

Pre-Authorization

Pre-Authorization number PA03689494		Reference no: 73947	Status: Approved	Approved by kiddz	Approved date 6/21/2024
Servicing Dealer	Name	Address	VIN	Retail sold on	

1194	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDFCGL21R2501873	5/21/2024
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Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	5103006A	Monitor Panel - R	0.00	0.50	0.50		1	0.20	Complaint:CUSTOMER ADVISES THAT THE AWNING WILL NOT GO OUT OR IN WITH THE ON COMMAND CONTROL PANEL. Cause:awning not going in and out with touch pad. Correction:checked touch pad and tried it and awning didnt work,noticed the in command had differant settings on it that didnt belong,i could run it manually at the box in the basement so i knew it had power,called in command support and talked to josh scheretie and told him what was going on and he said it had wrong floor plan in command touch pad,so he emailed new program, downloaded to usb and put in touch pad and did update on floorplan and now it works like it should,all good.
2	6104415A	Shower/Tub - Doc	0.00	0.30	0.30		1	0.50	Complaint:SHOWER DOOR HAS TO MUCH SILICONE NOT LETTING IT SHUT PROPERLY AND IT IS LEAKING Cause:to much silicone not letting shower door shut all the way Correction:cut out all silicone out and resiliconed track at end and bottom of track,all good.
3	2300126A	Entrance Door - H	0.00	0.20	0.20		1	0.20	Complaint:CUSTOMER STATES THAT THE ENTRY DOOR WHEN LOCKED WITH THE TOP LOCK ONLY HE CAN STILL PULL THE DOOR OPEN Cause:entry door when locked it can be pulled open. Correction:looked at door and found door frame was bowed out in the center where it latches,took off cover to door frame screws and took out screws and pushed frame back to straight and rescrewed in screws to hold,tested door and when it is locked i pulled on door and it will not come open,advise customer he might want to use dead bolt for extra security.all good now.

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1.00

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 to Keystone RV Company