



Pre-Authorization

Pre-Authorization number	PREAUTH732 98 (PA03965541	Reference no.78976	Status	Approved
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Servicing Dealer 1194	Name Basden's American RV	Address 600 E Baseline Rd Evansville, IN 47725	VIN 4YDFCGM27TV504328	Retail sold on
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For paper claims only use one pre-authorization number per warranty claim form.
Staple a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim form.
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Root		Approved			Actual		Base		Complaint/Cause/Correction
Operation	Description	Sublet	Sub Hours	Hours	hours	Qty	hours		
6100802A	Drain Valves - Waste - Repair 0		0.2	0		1	0.3		Complaint: 1 BLACK AND 1 GREY VALVE IS NOT CLOSING Cause: Frozen cables. Correction: After pulling unit in... i had to let it sit with Furnace running for over 4+hrs before valve could close. KRV — After careful consideration, no manufacturing defect is present.
6101124B	Drain Valves with Underbelly 0 - Handle Extension		2.5	2.5		1	0.2		Complaint: THE BLACK TANK HANDLE IS MISSING Cause: SPRAY FOAM Correction: Black tank dump handle has spray foam all over it and the rod. Part requesting new one. If whole knife valve has to be changed with it the tank valve is about 4 to 8 ft. Ben approved new handle to be installed which means the whole knife valve does have to be replaced. Received new knife valve. After looking over schematics to complete job to drop underbelly id have to drop the whole LP Hardline and cut where the dump tanks drain pipe comes out the floor so instead of removing Everything and i have to cut underbelly anyways, im cutting a access hole to get to knife valve and replace. Removed the tightener nut on the backside of wall that holds handle in place, which i have to move water pump out of the way to get handle and cable out. Unscrew false wall behind water station to work cable and handle out. Had to remove multiple panels inside compartment to feed cable thru. Made my cut to underbelly to access to knife valve. I find a 4in knife valve and remove cable from knife. Began to feed it thru with another techs help and realized manufacturer plummed both Balck and Grey with 4in drains and i removed the wrong on so i have to bend cable end back into position and put back together and do the same thing to the correct knife valve. Only

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Complaint: FRESH TANK SWITCH NOT LIGHTING

Cause: Bad Switch

Correction: The illustration on switch is bad. I swapped the power wire from the Black tank warmer illumination and still no illumination at Fresh tank switch. Pulled switch and checked continuity and the illumination contact is dead. Part requesting new switch. Can not get the Blue Illumination switch but we have a Red one so i swapped out the Blue Water Pump switch with the Red, so it would be both Blue Switches on the Tank Warmers.

KRV - Please retain part for possible return or additional photos. Keystone will notify you within 48 hours of submitting your claim for disposition of the part.

Complaint: THERMOSTAT COVER KEEPS FALLING OFF

Cause: Thermostat cover falls off with just a touch.

Correction: While checking the furnace, when touching the thermostat the cover falls off with ease. Part requesting new one.

KRV - Please retain part for possible return or additional photos. Keystone will notify you within 48 hours of submitting your claim for disposition of the part.

Model+serial #s / vendor tags from complete component / vendor markings required.

Complaint: GREY #2 READS 1/3

Cause: 1/3 sensor stud had a bar2 120v ground touching it.

Correction: When i pulled unit in and attempting to close dump valves, all 3 were originally frozen open. After having unit in shop 4+hrs there was finally some flow out the dump end. Filled 2ith more Hot Water to see if will thaw out faster. Came in on Monday and drained tank and still reads 1/3. Spoke with Pete and he told me to run a NuGen treatment in tank. Put NuGen in tank and filled with hose thru sink. Dumped tank and still getting a 1/3 reading. From previous job of replacing Black tank dump handle and cable Chris used wrong

4121306A	Furnace - Suburban - Thermostat - Heating Only	0	0.3	0.3	1	0.3
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6102719B	Holding Tank - Grey - Probe	0	2	2	1	0.5
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Section of 1/3 sensor tank sensor
i cut access to area to inspect and test
Sensors but didnt have to once i could see
the 1/3 sensor in tank had a bare ground
wire rubbing against it which i Bent out and
off of Sensor stud and checked the Level
Panel which is now corrected. Taped
underbelly back up and reinstalled the
Dump Tube holder.
KRV- Auth to drop underbelly to repair
ground tank.

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5

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