

e-Authorization

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Authorization number PA03720942 Reference no: 74468 Status: Approved Approved by kiddz Approved date 8/29/2024

Customer Name Address VIN Retail sold on

34	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDFRPV32PRR800149	10/19/2023					
Item #	Root Cause of Problem	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	4103514B	A/C - Coleman - F	0.00	0.50	0.50		1	0.20	Complaint:THE front BEDROOM DUMPS WATER FROM THE A/C WHEN THE UNIT IS RUNNING Cause:The divider not sealed Correction:Turned on the master bed ac and let it run for 1hr. Inspected the ac and took a picture of it freezing up on the intake coil. Found the divider was not sealed proper and causing the air to mix. Shined a light on both sides of the foam block and light could be seen on the other side. Pulled down the foam block and repositioned it center of the ac so it would seal on both sides. Let the ac thaw out then turned on and let the ac run again.
2	4149006B	Refrigerator - 12 \	0.00	1.50	0.70		1	2.00	Complaint:THE FRIDGE DOES NOT GET COLD ON 12 VOLTSAYS IT IS 40 DEGS BUT ITS NOT REALLY COLD FREEZER WORKS FINE ever chill Cause:Set thermometers inside the fridge and let it set. Received the diagnosis paperwork from the warranty department. Went thru the paper and process of diagnosis of the fridge. Checked all the power sources, got good voltage but compressor runs when wire is attached from T terminal and ground. Checked the fan in the freezer with a magnet and fan did not run. Correction:NEED TO REPLACE THE FRIDGE
3	2302314B	Compartment Doc	0.00	0.30	0.30		1	0.20	KRV- time approved to replace PCB/circuit board only VCB. Complaint:OUTDOOR KITCHEN COMPARTMENT DOOR DOES NOT LOCK AND WILL OPEN GOING DOWN THE ROAD ONE OF THE LOCKS ARE MISSING Cause:Locking tabs was to short Correction:Inspected the locks on the kitchen door, found that the locking tabs were to short and the center lock was at 1 3/8 and the outer locks were at 1 1/2 from the edge. Unscrewed the locking tab and put on a longer tabs. With the tabs being so short it rub the paint off the door frame. Used a black paint marker to

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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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4	2201916B Fenderskirt - Repl	0.00	0.20	0.20		1	0.50	touchup the rub marks. Tested the door by locking one lock and pulling on the lock, did this to each lock. Complaint:SCREWS ARE MISSING OUT OF THE FENDERS Cause:Screws missing from the fender Correction:Inspected the fenders found the screws were missing. Tried to put screws in place but the hole was loose. Cut small aluminum strip to go on the backside of the j wrap. Mounted the screw in place now the screws hold tight.
5	3202016A Panel - Interior W.	0.00	0.20	0.20		1	0.10	Complaint:THE PANELS UNDER THE MAIN BED ARE FALLING OFF Cause:Added more staples Correction:Opened the storage compartment under the master bed, the paneling was not secured to the studs. Got the staple gun and put in more staples to hold the paneling to the studs. Paneling is more secure.
6	6100215B Bath Faucet - Ref	0.00	0.70	0.70		1	0.50	Complaint:THE BATHROOM FAUCET WHEN USING IT IT LEAKS AROUND THE HANDLESmore the left handle Cause:Leaking handle Correction:Hooked up city water then turn on the faucet, did the same on water pump. Left handle on the faucet has a small leak. Took pictures of the leak.
7	5103006A Monitor Panel - R	0.00	0.40			1	0.20	KRV – Labor time approved in accordance with Keystone RV's flat rate manual. VCB Complaint:THE INCOMMAND DOESNT WORK HAVE TO RESET IT 4 TIMES TO GET THE SLIDE ROOM OUT Cause:Factory reset Correction:Plugged in the shore cord then tried to get into the settings. Powered down the in-command system and Powered back on. Went into the settings to the software and put in the usb to reset the system. After upload removed the usb. Tested the touch pad several times to operate certain things and had no glitch.
8	6104408A Shower/Tub - Doc	0.00	2.00			1	0.50	KRV – The issue submitted is not considered a warranty defect in materials or workmanship. Complaint:THE SHOWER DOOR IS BROKEN missing one panel Cause:Missing and broken shower glass door Correction:Took pictures of the shower glass door that was left.

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								Put in parts order sheet for new shower glass.
9	2300114A Entrance Door - I	0.00	1.00			1	0.20	KRV - The issue submitted is not considered a warranty defect in materials or workmanship. Complaint: THE BACK ENTRY DOOR IS VERY HARD TO OPEN hits the top of the door frame Cause: Realigned the door frame Correction: Inspected the rear entry door by opening and closing the door. On the handle side at the top corner is hitting the door frame. Unscrewed the handle side of the door frame then moved the door frame up 5/16 of an inch and shimmed under the door frame to support weight then put the screws back in. Opened and closed the door to check for clearance. After this adjustment the door was not hitting the door frame. Put the trim back on and trim with silicone. Verified the locks cleared on the latch plate.
10	2303006B Tailgate Ramp/Dc	0.00	1.50	1.50		1	1.00	KRV - The issue submitted is not considered a warranty defect in materials or workmanship. Complaint: THE RUBBER SEAL FOR THE REAR RAMP DOOR IS COMING OFF ON THE BOTTOM Cause: Seal lost adhesive and was damaged Correction: Opened the ramp door, then inspected the seal for why it wasn't holding. There were some spots where it was sticking to the seal and the door frame, but not all. Peeled off the bulb seal, then cleaned the surface. Got a new bulb seal from the parts department, then installed the bulb seal. Opened and closed the ramp door to check for clearance and sealing.
11	2104808B Slide Out - Box - 3	0.00	4.00	4.00		1	2.00	Complaint: FOUND THE PANEL UNDER THE FRONT BEDROOM SLIDE IS COMING OFF AND NEEDS FIXED Cause: Brittle plastic Correction: Found the plastic floor that goes on the bottom of the slide closet hanging down and broken. Plastic is extremely brittle. Put in parts order sheet for new plastic flooring.
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