



Warranty Authorization Form

Date: 10/4/2024

General Information

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

Pre-Auth #: 72798

Unit: 7M5FV3922NA006168

Series: Valor

Model: 2022VAL37V13

Notes: 9/6: Dayra - Sent to the Vendor awaiting response. 9/5: 8/29:
Dayra - see pending

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: 16073 ROOF VENT - CHANGE LID - REPLACE - MAXXAIR (MODEL AND SERIAL NUMBER OF THE MAIN UNIT IS REQUIRED)(RVP auth required) Fault Code: VENDOR

Serial #: ?? Model #: ??

Notes: 9/11: Dayra - Vendor approved – attached "Please follow your process to supply the dealer with a replacement Maxxair lid (10A40002K) and have them scrap the old one. The authorization number for this will be INC-0125527, which will allow 1.0-hour(s) labor." 9/6: Dayra - Sent to the Vendor awaiting response. 8/29: Dayra - please add model and serial tag - thank you. 0905 BEN INFO ADDED

Problem: KITCHEN AUTO VENT FAN COVER IS BUSTED. CUSTOMER CALLED SELLING DEALER AND SPOKE WITH RANDY BROWN AT SOUTH HAVEN RV. NOTE: PUT UNIT INSIDE DUE TO CRACKED VENT COVER.

Cause: .cracked lidInstalled new vent lid.

Remedy: Installed new vent lid.

Part Return Req: No

Status: Approved

Time Requested: 1

Time Allowed: 1

Sublet Repairs: 0.00

Operation Line 2

Flat Rate Code: 22563 22V512 - Lippert Awning Recall (LCI # 22E-055). .30hrs *Fault Code:* RECALL-INACTION
for Inspection Only. .30hrs for Repair. 1.50hrs for Replacement

Serial #: ??

Model #: ??

Notes: 8/29: Dayra - please add photos required - tags and both sides of the seams - This unit also has two awnings both require this 0905 BEN - PHOTOS ADDED AND INFO ADDED

Problem: 22V512 RECALL FOR FABRIC FOR LIPPERT

Time Requested: .6

Cause: UPDATE: THE FRONT AWNING IS COMING LOOSE Did not see any canvas coming loose from the rail edge.

Time Allowed: .6

Remedy: UPDATE:WE WILL NEED TO ORDER THE GLUE FOR THE FRONT AWNING Did not see any canvas coming loose from the rail edge.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 3

Flat Rate Code: 10064A SLIDEOUT - ADJUST - HYDRAULIC *Fault Code:* MISALIGNED

Serial #:

Model #:

Notes:

Problem: KITCHEN SLIDE DON'T SEAL PROPERLY WHEN THE ROOM IS OUT. THIS IS ON THE ON FRONT SIDE. THERE IS ABOUT AN INCH GAP. THE BULB SEAL ON THE FRONT SIDE OF THE ROOM IS NOT COMPRESSING AS TIGHTLY AS THE REAR SIDE.

Time Requested: .5

Time Allowed: .5

Cause: Adjusted front rail out about an inch the seal is compressing more . Each side measures close to 25 3/4 from flange to wall.

Sublet Repairs: 0.00

Remedy: Adjusted front rail out about an inch the seal is compressing more . Each side measures close to 25 3/4 from flange to wall.

Part Return Req: No

Status: Approved

Operation Line 4

Flat Rate Code: 22457 DOOR - INTERIOR - HANDLE - REPLACE
(photos required)

Fault Code: DAMAGED

Serial #:

Model #:

Notes:

Problem: CUSTOMER ADVISED THAT THE PANTRY DOOR POPPED OPEN AND THEN THE SLIDE ROOM WAS RAN OUT. IT CAUGHT THE DOOR AND PULLED THE TRIM OFF OF THE REAR SIDE OF THE OFF DOOR SLIDE. NOTE: THE WOOD TRIM FOR THE SLIDE ROOM IS IN THE REAR GARAGE (TOY HAULER) FLOOR.

Time Requested: .6

Time Allowed: .2

Cause: INSTALLED NEW SCREWS INTO THE FRAME FOR SLIDE ROOM HAD SEVERAL STRIP OUT SO I HAD TO REMOVE THEM AND INSTALL SOME MORE THEN I STAPLED THE FACIA ON.

Sublet Repairs: 0.00

Remedy: INSTALLED NEW SCREWS INTO THE FRAME FOR SLIDE ROOM HAD SEVERAL STRIP OUT SO I HAD TO REMOVE THEM AND INSTALL SOME MORE THEN I STAPLED THE FACIA ON.

Part Return Req: No

Status: Approved with Modifications

Operation Line 5

Flat Rate Code: 14008 BLIND - REPAIR (Photo of data tag, defect, and full view required) *Fault Code:* VENDOR

Serial #:

Model #:

Notes:

Problem: THERE ARE SEVERAL TABS MISSING ON THE ENDS OF THE BLINDS. GO THROUGH COACH TO VERIFY WHICH BLIND TABS NEED TO BE REPLACED.

Time Requested: .3

Time Allowed: .3

Cause: FOUND 7 END CAPS ARE MISSING

Sublet Repairs: 0.00

Remedy: NEED TO INSTALL THE MISSING TAPS

Part Return Req: No

Status: Approved

Operation Line 6

Flat Rate Code: 20011 FAUCET - KITCHEN - REPAIR MOUNTING (Photo of faucet required)

Fault Code: LOOSE

Serial #:

Model #:

Notes:

Problem: CUSTOMER ADVISES THAT THE REAR BATHROOM FAUCET IS LOOSE AND NEEDS TO BE TIGHTENED.

Time Requested: .1

Time Allowed: .1

Cause: FOUND BASE LOOSE

Sublet Repairs: 0.00

Remedy: Tightened base for the faucet.

Part Return Req: No

Status: Approved

Operation Line 7

Flat Rate Code: 10080 STEPS - ENTRY - SOLID STEP - REPAIR (Photo of data tag required)

Fault Code: LOOSE

Serial #:

Model #:

Notes:

Problem: THE FRONT STEPS HAVE SCREWS THAT ARE COMING OUT. CUSTOMER ADVISES THAT THE SCREWS SEEMED TO BE STRIPPED.

Time Requested: .2

Time Allowed: 0

Cause: Added extra screws to each mounting hole for steps.

Sublet Repairs: 0.00

Remedy: Added extra screws to each mounting hole for steps.

Part Return Req: No

Status: Denied

Denial Code: NOT COVERED UNDER WARRANTY

Operation Line 8

Flat Rate Code: 10457 STEPS - INTERIOR - REPAIR (Photo required)

Fault Code: MISALIGNED

Serial #:

Model #:

Notes:

Problem: CUSTOMER ADVISES THAT THE ENTRY DOOR STEPS ARE INSTALLED CROOKED. MANY TIMES THE STEPS WILL NOT LATCH ON THE LEFT SIDE WHEN THEY ARE FOLDED AWAY FOR STORAGE. THE OUTER DOOR FRAME FLEXES WHEN CLOSING THE DOOR WITH THE STEPS OUT.

Time Requested: .1

Time Allowed: .1

Sublet Repairs: 0.00

Cause: Step was off about 1/8th inch.

Remedy: I moved step and added screws. The step sets strait now.

Part Return Req: No

Status: Approved

Operation Line 9

Flat Rate Code: 12075 SLIDEOUT - SEAL - REPAIR (Photos required)

Fault Code: NO PROBLEM FOUND

Serial #:

Model #:

Notes: 8/29: Dayra - add photos

Problem: THE FRONT OUTER SLIDE SEAL ON THE DOOR SIDE MAIN SLIDE ROOM DOES NOT FLAP ALL THE WAY OPEN AT THE TOP WHEN THE ROOM IS OPEN

Time Requested: .3

Time Allowed: 0

Sublet Repairs: 0.00

Cause: Secured the seal corners by attaching the corners together.

Remedy: Secured the seal corners by attaching the corners together.

Part Return Req: No

Status: Denied

Denial Code: NOT COVERED UNDER WARRANTY

Operation Line 10

Flat Rate Code: 16018B AIR CONDITIONER - SHROUD - REPLACE - COLEMAN (Photos required)(Model/Serial Required)(RVP Contact required)

Fault Code: VENDOR

Serial #: ?? Model #: ?? Notes: 9/11: Dayra - Vendor approved – attached "Please follow your process to supply the dealer with a replacement shroud (48204-5261) and have them scrap the old one. The authorization number for this will be INC-0125530, which will allow 1.0-hour(s) labor." 9/6: Dayra - Sent to the Vendor awaiting response. 8/29: Dayra - so what was wrong with this? 0905: BEN the cover is coming apart in the middle they are not clipped in and they are afraid it will ocme apart coming down the road 9/5: Dayra - please add model and serial for this 0905 BEN INFO ADDED

Problem: CUSTOMER ADVISES THAT THE SHROUD OVER THE CENTER AIR CONDITIONER IS LOOSE.

Time Requested: 1

Time Allowed: 1

Sublet Repairs: 0.00

Cause: The screws was tight. I guess they are taking about where the front half meets the rear doesn't snap together tight.

Remedy: NEED TO REPLACE

Part Return Req: No

Status: Approved

Operation Line 11

Flat Rate Code: 23V701 23V701 - Solar Port Recall - .50hrs - REPLACE
CONNECTORS BETWEEN SOLAR PORT AND SOLAR CHARGE LINES.
INSPECT WITH NO ACTION NEEDED, .50hrs

Fault Code: RECALL-ACTION

Serial #:

Model #:

Notes:

Problem: 23V701 RECALL FOR SOLAR

Time Requested: .5

Cause: Completed recall on solar connector.

Time Allowed: .5

Remedy: Completed recall on solar connector.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved