



Warranty Authorization Form

Date: 11/26/2025

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 #: 111205 Unit: 7M5TD3122SC304351
Series: Delta Model: 2025DEL281BH
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: 20038 SPRAY PORT - REPLACE (part return in US) *Fault Code:* VENDOR

Serial #:

Model #:

Notes:

Problem: WATER QUICK CONNECT WILL NOT CONNECT TO HOSE ON ALL OF THE HOSES

Time Requested: .6

Cause: Spray port connections are sticky

Time Allowed: .4

Remedy: Got the spray port hose then was firm about connecting the spray port hose to all three spray port connections. Took pictures of each connection. Then when winterizing the two spray ports in the front compartment would leak when the water pump was on. Got two new spray ports from the parts department. Unscrewed the bad spray ports then screwed on the new spray ports and passed antifreeze through them. The spray port at the rear was not leaking. Put bad spray ports in warranty department.

Sublet Repairs: 0.00

Part Return Req: Yes

Status: Approved with Modifications

Operation Line 2

Flat Rate Code: 22488 FRESH WATER - VACUUM BREAKER - REPLACE (Part Return Required)

Fault Code: CUSTOMER PAY

Serial #: **Model #:** **Notes:** 11/17/25-SP-THIS WOULD NOT BE COVERED UNDER WARRANTY FOR STINK BUGS CLOGGIN THE VACUUM BREAKER

Problem: BLACK WATER FLUSH DOESN'T WORK. FLOODS UNDER BATHROOM SINK

Time Requested: 1.5

Cause: ball valve was jammed

Time Allowed: 0

Remedy: Went to the bathroom sink then unscrewed the vacuum breaker from the water lines. Opened the vacuum breaker and found stink bugs inside and the ball valve was stuck. Got a replacement vacuum breaker and then installed it. Connected a garden hose to the black tank flush connection to verify the vacuum breaker wasn't leaking, no leaks occurred.

Sublet Repairs: 0.00

Part Return Req: Yes

Status: Denied

Denial Code:

Operation Line 3

Flat Rate Code: 14061A LINO - REPAIR (Please provide length and wide of area) **Fault Code:** BINDS / GRABS

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

Problem: CARPET ON SLIDE ROOM IS ROLLING UP CUSTOMER PUT A BOOK ON THE CARPET AND IT WOULD NOT STAY DOWN

Time Requested: .4

Time Allowed: .4

Cause: Not carpet it's linoleum. Linoleum is hitting the screw behind the slideroom fascia.

Sublet Repairs: 0.00

Remedy: Ran the slideroom out and took pictures of the slideroom linoleum on the left-hand side. Checked the screw behind the slideroom fascia as the linoleum was hitting it. Ran the slideroom in a little and picked up the linoleum and found a dent in the linoleum where it was hitting the screw. Trimmed back the linoleum till it didn't hit the screw causing it to bunch up the linoleum. Used the heat gun to help relax the linoleum.

Part Return Req: No

Status: Approved

Operation Line 4

Flat Rate Code: 20011B FAUCET - KITCHEN - REPLACE (photos required - etching on neck, white tag on lines, full view of faucet)(Part return per auth) **Fault Code:** VENDOR

Serial #: **Model #:** **Notes:** 11/18/25 BH INFO ADDED THANKS 11/18/25-SP- 2ND REQUEST FOR REQUIRED INFORMATION. PHOTO OF WHITE TAG ON LINES UNDER SINK IS REQUIRED FOR VENDOR SUBMISSION. PLEASE UPLOAD TO PROCEED WITH PA REQUEST. 11/17/25-SP- PLEASE UPLOAD PHOTOS RELEVANT TO FRC THAT ARE REQUIRED FOR VENDOR IN ORDER TO PROCEED WITH PA REQUEST.... REPLACE (photos required - etching on neck, white tag on lines, full view of faucet)(Part return per auth)

Problem: THE KITCHEN FAUCET IS LOOSE

Time Requested: .5

Cause: The base of the faucet is solid but the rest is wobbly

Time Allowed: .5

Remedy: Inspected the kitchen faucet and checked the base for firmness. The base of the faucet was tight and the rest above the base is wobbly. Put in po for warranty for a new kitchen faucet.

Sublet Repairs: 0.00

Part Return Req: Per Auth

Status: Approved