

Pre-Authorization

Pre-Authorization number PA03756133		Reference no: 75000	Status: Approved	Approved by navra	Approved date 10/21/2024
Servicing Dealer	Name	Address	VIN	Retail sold on	

1194	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDTSG L28R7104315	6/7/2024
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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	4149006B	Refrigerator - 12 \	0.00	2.00			1	2.00	Complaint: CUSTOMER ADVISES THAT HE USED TO BE ABLE TO TURN THE REFRIGERATOR ON AND IT WOULD COOL DOWN IN ABOUT 2 HOURS. CUSTOMER ADVISED THAT IT NOW TAKES ABOUT 12 HOURS TO COOL DOWN. WRITER EXPLAINED THAT THE 12 HOUR COOL DOWN TIME IS TYPICAL. HOWEVER CUSTOMER ADVISES THAT EVEN ONCE IT GETS COLD, HE CAN OPEN THE DOOR TO GET SOMETHING OUT AND IT WILL STRUGGLE TO GET IT COOLED BACK DOWN. CUSTOMER FEELS THAT THE REFRIGERATOR IS NOT OPERATING AS EFFICIENTLY AS IT USED TO. Cause: Plugged in the shore cord then put thermometers inside the fridge. Left the thermometers inside the fridge overnight. Did the paperwork for the fridge. Checked the thermometers the following morning and found the freezer at -20 degrees and the fridge at 32 degrees. Customer had the freezer and fridge maxed out. Set the freezer to half on the setting. Correction: Plugged in the shore cord then put thermometers inside the fridge. Left the thermometers inside the fridge overnight. Did the paperwork for the fridge. Checked the thermometers the following morning and found the freezer at -20 degrees and the fridge at 32 degrees. Customer had the freezer and fridge maxed out. Set the freezer to half on the setting. KRV – The issue submitted is not considered a warranty defect in materials or workmanship.
2	5103206B	Monitor Panel - Ci	0.00	1.00	0.50		1	0.20	Complaint: CUSTOMER ADVISES THAT THE TANKS SENSOR INDICATORS READ ERRATIC. SOMETIMES HE CAN PUT A LITTLE BIT OF WATER IN THE FRESH TANK AND IT WILL SHOW FULL. HE CAN FLUSH THE TOILET A COUPLE OF TIMES AND THE BLACK TANK WILL SHOW HALF FULL. THIS TRAILER IS EQUIPPED WITH A BLACK 2 AND GREY 2

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

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Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
									INDICATOR, BUT IT DOES NOT HAVE A BLACK 2 OR GREY 2 TANK. HOWEVER CUSTOMER IS GETTING LEVEL READINGS FOR BOTH OF THOSE TANKS. Cause:Filled the fresh tank 2/3 full then turned on the water pump, opened the kitchen faucet and let it run. Checked tank levels after 5 mins and found the kitchen faucet is filling to black 2 tank that it doesn't have. Let the kitchen faucet run for another 2 minutes then checked the tank levels, grey 1and 2, black 1and 2 showed 1/3full. Got with Ben about the tanks reading wrong, he had Matt order a new circuit board for the touch pad. Drained the grey tank. Correction:NEED TO REPLACE THE BOARD FOR THE CONTROL PANEL KRV-VCB.
3	4157106A	A/C - Furrion - Re	0.00	1.50			1	0.50	Complaint:SOMETIMES WHEN ADJUSTING TEMP AND FAN SPEED ON THE CEILING CONTROLS ON THE AIR CONDITIONER, THE BREAKER IN THE TRAILER FOR THE AIR CONDITIONER WILL TRIP. Cause:Possible shore cord not plugged in proper Correction:Turned the ac on and let it set on max. After 45 minutes, then turned down the output, took pictures of the temperature. Checked the amp draw on the compressor and the fans. Inspected for leaks at the top. Filled out diagnosis paperwork. Adjusting the ceiling controls the compressor turned off and turned on when temperature changed as should. KRV – The issue submitted is not considered a warranty defect in materials or workmanship.
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