



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 #: 109767 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: 10063A SLIDEOUT - ADJUST - ELECTRIC Fault Code: MISALIGNED

Serial #: Model #: Notes:

Problem: WE INSTALLED TOPPERS. CUSTOMER THINKS THE TOPPER ON SLIDE 1 IS TO TIGHT AND ON'T LET THE SLIDE GO ALL THE WAY OUT

Cause: No issues with slide topper.

Remedy: Checked seal inside seal on Slideroom 1 when in the outward position and there is a good inch away from being sealed. Took tension off of topper and ran room out and ran room again and the bottom pulled in slightly but nothing for the top. Checked adjustments on slideout and they are adjusted all the way out and the adjustment to drop the bottom to pull top outward is adjusted all the way down and no adjustments can be done to fix the sealing issue and problem is within the manufacturing of the slideroom. Ben will have to contact Manufacturer in regard. Ben advised me that manufacturer recommended to add a bulbseal on the backside of Slideroom. Took measurements (148in across top, 80in on sides=308in total) and received bulbseal from parts. Received Bulbseal and installed as advised but there was still a gap along the top, was then advised to add spacer boards around to mount the seals on but once i added the spacer boards down the sides it gapped the top back out again where the bulb seals dont touch. Manufacturer then gave another list of areas to measure and get back to them which means i had to pull spacer boards and seals down the sides. Manufacturer wanted me to drop underbelly and inspect welds, driveshaft and arms... separate job line.

Part Return Req: No

Status: Approved

Time Requested: 6

Time Allowed: 6

Sublet Repairs: 0.00

Operation Line 2

Flat Rate Code: 16054 REFRIGERATOR - DOOR - ADJUST (Model/ serial # & photo) *Fault Code:* MISALIGNED

Serial #: . *Model #:* . *Notes:* 11/3/25-SP- PLEASE HAVE A PHOTO OF THE MODEL AND SERIAL# TO UPLOAD AT CLAIMS. IF YOU DO NOT THIS MAY BE DENIED AND YOU WILL BE CHARGED BACK.

Problem: FRIDGE DOOR DOES NOT LATCH ALL THE TIME

Time Requested: .2

Cause: Door off alignment from latch.

Time Allowed: .2

Remedy: Adjusted door hinge. And tested and door shuts and latches properly now.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 3

Flat Rate Code: 14078 SLIDEOUT FASCIA - INTERIOR - REPLACE

Fault Code: NO PROBLEM FOUND

Serial #: *Model #:* *Notes:* 11/3/25-SP- THESE ARE MANUFACTURED INTO THE TRIM.

Problem: TRIM AROUND SLIDECORNER IS SEPARATIONAND ONE PANEL HAS A STAIN

Time Requested: .5

Cause: Looked around area mentioned for stains and area coming loose and found no loose area and found some spots on trim vertically next to fridge. Spots do look like they are manufactured into trim but i dont see the same type spots on any other pieces of trim in camper. Part requesting new piece of trim length is 80.5in long, 6in wide, and 1in thick, 7/8in taper on both sides.

Time Allowed: 0

Sublet Repairs: 0.00

Remedy: Looked around area mentioned for stains and area coming loose and found no loose area and found some spots on trim vertically next to fridge. Spots do look like they are manufactured into trim but i dont see the same type spots on any other pieces of trim in camper. Part requesting new piece of trim length is 80.5in long, 6in wide, and 1in thick, 7/8in taper on both sides.

Part Return Req: No

Status: Denied

Denial Code: NOT COVERED UNDER WARRANTY

Operation Line 4

Flat Rate Code: 10063A SLIDEOUT - ADJUST - ELECTRIC *Fault Code:* NO PROBLEM FOUND

Serial #: *Model #:* *Notes:* - Sean B – 11/03/25/ - denied - goes with line 1 - 11/3/25-SP- PLEASE PROVIDE PHOTOS OF ISSUE OR AREA OF ISSUE IN ORDER TO PROCEED THE TECH QUE WILL NEED PHOTOS TO HELP WITH ISSUE.

Problem: DIAG AND TIME FOR THE KITCHEN SLIDE ROOM

Time Requested: 6

Cause: TIME FROM LIPPERT

Time Allowed: 0

Remedy: Manufacturer recommended to space out and install another bulb seal around the inside of slideroom, then later was asked to take certain measurements but now have to remove the space boards and seals to get them measurements. Removed the spacer and seals down both sides and took my measurements and turned them into Ben. Ben then comes back and told me the manufacturer wants the adjustments back into there original position (which can be seen better the rust and black paint) in which i did despite me knowing it was only going to make the issue worse. Ben then asked me to take measurements again, in which i did and gav3 him the measurements. After making the adjustments back to the manufacturer position and put the room in the retracted position, the slide floor was a good 2in up off the inside floor. Ben came to me and advised the manufacturer wanted me to drop the underbelly to inspect Arms, Driveshaft and Welds. Drop the underbelly starting at the rear... had to remove the 4way plug, 2 Dump tube holders and spare tire. Removed mounting hardware all the way down to the 2nd axle. Folded and pulled underbelly cover between the 2 axles down low enough to squeeze between the 2 tires to inspect the 2nd geared arm and driveshaft. Found both Gear Arms and driveshaft to have solid welds and tightened hardware with no out of place bows or bends. Putting underbelly back up enough to hold till i hear what needs to be done. Reinstalled spare tire. Put dump tube holders inside camper till i hear from manufacturer whats to be done.

Sublet Repairs: 0.00

Part Return Req: No

Status: Denied

Denial Code:

Operation Line 5

Flat Rate Code: 10084 UNDERBELLY - RESECURE

Fault Code: NO PROBLEM FOUND

Serial #: *Model #:* *Notes:* - Sean B – 11/03/25/ - denied - goes with line 1 -

Problem: TIME TO REMOVE THE UNDER BELLY FROM THE BACK

Time Requested: 3

Cause: TAKE PHOTOS FROM UNDER THE CAMPER

Time Allowed: 0

Remedy: INSTALL THE UNDER BACK

Sublet Repairs: 0.00

Part Return Req: No

Status: Denied

Denial Code: