

Pre-Authorization

Pre-Authorization number PA03860717 Reference no: 76558 Status: Approved Approved by rossa Approved date 6/3/2025
 Servicing Name Address VIN Retail sold on
 Dealer

1194 Basden's American RV Basden's American RV 4YDFCGN27S2506224 5/21/2025
 600 E Baseline Rd
 Evansville, IN 47725

Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	1210814A	Leveling Jack - B	0.00	3.00	1.50		1	0.20	Complaint:LEVELING SYSTEM NOT WORKING Cause:Assess self leveling malfunctioning... Correction:Went to test the self leveling system and the front extended all the way out and thru a fault code and said the front was to low. Had to manually retract the front right jack all to get the Auto Retract to operate. Performed a Zero Point Calibration and Rehoming . Hit the Auto leveling and got another code that said LR out 9f Stroke. Tracked down leveling system in the rear underbelly. Reset it by disconnecting it and plugging it back in. Went to test system again and now I hit the Auto Level and it's raising the RF and the LF ain't even touching the ground. I went to retract the RF and it does nothing at panel... tried to Extend the LF and it does nothing. Disconnected Power from the Contol Board and waited 5mins and attempted to test it again!?attempted to Rehone and Zero calibrate system but it not operating properly. Replaced Controlboard with new test board and went thru the process of Rehoming and Zero Point Calibration and then hit the Auto Level Button which ran the front jacks out which leads me to the Leveling Sensor located in the back by axel. Ben advised me to call Lippert and check with them... sat on hold for 20 mins... spoke to Lippert for about 35mins voltage testing ins and outs and as I'm remounting the old Board as requested by Lippert I noticed that manufacturer mounting the board backwards and had sensors turned around. Rehomed, Zero Point Calibration and tested all functions and worked efficiently. Lippert Case #5877165 KRV- Approved to Pull Underbelly down in the rear and mount sensor correctly.
2	5104403B	Switch, 12V - Rep	0.00	0.30	0.30		1	0.30	Complaint:WATER PUMP SWITCH BROKEN Cause:Broken switch... Correction:Disassembled control panel to take pics and submitted part request. Received new switch and installed.

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 toKeystone RV Company

Pre-Authorization

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Pre-Authorization number PA03860717					1.80				

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