed parts -
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: 12021 COMPARTMENT DOOR - REPLACE (Photo of door tag and defect)(Pre auth to LCI Req'd) **Fault Code:** VENDOR PENDING *INTERNAL USE ONLY*

Serial #: **Model #:** **Notes:** 7/8 BH ADDED THE VIDEOS 6/28 Harlie: Could you please provide a video of a cascading water test that clearly shows the point of water intrusion? 6/25 Harlie: Sent to the vendor 6/24 Harlie: Emailed parts - 6/20 Harlie: The photos need to be in JPG format - 6/17 Harlie: the tag is located inside of the door, it shouldn't need removed. - 6/13 Harlie: A photo of the compartment door tag is required 6-17 BEN : the only way to get the door tag is removing the compartment door 0619 BH : I got photos from the customer for the doors here they are 6-21 photos added

Problem: WATER LEAKING INTO FRONT COMPARTMENT ON BOTH SIDES

Time Requested: 1.5

Cause: Set up sprinkler. There are holes on both compartment doors where the latch was removed. Factory applied silicone over these holes and it has failed to keep water out. Need to replace both doors.

Time Allowed: 1.5

Sublet Repairs: 0.00

Remedy: NEED TO REPLACE BOTH COMPARTMENT DOOR

Part Return Req: No

Status: Approved

Operation Line 2

Flat Rate Code: 12090 VENT - EXTERIOR SIDEWALL -
REPLACE

Fault Code: LEAKS

Serial #:

Model #:

Notes:

Problem: DURING A RAIN STORM WATER CAME INTO THE CABINET UNDER THE KITCHEN SINK AND HE BELIEVES IT CAME IN FROM THE FURNANCE VENT/ WATER HEATER.

Time Requested: .4

Time Allowed: .4

Cause: HOOKED UP SPRINKLER AND RAN OVER WATER HEATER AND FURNACE. REMOVED DRAWER INSIDE OF THE KITCHEN. WATER IS COMING THROUGH FURNACE. FURNACE EXHAUST VENT IS NOT SEALED PROPERLY AND THE FLANGE FOR THE ACCESS PANEL NEED PUTTY TAPE CLEANED AND REMOVED FROM EDGES AND SILICONE APPLIED OVER THE EDGES.

Sublet Repairs: 0.00

Remedy: LET AREA DRY. CLEANED PUTTY TAPE AND APPLIED BEAD OF SILICONE AROUND IT. DRIED EXHAUST PORT AND SEALED WITH SILICONE. WILL LET SILICONE DRY AND RETEST.

Part Return Req: No

Status: Approved