

Pre-Authorization

Pre-Authorization number PA03713658 Reference no: 74354 Status: Approved Approved by navra Approved date 8/6/2024
Servicing Name Address VIN Retail sold on Dealer

1194 Basden's American RV Basden's American RV 4YDFCGR20R2502343 4/26/2024
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	6103312A	Pump - Repair - E	0.00	1.20			1	0.20	Complaint:CUSTOMER ADVISES THAT HE IS NOT GETTING HOT WATER AT THE KITCHEN SINK. CUSTOMER ADVISES THAT WHEN HE TURNS THE HOT WATER ON IN THE KITCHEN, THE TANKLESS PANEL/CONTROL DOES NOT POWER UP. Cause:Water heater switch not powered on Correction:Hooked up the water hose to the city water connection. Made sure the lp was on then turned the power switch on at the water heater. Went to the kitchen faucet and opened the hot side then checked the touch pad. Touch pad had 124 degrees of output and 110 degrees at the kitchen faucet. Filled the fresh tank then ran the water pump but the kitchen faucet had no hot water. Took another sprayer off a different camper and tried it still had no hot water. Went to the water pump then increased the flow. Now kitchen faucet has hot water after adjusting the water flow on the water pump. KRV – The issue submitted is not considered a warranty defect in materials or workmanship.
2	5102416A	Light, 12V Interior	0.00	0.50	0.50		1	0.20	Complaint:THE STREAM OF LIGHTS ON THE DOOR SIDE OF THE FRONT CAP IS COMING LOOSE AND HANGING DOWN. Cause:Led lights wasn't sticking to the front cap Correction:Pulled the led lights up then cleaned the surface with alcohol. Put tape primer on the backside of the lights then stuck on 3m automotive tape. Put tape primer on the cap then stuck on the lights.
3	1212814A	Leveling Jack - T	0.00	0.30	0.30		1	0.30	Complaint:THE AUTO LEVEL PANEL DIGITAL READOUT LOOKS LIKE IT IS FALLING OUT OF THE PANEL. Cause:Circuit board on the backside wasn't in place. Correction:Poped out the touch pad then inspected the touch pad. The touch pad wasn't clipped in place. Clipped the touch pad in place then put in back in. Pushed the buttons to verify it would

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

Pre-Authorization

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Pre-Authorization number PA03713658					0.80				stay in place.

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