



Warranty Authorization Form

Date: 9/10/2025

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 #: 101558 Unit: 7M5FP3427SB205501
Series: Paradigm Model: 2025PAR295MK
Notes: 8/14: Dayra - Sent to the Vendor awaiting response. / see pending
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: 20008 DRAIN - SINK - REPLACE (Photos required)

Fault Code: POOR CONNECTION

Serial #:

Model #:

Notes:

Problem: PLUMBING UNDER KITCHEN SINK KEEPS COMING APART. THIS IS AT THE JOINT AT THE P-TRAP. IT LOOKS LIKE THE DRAIN PIPE COMING OFF OF THE SINK IS TOO SHORT.

Time Requested: .5

Time Allowed: .3

Sublet Repairs: 0.00

Cause: The pipe is too short. Sent in parts request.

Remedy: Recieved new drain pise assembly. Cut pipe to length. Installed new drain pipe.

Part Return Req: No

Status: Approved with Modifications

Operation Line 2

Flat Rate Code: 14036 COUNTERTOP - NIGHTSTAND, DRESSER OR END TABLE - REPAIR

Fault Code: FOREIGN MATERIAL

Serial #:

Model #:

Notes:

Problem: REMOVE EXCESS GLUE ON WOOD SURFACES IN CAMPER.

Time Requested: .2

Cause: Glue needs to be removed

Time Allowed: .2

Remedy: Applied mineral spirits to a rag and cleaned glue off of table tops and drawer.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 3

Flat Rate Code: 14075 PANEL - INTERIOR WALL - REPAIR
(Photos required)

Fault Code: LOOSE

Serial #:

Model #:

Notes:

Problem: STRIP OF WALLPAPER PEELING GOING UP STEPS TO BEDROOM

Time Requested: .2

Cause: Seam tape is damaged. We don't have this color here. Sent parts request

Time Allowed: .2

Remedy: NEED TO REPLACE THE WALL PANEL TAPE

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 4

Flat Rate Code: 20024 HOLDING TANK PROBES - REPAIR
WIRING

Fault Code: DOCUMENTED

Serial #:

Model #:

Notes: 8.13.25 John-Documented and denied for now. Can be reopened or resubmitted once more investigation has been completed. 8.11.25 John-So is there an actual issue with the system or wiring? Or did you just clean and flush the tanks and all is working? 8-13 we are still working on the claim and will call to update please move forward thank you

Problem: CUSTOMER ADVISES THAT THE GREY TANK LEVEL INDICATOR IS NOT REGISTERING CORRECTLY

Time Requested: 1.5

Cause: The grey tank is reading 1/3 full.

Time Allowed: 0

Remedy: Could not determine which tank was 1 or 2 filled both grey tanks up and added newgen in both tanks

Sublet Repairs: 0.00

Part Return Req: No

Status: Denied

Denial Code:

Operation Line 5

Flat Rate Code: 20046B TOILET - COMPLETE - REPLACE - DOMETIC
(dometic pre auth required)(Photo of toilet tag removed, on piece of paper)

Fault Code: VENDOR

Serial #: 310 Model
#: 310

Notes: 8/20/25: Danielle -- We authorize 0.75 hours labor and credit of a toilet due to not holding water. SCRAP IN FIELD - SCRAPE DATA TAG(S) OFF UNIT - APPLY TO A BLANK PIECE OF PAPER AND UPLOAD TO THE CLAIM PHOTOS ARE ACCEPTED; HOWEVER, THE PHOTOS MUST SHOW THE TAG(S) REMOVED FROM THE APPLIANCE. BE SURE TO KEEP A COPY OF THE DATA TAG(S) FOR YOUR RECORDS SHOULD THEY BE NEEDED FOR ANY FURTHER PROCESSING. 8/15: Dayra - Vendor is requesting more information, "Sounds like the arm of the ball has just been knocked out of the pocket in the toilet and that is why it's not making proper contact with the seal. " - emailed dealer will await their response/review 8/14: Dayra - Sent to the Vendor awaiting response. 8/11/25-SP- I NEED A MORE CLEAR COMPLET PIC OF THE TOILET TAG PLEASE, I REALIZE THIS IS IN A DIFFICULT SPOT TO REACH, BUT IT SAYS IN THE FRC ABOVE, THE REQUIREMENTS (Photo of toilet tag removed, on piece of paper) TO BETTER BE ABLE TO READ THE INFORMATION NEEDED. 8-13 BH SENT PHOTO

Problem: CUSTOMER ADVISES THAT THE TOILET IS NOT HOLDING WATER.

Time Requested: .75

Cause: The seal isn't holding water. Replaced the inner seal and the toilet still won't hold. The flapper is moving down away from the seal. I can move it up but it folds back down immediately. Tech suggests replacing the toilet.

Time Allowed: .75

Sublet Repairs: 0.00

Remedy: WE REPLACED THE TOILET

Part Return Req: No

Status: Approved

Operation Line 6

Flat Rate Code: 12018 COMPARTMENT DOOR - LATCH - REPAIR
(Photo of door tag and defect)

Fault Code: MISALIGNED

Serial #:

Model #:

Notes:

Problem: CUSTOMER ADVISES THAT THE LATCH THAT HOLDS THE SCREEN DOOR AND THE MAIN DOOR TOGETHER IS NOT HOLDING THE TWO DOORS TOGETHER.

Time Requested: .1

Cause: The latch isn't holding the door when you open it.

Time Allowed: .1

Remedy: Moved the door latch down to hold the door.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 7

Flat Rate Code: 22428 SLIDE TOPPER - REPAIR

Fault Code: MISALIGNED

Serial #:

Model #:

Notes:

Problem: THE DOOR SIDE SLIDE TOPPER IS LOOSER THAN THE OTHERS AND IT HOLDS A LOT OF WATER WHEN IT RAINS.

Time Requested: .7

Cause: Moved a lift over to the unit. Ran slide room out. The front of the fabric is a little loose. THE FACTORY INSTALLED THE THE SLIDE TOPPER RAIL INCORRECTLY. THERE IS NO PITCH TO THE FABRIC WHICH IS WHY ITS HOLDING WATER.

Time Allowed: .7

Sublet Repairs: 0.00

Remedy: Ran the awning on the slide room out. Pinned both sides of the slide topper. Removed mounting screws from the hardware so I could slide the topper over to wind the spring. Wound the spring another 3 turns. Installed brackets and mounting screws. Ran the slide room in and out to check function. The material has tightened up a little on the front. The fabric will likely hold water due to the installation.

Part Return Req: No

Status: Approved

Operation Line 8

Flat Rate Code: 22704 TRIM - EXTERIOR - REPAIR

Fault Code: LOOSE

Serial #:

Model #:

Notes:

Problem: THERE ARE SOME SCREWS THAT KEEP COMING LOOSE AND HANGING DOWN ON THE UNDERSIDE OF THE FIFTH WHEEL OVERHANG.

Time Requested: .1

Cause: Screws are loose

Time Allowed: .1

Sublet Repairs: 0.00

Remedy: Tightened the screws.

Part Return Req: No

Status: Approved

Operation Line 9

Flat Rate Code: 22299 LANDING GEAR - REPAIR ONLY (photos required) Fault Code: LOOSE

Serial #:

Model #:

Notes: 8/13/25-SP PLEASE ATTACH PICS AS WELL AS UPDATE THE REMEDY SO I CAN PROCEED WITH THIS PA REQUEST. 8/11/25-SP- ALL LINES REQUIRE PHOTOS OF THE ISSUE OR AFFECTED AREA, PLEASE UPLOAD PICS SO I CAN PROCEED WITH PROCESSING THIS PA REQUEST. ALSO UPDATE THE REMEDY AS YOU HAVE THE CAUSE AND REMEDY STATING THE SAME THING.

Problem: FIND OUT WHY THE LANDING GEAR IS NOT WORKING

Time Requested: .2

Cause: found wires loose on the trombetta.

Time Allowed: .2

Remedy: found wires loose on the trombetta.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved