



Warranty Authorization Form

Date: 9/11/2025

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 #: 103305 Unit: 7M5FA2821SA009937
Series: Avenue Model: 2025AVE23ML
Notes: 8/27: Dayra - Sent to the Vendor awaiting response.
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: 16033B FURNACE - ELECTRODE (SF MODELS) - REPLACE - *Fault Code:* VENDOR
SUBURBAN (DIAGNOSIS AND SETUP TIMES INCLUDED) MODEL AND SERIAL
NUMBER OF THE MAIN UNIT IS REQUIRED (Part return per auth) (RVP auth
required)

Serial #: NA *Model #:* NA *Notes:* 8/29: Dayra - Vendor approved "Suburban will authorize the replacement of the
Electrode/Wire Assembly, field scrap the old part, warranty allowance time is 1.0 hrs." -
attached / Please order through Alliance 8/27: Dayra - Sent to the Vendor awaiting
response.

Problem: CYCLE THE FURNACE. ON RECENT TRIP CUSTOMER STATED THAT THE
FURNANCE CYCLED SEVERAL TIMES. IT WOULD RUN AND THEN THE FLAME WOULD
SHUT OFF BUT FAN STILL RUN AND RE IGNITE WITHIN 30 SECONDS. DID 4-5 TIMES
WHILE HE WAS DUMPING HIS TANKS

Time Requested: 1
Time Allowed: 1
Sublet Repairs: 0.00

Cause: Pulled unit into shop and hooked up to shore power. Turned on furnace. The furnace is
igniting and then goes out with the fan running. Removed outside cover. Removed circuit board
and tested. The board is good. Removed customers' belongings from the front compartment.
Removed access panels. Removed duct work, gas line, and cut wires. Removed mounting screws
and pulled the furnace. The flame sensor/electrode will need to be replaced. Sent in parts request.
Taped cut out and cleaned up tools. Placed customers' belongings inside unit. Parked the unit.

Remedy: REPLACE THE ELECTROD

Part Return Req: Per Auth

Status: Approved