

e-Authorization

Authorization number PA03745629	Reference no: 74445	Status: Approved	Approved by navra	Approved date 9/30/2024
Customer Name	Address	VIN	Retail sold on	

34	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDTSGL23R7104318	5/20/2024
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Invoice #	Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	4157006B	A/C - Furrion - Re	0.00	2.00	2.00		1	1.00	Complaint:AC FROZE UP PAST 2 TIMES THEY WENT CAMPING. Cause:Pulled unit outside of bay. Hooked up to shore power and turned on ac. Letting run overnight. Air conditioner will freeze up when the thermostat is maxed out. Tech suggests replacing the thermostat. Any other suggestions from warranty or furrion would help. REMOVED UPPER CEILING ASSEMBLY AND REPLACED WITH A DIFFERENT FURRIION STYLE ASSEMBLY. THERMOSTATS WAS ALSO REPLACED. LETTING RUN TO SEE IF UNIT FREEZES UP AGAIN. A/C FROZE UP WITH A DIFFERENT T STAT. REMOVED ADB AND LET RUN. AFTER TESTING WARRANTY APPROVED A NEW A/C UNIT. RECIEVED NEW A/C UNIT. REMOVED MOUNTING HARDWARE. GOT A FORK TRUCK AND REMOVED A/C. PLACED NEW A/C ON ROOF AND POSITIONED OVER CUT OUT. INSTALLED HARDWARE AND PLENUM. LET UNIT RUN OVERNIGHT TO SEE IF IT FREEZES UP. CHECKED UNIT NEXT MORNING. A/C IS RUNNING NORMALLY WITHOUT FREEZING UP. PARKED UNIT. Correction:Hello Case:5243669 Vin:R7104318 I can pre-approve up to 2.0 for labor. This is pre-auth for the R&R of FACR15HESA-BL, part number 2021130010. If a different part is requested, authorization from Lippert will be required. To order this item you may access the dealer portal at https://lippert.force.com/myLCI/s/login/ or reach out to 432-LIPPERT (432-547-7378) to reach the Appliances and Entertainment parts department. You will need your Lippert account # to place the order. To file for reimbursement, the attached document is to be

Customer paper claims ~~only~~ use one pre-authorization number per warranty claim for multiple copies 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

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Item #	Root Cause of Operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
									completed when the repair is done. The completed documentation, along with a work order, should be sent to dealerclaims@lci1.com in order to process your claim. Lippert does not cover mobile service fees or diagnostic fees. Lippert does not need this product back. Please note: Your coach information AND/OR test results will need to satisfy the conditions for Warranty credit. Return parts authorization does not guarantee your claim will be paid. If your OEM requires claims to be filed directly with them, please provide the above case number and this email as preauthorization for the claim. This case will be listed as "completed" until further communication has been received. It will be reopened/revisited at that time. Communication can still be sent/received regarding this case. Please reply directly to this email to insure you get a timely response. Thank you, Anthony M. AE Technical Support P: 432-LIPPERT f: 537.534.7161 E: customerservice@lci1.com Lippert
2	1201806B	Power Jack	0.00	0.50	0.50		1	0.50	Complaint: RUBBER BOOT ON TOP TO RAISE JACK UP AND DOWN HAS A CUT IN RUBBER Cause: PULLED UNIT INTO BAY. REMOVED COVER. THE SWITCH IS BUILT INTO THE JACK. THE ENTIRE JACK WILL NEED REPLACED. RECEIVED NEW JACK. REMOVED OLD JACK. INSTALLED NEW JACK TO FRAME. SECURED IN LINE FUSE WITH HEAT SHRINK TERMINALS. HEATED TERMINALS WITH HEAT GUN. ZIP TIED WIRES. Correction: INSTALL NEW JACK
3	1102712B	Center Cap	0.00	0.50	0.20		1	0.20	Complaint: OFF DOOR SIDE FRONT RUBBER DUST CAP CAME OFF Cause: SECURED DUST CAP Correction: SECURED DUST CAP

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KRV-Approved R&R a/c and duct divider. VCB.

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Job Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
3-Authorization number PA03745629				2.70				

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