



Warranty Authorization Form

Date: 8/20/2025

General Information

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

Ph. (812) 867-5200
cbruce@americanrvcenter.com

Pre-Auth #: 99832

Series: Delta

Notes: 7.28.25 John-There are still no photos of the tank flush, thank flush plumbing, or the obstruction on line 3 as required.

Status: Approved with Modifications

Unit: 7M5TD2923SC306379

Model: 2025DEL262RB

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: 14051 DOOR - INTERIOR - SLIDING - REPAIR
(Photos required)

Fault Code: POOR PERFORMANCE

Serial #:

Model #:

Notes:

Problem: THE SLIDING DOOR TO THE BEDROOM FELL OFF CUSTOMER NEEDS UNIT THE FIRST WEEK OF AUGUST

Time Requested: 1.5

Cause: sliding door and sliding door railing and wood around it falling apart

Time Allowed: 1.5

Remedy: brought camper in to fixing sliding door. when i got to the back bedroom i noitced that the slide rail and wood around the slide rail was completely falling out. removed sliding door. carefully took rail and wood off ceiling and removed the rail for the wood. all of the nails had come out that keep the two pieces together. had to remove nails and line pieces together to nail back. onces they pieces were together i looked for the stud to screw into on ceiling. was 1.5 inches behind orginal holes. went and added screws to wood to secure to stud once that was done added rail back to it and screwed it in along with door reattached to the rail.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 2

Flat Rate Code: 20038 SPRAY PORT - REPLACE (part return in US) Fault Code: COMPONENT FAILURE

Serial #: Model #: Notes: 7/25/25-SP- I need a pic of the spray port ,The pics on this line are of the back of the unit. 7/28/25-SP- PART RETURN REQUIRED; Approved pending the testing of the components, if the components test good they will be charged back to you

Problem: THE BACK SPRAY PORT KEEP SHOOTING WATER AFTER YOU TAKE THE HOSE OFF

Time Requested: .2

Cause: back spray port shoots water

Time Allowed: .2

Remedy: even if a hose is noty connected to the back port it will shoot water out when sprayer is turned on. took screws out and removed old sprayer. put on new spray port and checked for leaks or back spray and did not find any. put screws in and resealed port.

Sublet Repairs: 0.00

Part Return Req: Yes

Status: Approved

Operation Line 3

Flat Rate Code: 20012A FRESH WATER LINE - REPAIR (photos required) Fault Code: DOCUMENTED

Serial #: Model #: Notes: 7.31.25 John-No photo of issue or blockage provided 7.25.25 John-Flat rate requires photos. Please provide photos taken during diagnostic steps and photos of the blockage that was removed from the line. Again, these photos are required.

Problem: CUSTOMER WOULD LIKE TO KNOW IF WATER CAN BE ADDED TO THE BLACK TANK THROUGH THE BLACK TANK FLUSH. IF IT WILL WORK, IT IS NOT LETTING WATER THROUGH.

Time Requested: 1

Cause: black tank flush not working

Time Allowed: 0

Remedy: connected hose to black tank flush and ran water through it. water was coming in very slow. went to front compartment where black tank flush port is located and unback all of customers items carefully. then disconnected B&B valve on flush to blow air into lines top see if it was working. air did not come through. removed board to check if a kink was in line at entry port. did not find a kink. found underbelly access to line to check for kinks, again none were found. went to black tank itself and had to make small cut along with removing screws holdin under belly to see tank and foudn no kinks. put screws back in under belly and added underbelly tape to all point that had been cut. went back to flush in bathroom and blew more air into line. water cameout other side and small blockage removed. reconnected back together and ran water through line and started working again. customer can use black tank flush

Sublet Repairs: 0.00

Part Return Req: No

Status: Denied

Denial Code: REQUIRED INFORMATION NOT PROVIDED

Operation Line 4

Flat Rate Code: 12046 GRAB HANDLE - EXTERIOR - REPLACE
(Photos required)

Fault Code: COMPONENT FAILURE

Serial #:

Model #:

Notes:

Problem: THE HANDLE ON THE FRONT ENTRY DOOR IS BROKEN.

Time Requested: .3

Cause: FOUND HANDLE DAMAGED AND WILL NOT WORK

Time Allowed: .2

Remedy: NEED TO REPLACE THE HANDLE

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved with Modifications