Warranty Authorization Form

Date: 5/5/2025

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

Ph. (812) 867-5200

cbruce@americanrvcenter.com

General Information

Pre-Auth #: 89347

Unit: 7M5TD3129RC302297

Series: Delta

Model: 2024DEL281BH

Notes: 4/9: Dayra - Sent to the Vendor awaiting response.

Status: Approved with Modifications

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: 22653 WATER HEATER - CONTROLLER - REPLACE (Model/serial required)(Pre auth required)

Fault Code: VENDOR

Serial #: 10001600208082300280

Model #: FWH09AFA

Notes: 4/10: Dayra - Vendor approved "We will approve up to 0.7 for labor. This is pre-auth for the R&R of the Control Board - 2022006595. Pre-authorization is information only and will not result in Lippert issuing the replacement. Lippert will defer to the RV Manufacturer for your next steps regarding replacement. The pre-authorization team does not have access to submit orders. Mobile fees are not covered under the Lippert warranty for this product. Please provide pictures of the complete serial number tag with your claim submission as this product is not required to be returned for testing. Note: Your coach information will need to satisfy the conditions for Warranty credit. " 4/9: Dayra - Sent to the Vendor awaiting response.

Problem: CUSTOMER HAS TANKLESS W/H. EVERYTIME HE TURNS IT ON, IT BLOWS A FUSE

Cause: Water has a short in the control board

Remedy: Started at the outside of the water heater to see if it was on then tried to put a 15 amp fuse in place and it popped. Went back out to the outside of the water heater and shut it off. Tried to put another 15 amp fuse in and it popped again. Disconnected the positive wire on the water heater. Put the volt meter on the positive wire then to a ground and there was continuity. At the control board on the water heater it smells burnt. Would recommend a new water heater, not sure what else was damaged in the water heater and touch pad.

Part Return Req: No

Status: Approved with Modifications

Time Requested: 2.5

Time Allowed: .7

Sublet Repairs: 0.00

Operation Line 2

Flat Rate Code: 20038 SPRAY PORT - REPLACE (part return in US) *Fault Code:* POOR CONNECTION

Serial #: *Model #:* *Notes:*

Problem: CUSTOMER ADVISES HE CAN NOT GET THE SPRAY HOSE IN THE SPRAY PORT AT THE BACK OF THE RV.

Cause: Spray port connection won't hold the hose in the quick connection.

Remedy: Took the spray port hose and put in the quick connection but didn't stay in place. Put in po for a new spray port connection.

Part Return Req: Yes

Status: Approved

Time Requested: .2
Time Allowed: .2
Sublet Repairs: 0.00

Operation Line 3

Flat Rate Code: 22305 J-WRAP - REPAIR *Fault Code:* MISALIGNED

Serial #: *Model #:* *Notes:*

Problem: THE JWRAP IS SCREWED UNDER AROUND EXECT FOR THE GRILL AREA AND FRIDGE IT IS COMING LOOSE

Cause: J wrap below the outdoor kitchen is not secured properly.

Remedy: Took pictures of the j wrap not sitting in place. Unscrewed the black trim above the white j wrap that is on both sides of the outside kitchen door. Pushed the j wrap up about 1/8 inch then put staples in to hold the j wrap up. Screwed the trim back on and trimmed with silicone.

Part Return Req: No

Status: Approved with Modifications

Time Requested: .4
Time Allowed: .2
Sublet Repairs: 0.00