

e-Authorization

12/6/20
10:07:19 :

Authorization number PA03770804 Reference no: 75330 Status: Approved Approved by stept Approved date 11/15/2022
 Billing Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDTCGK24RV502034 7/13/2024
 600 E Baseline Rd
 Evansville, IN 47725

Warranty Line #	Part Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	6104128A Shower/Tub - Bas	0.00	0.50	0.50		1	0.50	Complaint: THE FLOOR OF THE SHOWER WOBBLER LIKE IT IS NOT SEVURED PROPERLY. Cause:Not enough support under the shower pan Correction:Walked around in the shower and can feel soft spots. Unscrewed the access panel to the shower pan. Under the shower pan had very few wood supports. Couldn't reach to the back of the shower pan to add support. Added support with wood were reaching out to screw down the wood. KRV - Repair only
2	4149006B Refrigerator - 12 \	0.00	2.00	2.00		1	2.00	Complaint:WHEN THE REFRIGERATOR COMES ON, IT HAS A LOUD RATTLE NOISE Cause:Compressor vibration Turned the dial on the fridge to cool then herd a rattle noise coming from the bottom of the fridge. Turned off the fridge the unscrewed the fridge from the cabinet. Pulled out the fridge and Powered on the fridge to locate the vibration. Pulled out all the plastic drawers but still had a vibration. Unscrewed the cover on the lower back side. Found the compressor to be rattling. Took a video of the vibration. Correction:need to replace the fridge
3	2300518A Entrance Door - I-	0.00	0.20			1	0.20	Complaint:CUSTOMER HAS TO PULL THE ENTRY DOOR VERY HARD FROM THE INSIDE TO GET IT TO CATCH. Cause:Loose screws and latch plate not in alignment Correction:Opened the entry door then closed, did this several times to check the alignment for the latch. Did find the screws were loose on the door lock and the latch plate stuck out to far and causing damage to the screen door and the entry door. After

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 operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
4	3100906B	Cabinet Door - Ce	0.00	0.40	0.10		1	0.10	Complaint: MEDICINE CABINET DOES NOT STAY CLOSED WHEN TRAVEL Cause: Cabinet magnet not strong enough Correction: Inspected the medicine cabinet door, found that the magnet wasn't strong enough to hold a big cabinet door. Got with the service writer and warranty department for another type of latch. Received a push latch. Unscrewed the magnet latch from the cabinet then mounted the push latch in place. Checked the door as it latches and opens, latch has a stronger hold to keep the door close during travel.
5	6104408B	Shower/Tub - Doc	0.00	3.00			1	1.00	Complaint: THE HANDLE ON THE SHOWER DOOR HAS CAME LOOSE AND HAS CRACKED THE SHOWER DOOR WHEN TRAVELING. THE HANDLE AND THE GUIDE FOR THE DOOR IS IN THE CUP HOLDER OF THE COUCH. Cause: Cracked glass of the shower door Correction: Inspected the shower doors found that one handle is loose and the other is not attached to the glass with crack. Took picture of the shower doors.
6	6104037A	Shower/Tub - Wal	0.00	0.30	0.50		1	0.50	KRV - The issue submitted is not considered a warranty defect in materials or workmanship. Complaint: SHOWER SURROUND HAS A BOW IN THE BACK LEFT CORNER. SEE IF IT CAN BE CORRECTED Cause: Shower wall to the shower pan Correction: Inspected the shower wall, the wall was bowing out. Went to the parts department and got shower rivets. Drilled a hole the inserted the rivet to hold the wall to the pan. Took pictures.
7	2315124A	Window - 47" or L	0.00	0.30	0.20		1	0.20	KRV- Repair only Complaint: NEAR THE LOUNGE CHAIR THE MATERIAL INSIDE THE WINDOW SEAL IS LOOSE AND NEEDS FIXED. Cause: Exterior window seal came apart from the window frame Correction: Checked the window seal on interior and exterior and found the seal was coming out of the window frame. Pushed the

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In Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
8 3302014A	Curtain - Window	0.00	0.20	0.20		1	0.20	seal back in place then ran the slideroom in and out 5 times to see if it would fall out. Seal is secured to the frame. Complaint: THE SMALL WINDOW IN THE KITCHEN THE VALANCE IS TILTED DOWN AND THE SUPPORT SCREW IS MISSING Cause: Screw is loose from the shade cover to the cabinet Correction: Inspected the shade cover found the screw was loose. Moved the screw over a bit and added another screw to help hold the shade cover.
9 6101416A	Fresh Water Pres	0.00	0.20	0.10		1	0.10	Complaint: THERE IS A MYSTERY KNOB IN THE CUPHOLDER. NOT SURE WHERE IT GOES Cause: Fresh tank drain Correction: Went thru the camper inside and out to find a valve missing a handle. At the fresh tank drain the was no handle. Pushed the handle back in place and checked for any leaks after, none occurred.

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