

Pre-Authorization

Pre-Authorization number PA03805464 Reference no: 11695

Status: Approved

Approved by blaci

Approved date 2/6/2025

Servicing
Dealer

Name

Address

VIN

Retail sold on

1612 Greenway Inc
Greenway Inc
8220 State Hwy 13 S
Wisconsin Rapids, WI 54494
4YDTHPU23R9330277

Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	4135024B	Refrigerator - Res	0.00	1.00			1	0.10	Complaint:*Unsure on correct labor code as this appears to be a samsung refrigerator but there is no code for that. Opposite door than what was replaced is missing the door seal. Cause:Door seal missing from factory. Correction:Replace door seal. KRV – Any missing items not noted at time of delivery would not be covered under KRV's Limited Warrantie
2	5104416B	Switch, 12V - Rep	0.00	1.00	0.30		1	0.30	Complaint:Bathroom light switch is falling off the wall. Cause:Switch fell apart, Plumbing vent running directly behind switch and it would not fit properly. Correction:Devised a wire extension to allow clearance for wiring with plumbing vent in the way, replaced switch with AR products switch which is designed better.
3	3304506B	Shade - Pleated -	0.00	1.50	0.50		1	0.20	Complaint:*unsure on labor code. Valances in bedroom, front window. Previous warranty work on front window. Adjustment to front window shade needs to be made for proper operation before reinstalling valance. Cause:Bottom end of shade is completely ruined from binding up. Removed shade from window, hung it vertically to test, won't roll up correctly and continues to track and bind. Looks like the track it slides into in the bedroom has a 1" difference from the shade width, this would cause hald the problem we are seeing. Correction:Need to replace the shade, but once we get the part it needs to be trimmed on the sides to hopefully operate properly. No stickers on part identifying. Shade is 44" wide, motorized, black in color. Window is 88" long. Back of shade says 45x90 KRV-Approved VCB
4	3201816A	Decorative Wood	0.00	0.75	0.50		5	0.10	Complaint:Trim throughout is popping. Cause:Trim is loose throughout the unit. Correction:Had to staple and putty trims in front and back rooms. Park of ceiling panel also began to fall down in the bathroom, so

For paper claims only use one pre-authorization number per warranty claim for

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. The labor section does not need to be filled out on the claim form. Fill in the amount of hours used for the repair - up to the amount authorized on the pre-authorization form and return to Keystone RV Company

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5	3200118A	Door - Interior Hin	0.00	1.50	1.20		1	0.20	we fixed that. Complaint:Pantry door won't close. Cause:Doorframe shifted causing striker to rub hard on the door. Striker side of the doorframe was only fastened with pneumatic staples. Correction:Removed piece, pulled staples and used countersunk wood screws.
6	2106603B	Heat Register	0.00	0.50	0.10		1	0.10	Complaint:*unsure one correct labor code. Floor vents warped and cracked. Cause:Two floor vents are bowed and the screws were overtightened from factory. Correction:Replace two vents 11-1/4" by 5-1/4", tan in color.
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