



Warranty Authorization Form

Date: 2/16/2026

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 #: 116514 Unit: 7M5FA282XSA010858
Series: Avenue Model: 2025AVE23ML
Notes:
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: 20044B TOILET - BALL SEAL - REPLACE - DOMETIC Fault Code: DOCUMENTED
(model/serial # required)

Serial #:
302310061

Model #: 310

Notes: 1/22/26 Chase / RV toilet ball seal maintenance involves regular cleaning and lubrication with a silicone-based lubricant / If this would have been maintained it would not have disappeared / This will be denied

Problem: CUSTOMER ADVISES THAT THE TOILET IS NOT HOLDING WATER IN THE BOTTOM OF THE BOWL. CUSTOMER ADVISES THAT UNIT IS WINTERIZED.

Cause: Toilet not holding water

Remedy: Brought unit in found line to connect antifreeze to city water to run antifreeze through system since unit is winterized. Went to toilet and ran. When flap closes toilet does not hold water. noticed toilet does not have flap seal. Parts request submitted for new ball seal. Received new seal. Placed inside toilet. Ran antifreeze and toilet held antifreeze in bowl

Part Return Req: No

Status: Denied

Denial Code:

Time Requested: .75

Time Allowed: 0

Sublet Repairs: 0.00

Operation Line 2

Flat Rate Code: 14020 CABINET - DRAWER FRONT - REPAIR
(Photos required)

Fault Code: MISALIGNED

Serial #:

Model #:

Notes:

Problem: THE DRAWER ON THE STOVE IS NOT CLOSING PROPERLY.

Time Requested: .1

Cause: Range drawer

Time Allowed: .1

Remedy: Beought unit in. Ran slideroom out to access drawer. When removing drawer noticed right side did not want to come out. Removed drawer from guides and found the side on the drawer itself is damaged. Has large crack in wood running down side. Parts request submitted for new drawer

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved