



Warranty Authorization Form

Date: 12/5/2024

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 #: 80210 Unit: 7M5FV3521SA009760
Series: Valor Model: 2025VAL31A10
Notes: 12/4: Dayra - Sent to the Vendor awaiting response.
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: 16039B FURNACE - MODULE BOARD - REPLACE - SUBURBAN **Fault Code:** VENDOR
(DIAGNOSIS AND SETUP TIMES INCLUDED) MODEL AND SERIAL NUMBER OF
THE MAIN UNIT IS REQUIRED (part return per auth) (RVP auth required)

Serial #: 2428005860	Model #: SF-30VHFQ	Notes: 12/4: Dayra - Vendor approved – attached “OK to replace the Module Board, field scrap the old part, warranty allowance time is .75 hrs.” 12/4: Dayra - Sent to the Vendor awaiting response.
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Problem: FURNACE NOT WORK WORKING AT ALL FAN DOES BLOW NOTE: UNIT HAS BEEN WINTERIZED PER CUSTOMER.

Cause: Furnace control board

Remedy: Turned on the lp tank then went to the thermostat and set it to heat. Furnace kicked on and the fan was the only thing that functions. Unscrewed the exterior furnace cover. Unplugged the circuit board from the furnace then tested the circuit board. The valve circuit would open then close immediately. Went to parts department to get a new circuit board but have to wait till December 2 for a replacement.

Part Return Req: Per Auth

Status: Approved

Time Requested: .75

Time Allowed: .75

Sublet Repairs: 0.00

Operation Line 2

Flat Rate Code: 12029 ENTRANCE DOOR - LOCK - REPLACE
(photos required)

Fault Code: VENDOR

Serial #:

Model #:

Notes:

Problem: THE DEADBOLT LOCK ON THE REAR DOOR IS STUCK. CANNOT TURN WITH KEY OR INSIDE LEVER.

Time Requested: .3

Time Allowed: .3

Cause: Key cylinder broken

Sublet Repairs: 0.00

Remedy: Tried to open the deadbolt on the rear door but wouldn't open with the key or the red lever. Unscrewed the interior part of the door handle then used pliers to move the deadbolt. Removed the rest of the door handle. Inspected the door handle found that the key cylinder was broken and wouldn't move without trying to break the key. Went to the parts department and got a new door handle, mounted the door handle and tested. Took pictures of the broken handle. Put the broken door handle in warranty department.

Part Return Req: No

Status: Approved

Operation Line 3

Flat Rate Code: 22550 LEVELING SYSTEM - GENERAL REPAIR
(photos required)

Fault Code: DAMAGED

Serial #:

Model #:

Notes:

Problem: THE LIPPERT LEVEL SCREEN LOOKS PUSHED IN ON THE LEFT SIDE.

Time Requested: .1

Cause: Display screen wasn't secure properly

Time Allowed: .1

Remedy: Hooked and pulled out the display screen. Display wasn't secured to its mount. Clipped and pushed display back in place.

Sublet Repairs: 0.00

Part Return Req: No

Status: Approved

Operation Line 4

Flat Rate Code: 20034 SHOWER SURROUND - RESEAL

Fault Code: GAPS / VOIDS

Serial #:

Model #:

Notes:

Problem: CUSTOMER ADVISES THAT WATER APPEARED TO BE GETTING BELOW THE SHOWER MAYBE BETWEEN THE WALL AND THE SHOWER BASE. POSSIBLY NEEDS CAULKED AT THE SEAM.

Time Requested: .3

Time Allowed: .3

Cause: Water splashing against the shower wall panel and over the shower pan

Sublet Repairs: 0.00

Remedy: Dewinterize the camper on another job line. Turned the shower faucet on and watched for where the water was going. Found water splashing towards the back shower away from the shower sprayer, where the wall has a small gap to the shower pan. Filled the gap with silicone then ran the shower again. Did notice with the shower running water was splashing from the shower wall to the cabinet that sits next to it.

Part Return Req: No

Status: Approved