



Warranty Authorization Form

Date: 12/2/2025

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 #: 105527 Unit: 7M5FA3323SA009712
Series: Avenue Model: 2025AVE29RL
Notes: 9/22/25: Danielle -- Sent lines 3, 6 & 7 to the vendor
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: 10063A SLIDEOUT - ADJUST - ELECTRIC Fault Code: MISALIGNED

Serial #: Model #: Notes: 9/19/25-SP- CAN YOU PLEASE UPDATE THE REMEDY BOX
WITH WHAT YOU PLAN ON DOING FOR THE SLIDE ISSUE

Problem: WHEN BRING IN SLIDE (1) IT MAKES A NOISE PART OF THE TIME didnt hear at
drop off

Time Requested: .5

Cause: could not hear an issue but i noticed the top of the room does not go out completely

Time Allowed: .5

Remedy: could not hear an issue but i noticed the top of the room does not go out completely
CLEAN LUBE AND ADJUST SLIDE ROOM

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 2

Flat Rate Code: 12028 ENTRANCE DOOR - ADJUST

Fault Code: BINDS / GRABS

Serial #: Model #: Notes:

Problem: THE ENTRY DOOR IS HARD TO SHUT CHECK THE DEAD BOLT

Time Requested: .1

Cause: adjusted and lubricated the latch.

Time Allowed: .1

Remedy: adjusted and lubricated the latch.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 3

Flat Rate Code: 14080B SOFA - REPLACE (Photo of Law Tag Required) *Fault Code:* VENDOR
(Vendor auth required)

Serial #: *Model #:* *Notes:* 12/1 Conner - adding .25hrs, for a total of .5hrs 9/23/25: Danielle -- Lippert will authorize the replacement of the center console and .25 labor. The part number authorized is: 20240452471 - CENTER CONSOLE 12" (TP) 2025 ALLIANCE AVENUE 9/22/25: Danielle -- Sent to the vendor please allow 48 hours for vendor response (Business days)

Problem: THE THREE SCREWS ON THE ARM REST ARE STRIPPED AND THE ARM REST IS OFF LEVEL AND WHEN SITTING THE RIGHT CHAIR WHEN LOOKING IT FELLS LIKE YOU ARE LEANING

Time Requested: 1.5

Time Allowed: .5

Cause: INSTALLD SCREWS FOR THE ARM REST BUT IT FEELS LIKE YOU ARE LEANING WHEN SITTING DOWN

Sublet Repairs: 0.00

Remedy: REPLACE THE COUCH

Part Return Req: No

Status: Approved with Modifications

Operation Line 4

Flat Rate Code: 14061A LINO - REPAIR (Please provide length and wide of area) *Fault Code:* Lino – Slide Floor

Serial #: *Model #:* *Notes:*

Problem: THE LINO ON THE DINNETTE SLIDE IS COMING UP AND WONT LAY DOWN ON THE FRONT THE SCREW IS CATCHING IT

Time Requested: .5

Time Allowed: .5

Cause: removed screws and installed flushg screws and trimed bottom of the facia

Sublet Repairs: 0.00

Remedy: removed screws and installed flushg screws and trimed bottom of the facia

Part Return Req: No

Status: Approved

Operation Line 5

Flat Rate Code: 22668 TOILET - WATER VALVE - REPLACE - THETFORD (Model/serial required) *Fault Code:* VENDOR

Serial #: . *Model #:* . *Notes:*

Problem: THE TOILET IS LEAKING WHEN YOU FLUSH IT MODEL42070

Time Requested: 1

Cause: Valve is dripping when foot lever is pushed cripes needs some nugen

Time Allowed: 1

Remedy: NEED TO REPLACE THE VALVE

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 6

Flat Rate Code: 14007 BLIND - ADJUST

Fault Code: DOCUMENTED

Serial #: *Model #:* *Notes:* 9/22/25: Danielle -- shade adjustments are not covered under warranty 9/22/25: Danielle -- Sent to the vendor please allow 48 hours for vendor response (Business days) 9/19/25-SP- DATA TAG ON BLIND IS REQUIRED FOR PROCESSING OF THE PA REQUEST, PLEASE UPLOAD TO THIS LINE. 0919 BH ADDED PHOTO

Problem: ALL THE BLINDS MARKED WITH TAPE ARE ROLLING UP TOO FAST

Time Requested: 1

Cause: THERE IS 6 BLINDS

Time Allowed: 0

Remedy: adjusted blinds and made sure they roll up slower.

Sublet Repairs: 0.00

Part Return Req: No

Status: Denied

Denial Code:

Operation Line 7

Flat Rate Code: 16095 THERMOSTAT - WALL - REPLACE (Model/Serial
Photo Required of AC unit)(Vendor Auth required)

Fault Code: VENDOR

Serial #: NA *Model #:* NA *Notes:* 12/1 Conner - adding .5hr for total of 1.5hrs 9/23/25: Danielle -- approved a replacement thermostat and scrap the old one. 9/22/25: Danielle -- Sent to the vendor please allow 48 hours for vendor response (Business days) 9/19/25-SP- A PHOTO OF THE MAIN AC UNIT IS REQUIRED FOR VENDOR SUBMISSION, CANNOT PROCEED WITHOUT IT. PLEASE UPLOAD TO THIS LINE IN ORDER TO PROCESS.

Problem: THE FURNACE WILL COME ON, BUT IT ONLY RUNS FOR ABOUT 3 MINUTES AND THEN SHUTS OFF.

Time Requested: 3

Cause: T stat is shutting off the furnace burner after about 10 seconds

Time Allowed: 1.5

Remedy: tested the lp pressure and it was good so i removed the furnace and put on bench and it worked great i reinstalled and it did not run but about 10 sseconds and burner shut off . i checked the gas line and it was ok no kinks greg mentiopned the t stat so we changed the tstat and it worked furnace heats now.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved with Modifications

Operation Line 8

Flat Rate Code: 18009 12 VOLT LIGHT INTERIOR - REPLACE (Photo
of front and back of light)

Fault Code: VENDOR

Serial #: *Model #:* *Notes:* 9/19/25-SP- THE FOLLOWING IS REQUIRED FOR VENDOR SUBMISSION. REPLACE (Photo of front and back of light).. PLEASE UPLOAD TO THIS LINE IN ORDER TO PROCEED WITH PROCESSING THIS PA REQUEST

Problem: WHEN LOOKING AT THE COUCH (NOT THE THEATHER SEATING) ONE OF THE LIGHTS DO NOT COME ON RIGHT SIDE

Time Requested: .2

Cause: Light sometimes works sometimes it doesnt

Time Allowed: .2

Remedy: RECOMMEND TO REPLACE

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 9

Flat Rate Code: 22410 LIGHT SWITCH - REPAIR (photo required)

Fault Code: POOR CONNECTION

Serial #:

Model #:

Notes: 9/19/25-SP- PLEASE UPDATE REMEDY TO WHAT YOU PLAN ON DOING TO FIX THE ISSUE.

Problem: AWNING (1) THE LEDS LIGHTS ARE NOT TURNING ON

Time Requested: .5

Cause: foudn wire pulled from back of the switch

Time Allowed: .25

Remedy: foudn wire pulled from back of the switch INSTALLED THE WIRE BACK

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved with Modifications

Operation Line 10

Flat Rate Code: 14016 CABINET - DOOR - REPAIR (Photos required)

Fault Code: LOOSE

Serial #:

Model #:

Notes:

Problem: THE CABINET DOOR OVER THE COUCH THE RIGHT DOOR IS LOOSE

Time Requested: .8

Cause: added ood into hole and then reinstalled screws till tight.

Time Allowed: .25

Remedy: added ood into hole and then reinstalled screws till tight.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved with Modifications

Operation Line 11

Flat Rate Code: 22586 SEWER CAP - REPLACE

Fault Code: BROKEN

Serial #:

Model #:

Notes: 9/19/25-SP- CLEANING THIS WOULD BE CUSTOMER MAINT, LATCH MORE THAT LIKELY BROKE FROM TOO MUCH DEBRIS ON COVER AND TRYING TO FORCE IT ON.

Problem: THE SEWER CAP LEAKS WHEN THE CAP IS ON

Time Requested: .1

Cause: found trash on the seal at first then i flound one of the latch ears was broken so i replaced the cap. found trash on the seal at first then i flound one of the latch ears was broken so i replaced the cap.

Time Allowed: 0

Sublet Repairs: 0.00

Remedy: found trash on the seal at first then i flound one of the latch ears was broken so i replaced the cap.

Part Return Req: No

Status: Denied

Denial Code:

Operation Line 12

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

Serial #: *Model #:* *Notes:* 9/19/25-SP- PART RETURN REQUIRED, PENDING COMPONENT TESTING, IF PART TESTS GOOD YOU WILL BE CHARGED BACK.

Problem: SPRAY PORT LEAKS WHEN CONNECTED AT THE OFF DOOR SIDE FRONT *Time Requested:* .2

Cause: Will need a spray port *Time Allowed:* .2

Remedy: Will need a spray port *Sublet Repairs:* 0.00

Part Return Req: Yes

Status: Approved

Operation Line 13

Flat Rate Code: 14085 TRIM - INTERIOR - REPAIR *Fault Code:* LOOSE

Serial #: *Model #:* *Notes:*

Problem: TRIM PEICE IN THE PANTY HAS COME LOOSE AND NEEDS REATTACHED LAYING ON THE FLOOR *Time Requested:* .1

Cause: trim peice came off the small access panel i glued it in place. *Time Allowed:* .1

Remedy: trim peice came off the small access panel i glued it in place. *Sublet Repairs:* 0.00

Part Return Req: No

Status: Approved

Operation Line 14

Flat Rate Code: 14009 BLIND - REPLACE (Photo of data tag, defect, and full *Fault Code:* TORN / PUNCTURED view required)(Auth required if United Shade)

Serial #: *Model #:* *Notes:*

Problem: THE BED ROOM BLIND ON THE DRIVERS SIDE HAS HOLES IN IT *Time Requested:* .2

Cause: has holes and needs replaced. *Time Allowed:* .2

Remedy: REPLACE WITH NEW *Sublet Repairs:* 0.00

Part Return Req: No

Status: Approved

Operation Line 15

Flat Rate Code: 14029B COUNTERTOP - BATHROOM - REPLACE *Fault Code:* GOODWILL RETAIL
(Photos required)

Serial #: *Model #:* *Notes:* 9/25/25-SP- APPROVED PER REQUEST OF KYLE PRATER 9/19/25-SP-
COACH HAS BEEN OWNED OVER 3 MONTHS, THIS LOOKS TO BE FROM
SOMETHING THEY PLACED ON COUNTER. NOT A WARRANTABLE ISSUE.

Problem: BATHROOM COUNTER TOP HAS A STAIN A CIRCLE *Time Requested:* 3.7

Cause: FOUND STAIN *Time Allowed:* 2

Remedy: NEED TO REPLACE *Sublet Repairs:* 0.00

Part Return Req: No

Status: Approved with Modifications

Operation Line 16

Flat Rate Code: 16025 DUCTING - AC - REPAIR *Fault Code:* GOODWILL RETAIL

Serial #: *Model #:* *Notes:*

Problem: INSTALL RV AIR FLOW case 23721 per kyle prater *Time Requested:* 1

Cause: INSTALL RV AIR FLOW *Time Allowed:* 1

Remedy: INSTALL RV AIR FLOW *Sublet Repairs:* 0.00

Part Return Req: No

Status: Approved