



Warranty Authorization Form

Date: 8/5/2025

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 #: 99214 Unit: 7M5FA3323SA009712
Series: Avenue Model: 2025AVE29RL
Notes:
Status: Approved

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: 16025 DUCTING - AC - REPAIR

Fault Code: POOR PERFORMANCE

Serial #: NA

Model #: na

Notes:

Problem: CUSTOMER DOES NOT FEEL THAT THE AIR CONDITIONER IS COOLING UNIT AS WELL AS IT SHOULD. WHEN TEMPERATURE WAS 90 DEGREES OUTSIDE, THE AIR CONDITIONER WAS KEEPING THE UNIT AT 79 DEGREES.

Time Requested: 3

Time Allowed: 3

Sublet Repairs: 0.00

Cause: Pulled unit up to shop and hooked up to shore power. Turned on air conditioner in main room and let run for 15 minutes. Te air conditioner is cooling within spec. There is also a foam "rv air flow " kit installed. This is not allowing the option for a main duct in the living room which could help cool the room down. Spoke with Chad about trying to use a divider to see if it would perform better. Went on the lot and found a air diverter and removed it from the unit. Built a divider to separate the return air and main duct. Installed diverter and inside plenum. Let air conditioner run until the end of the day. The ac is still cooling within spec. The concrete pad that the unit is on is 120 degrees and the outside wall is 106. Inside temp is 94. The air conditioner is putting out air at 75 degrees. Over the weekend the unit was tested. The following Monday I moved the unit to a 50 amp hookup and ran both air conditioners. The following morning the unit was maintaining 70-73 throughout the day. Sales and service have been in contact with the customer and the manufacturer to tie in the front air conditioner into the ceiling ducts to help cool the unit. Cleaned up tools and typed notes. Waiting on approval for other jobs.

Remedy: take the rv airflow out and have a dump in the living room. Removed rv air flow block and installed a new divider and air diverter. Taped up gaps and installed plenum. Spoke with service and cleaned up mess.

Part Return Req: No

Status: Approved

Operation Line 2

Flat Rate Code: 16025 DUCTING - AC - REPAIR

Fault Code: POOR PERFORMANCE

Serial #: NA

Model #: NA

Notes:

Problem: FRONT A/C NEEDS TO BE DUCTED IN TO THE REST OF THE SYSTEM TO COOL THE UNIT BETTER

Time Requested: 6

Time Allowed: 6

Cause: Tie in front ac to the duct work from the rear ac.

Sublet Repairs: 0.00

Remedy: Removed plenum from the inside. There are 2 support beams that are where the ducts need to be located. Drilled a hole and ran an inspection camera to verify that they are behind them. Removed inside plenum and hardware and removed the wooden supports. Cut out staples and Brad nails that help them in place. Cut out a section on each of the supports. Sent parts to get materials to make the duct work. Received parts. Took measurements and cut them to length so they fit through the wood supports. Applied aluminum tape over the existing duct work. Cut each duct and installed the foam pieces inside of the duct. Had to remove them and removed so more material to fit correctly. Installed vent pieces and taped together with aluminum tape. Taped up gaps around them. Installed wooden supports and taped gaps around them as well. Secured supports with Brad nails. Installed diverter and new plenum. Verified that everything is secured and working. Cleaned up mess. Verified work was completed with service writer.

Part Return Req: No

Status: Approved