



Warranty Authorization Form

Date: 3/15/2025

General Information

Basden RV Center, Inc. DBA/ American RV
600 E Baseline Rd
Evansville, IN 47725

Ph. (812) 867-5200
cbruce@americanrvcenter.com

Pre-Auth #: 86547
Series: Avenue
Notes: 3/12: Dayra - Sent to the Vendor awaiting response. 3/7: Dayra - see pending 3/6 Dave H: DG please see job below for vender review.
Status: Approved with Modifications

Unit: 7M5FA3524SA009926

Model: 2025AVE32RLS

Dealer Information

American RV
(812) 867-5200
cbruce@americanrvcenter.com

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: 16095 THERMOSTAT - WALL - REPLACE (Model/Serial
Photo Required of AC unit)(Vendor Auth required)

Fault Code: VENDOR

Serial #: NA *Model #:* NA *Notes:* 3/12: Dayra - Vendor approved "Please follow your process to supply the dealer with a replacement thermostat and have them scrap the old one. The authorization number for this will be INC-0131809, which will allow 1.0-hour(s) labor." 3/12: Dayra - Sent to the Vendor awaiting response. 3/7: Dayra - please add A/c tag this is connected to 03/07 BEN - BH ADDED THE PHOTO

Problem: CUSTOMER GOT UNIT TO THEIR HOUSE AND ATTEMPTED TO TURN FURNACE ON. THE FURNACE WOULD LIGHT, BUT IT WOULD NOT STAY LIT. CUSTOMER ADVISED THAT THE FURNACE SOUNDED LIKE A HARLEY DAVIDSON WHEN IT WAS RUNNING.

Time Requested: 2.5

Time Allowed: 1

Sublet Repairs: 0.00

Cause: . When i switched to the door side tank the furnace puffed and went out then relit instantly. Then u it ran for a bit and i noticed it was short cycling. would shut off. Reset furnace and turned on tank on off door side. And furnace lit I hooked up manometer and Thenould start out at 12. Then to 10.5 while lit. it would drop to 8 volts and the burner it had good pressure. I noticed it would drop to 11 the back to 12 every 20 seconds or so. it would drop to 8 volts and the burner it had good pressure. I noticed it would drop to 11 the back to 12 every 20 seconds or so. I traced down and found the t stat was dropping power to the furnace t stat is the issue.

Remedy: Found out air excell had a run of bad t stats. Installed new t stat.

Part Return Req: No

Status: Approved with Modifications

Operation Line 2

Flat Rate Code: 14051 DOOR - INTERIOR - SLIDING - REPAIR
(Photos required)

Fault Code: IMPROPERLY INSTALLED

Serial #:

Model #:

Notes:

Problem: CUSTOMER ADVISES THAT NEITHER OF THE FRONT CLOSET DOORS STAYED IN PLACE WHILE UNIT WAS IN TOW.

Time Requested: .3

Time Allowed: .2

Cause: The screws pulled out door

Sublet Repairs: 0.00

Remedy: I installed inserts in door and then reinstalled screws .

Part Return Req: No

Status: Approved with Modifications

Operation Line 3

Flat Rate Code: 14019C CABINET - FIREPLACE DRAWER - REPAIR
(Photo required)

Fault Code: FOREIGN MATERIAL

Serial #:

Model #:

Notes:

Problem: THE DRAWER ABOVE THE FIRE PLACE IS KINDA WONKY CHECK AND ADVISE

Time Requested: .3

Cause: Wood shavings

Time Allowed: .1

Remedy: I cleaned the wood shavings from both glide tracks the drawer is little better. I found if I open and close the drawer using 2 hands one on each side it closes best.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved with Modifications

Operation Line 4

Flat Rate Code: 22564 ENTRANCE DOOR - LOCK - REPAIR

Fault Code: MISALIGNED

Serial #:

Model #:

Notes:

Problem: ENTRY DOOR DOES NOT LATCH VERY WELL HAD TO SLAM THE DOOR

Time Requested: .2

Cause: Latches was crooked and loose.

Time Allowed: .1

Remedy: Adjusted and tightened latch.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved with Modifications