

Pre-Authorization

Pre-Authorization number PA03819396 Reference no: 76092 Status: Approved Approved by papca Approved date 3/7/2025
 Servicing Name Address VIN Retail sold on Dealer

1194	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDFCGL21R2501873	5/21/2024					
Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	4149014B	Refrigerator - 12 \	0.00	2.00			1	2.00	Complaint:THERE IS A DENT ON THE INSIDE LINER OF THE REFRIGERATOR. THIS IS ON THE NON-HINGED SIDE Cause:Dent is close to sealing surface Correction:NEED TO REPLACE THE FRIDGE CUSTOMER FOUND DENT IN THE FRIDGE CAUSING THE FRIDGE NOT TO SEAL KRV – Damage is not covered under KRV's Limited Warranties.
2	4206606B	DVD - Replace - C	0.00	0.30	0.30		1	0.30	Complaint:CUSTOMER ADVISES THAT THE DVD PLAYER WILL NOT TAKE DVD'S Cause:Will not receive discs Correction:REMOVE AND REPLACE WITH A NEW DVD PLAYER KRV – Labor time approved in accordance with Keystone RV's flat rate manual. VCB: Vendor Charge Back item. (This is a Keystone RV internal notation only)
3	2300116F	Entrance Door - H	0.00	0.30			1	0.20	Complaint:CUSTOMER ADVISES THAT, WHEN STANDING INSIDE THE TRAILER WITH THE DOOR CLOSED, HE CAN SEE LIGHT ALONG THE NON-HINGED SIDE OF THE ENTRY DOOR FRAME. DOOR ALSO NEEDS TO BE ADJUSTED TO LATCH CORRECTLY. Cause:Light coming in around the latch plate Correction:Sealed off the hole with silicone and lubricated striker latch. KRV – Excluded from Limited Warranty: Adjustments to all doors, drawers, locks, latches, awnings, and window treatments beyond 90 days after retail sale.
4	2102008A	Wall - Laminated I	0.00	10.00			1	0.30	Complaint:CUSTOMER STATES CHECK FOR DIMPLE ON DOOR SIDE UNDER REAR AWNING ARM Cause:FOUND PLEASE ADVISE ON HOW YOU WOULD WANT US TO REPAIR Correction:THE CUSTOMER FOUND THIS AND WANTS IT FIXED

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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									KRV- the issue submitted is cosmetic and does not effect structual and KRV declines participation and have noted the concern to the file .
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