

Pre-Authorization

Pre-Authorization number PA03830422 Reference no: 11164B Status: Approved Approved by blaci Approved date 4/4/2025
 Servicing Name Address VIN Retail sold on
 Dealer

1612	Greeneway Inc	Greeneway Inc 8220 State Hwy 13 S Wisconsin Rapids, WI 54494	4YDTHPT22S9330083	10/19/2024					
Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	3104016A	Overhead Cabine	0.00	0.10	0.10		1	0.20	Complaint:Panel on the cabinets in front bedroom is not nailed down. Cause:Manufacturer didn't nail down the panel. Correction:Nailed end of cabinet panel into place.
2	3201812A	Decorative Wood	0.00	0.10			1	0.10	Complaint:Panel on the fireplace is scuffed and scraped. Cause:Scrapes and scuffs from the manufacturer. Correction:Used wood pen to cover and blend the scuffs. KRV – The submitted item is considered acceptable in regards to functionality and aesthetic appearance as stated in Keystone RV's Policy and Procedure Manual.
3	3201808A	Decorative Wood	0.00	0.10			1	0.10	Complaint:There is a chip in the wood on mantel for the fireplace. Cause:Chipped from install. Correction:Filled a couple of chips with white putty. KRV – The submitted item is considered acceptable in regards to functionality and aesthetic appearance as stated in Keystone RV's Policy and Procedure Manual.
4	3104125A	Overhead Cabine	0.00	0.50			1	0.20	Complaint:The paint is coming off the top molding on the cabinets to the right of the fridge. There is also a nail sticking out. Cause:Nail sticking out of the trim and jagged edges on the corner trim is peeling. Correction:Removed nail and then filled with wax crayon then covered missing color with crayon. KRV – The submitted item is considered acceptable in regards to functionality and aesthetic appearance as stated in Keystone RV's Policy and Procedure Manual.
5	3100108A	Base Cabinets - F	0.00	2.00	0.20		1	0.20	Complaint:The cabinets to the right of the fridge have scuffs and

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

Pre-Authorization

Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
6	3103808A	Overhead Cabine	0.00	0.70			1	0.20	scrapes. Cause:Scuffed and scraped, also wood unfinished and bottom panel bulging from the center cabinet. Correction:Had to use seam tape to make matching trim then cut to size and installed to cover bulge in bottom of cabinet and cover unfinished wood. Then cleaned up any scuffs we could and puttied any holes. Complaint:Cabinets in the rear bedroom have scuffs and scrapes all over. Cabinets above stove have scuffs and scrapes all over. Cause:Scuffs and scrapes from manufacturing process. Correction:Covered with paint pen. (0.2 hour) Used wood pen to cover the scuffs and scrapes on cabinets above stove (0.5 hour) onsidered Normal" Section KRV – The submitted item is considered acceptable in regards to functionality and aesthetic appearance as stated in Keystone RV's Policy and Procedure Manual.
7	3103208A	Drawer - Repair	0.00	0.10			1	0.20	Complaint:A drawer on the island has a large scrape on it. Cause:Scratch on the drawer face from manufacturing. Correction:Used a wood crayon to cover the scratch. onsidered Normal" Section KRV – The submitted item is considered acceptable in regards to functionality and aesthetic appearance as stated in Keystone RV's Policy and Procedure Manual.
8	3100116A	Base Cabinets - F	0.00	0.10	0.10		1	0.20	Complaint:The cabinet to the right of the sink on the island has a screw missing from the hinges. Cause:Screw came out of hinge. Correction:Installed screw into cabinets frame, opened and closed and works as it should.
9	3101014B	Cabinet Door - Hii	0.00	0.50	0.10		1	0.10	Complaint:Both cabinet doors below the sink are warped. Cause:European hinges needed adjustment. Correction:Adjusted both doors, they close and latch as they should. With the hinges they use, the cabinet door will never lay completely flat against the cabinetry back, it can make them look

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

Pre-Authorization

Nu mber of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
10	3201814A	Decorative Wood	0.00	0.20			1	0.10	warped. Complaint:Nail holes need to be better filled on the fascia of the kitchen and bedroom. Cause:From manufacturing. Correction:Filled holes. 0.1 hour per room (0.2 total) onsidered Normal" Section KRV – The submitted item is considered acceptable in regards to functionality and aesthetic appearance as stated in Keystone RV's Policy and Procedure Manual.
11	2315114A	Window - 47" or L	0.00	0.10			1	0.20	Complaint:Two windows in the kitchen area have gobs of silicone on them. Cause:From manufacturing. Correction:Cleaned away the silicone. KRV - Non-Warranty Item. Items that are not defects in materials or workmanship should not be submitted to Keystone RV for Preauthorization. (KRV Policy & Procedure Manual, Page 10-1)
12	3104025A	Overhead Cabine	0.00	0.10			1	0.20	Complaint:The panel above the cabinet doors on the sink is chipped. Cause:Chipped from install. Correction:Filled with putty. KRV – The submitted item is considered acceptable in regards to functionality and aesthetic appearance as stated in Keystone RV's Policy and Procedure Manual.
13	3201516A	Batten Strips & C	0.00	0.10	0.10		1	0.10	Complaint:Seam tape in bathroom, upper left corner of mirror, is starting to bubble. Cause:From manufacturer. Correction:Worked out bubbles and secured properly.
14	2201925D	Fenderskirt - Res	0.00	0.30			1	0.10	Complaint:Skirt metal around the unit has multiple scratches and the manufacturer used paint pen to cover the scratches. The scratches are now showing through. Cause:Scratches from manufacturing. Correction:Used paint pen to cover. KRV – The submitted item is considered acceptable in regards to

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

Pre-Authorization

Nu mber of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
									functionality and aesthetic appearance as stated in Keystone RV's Policy and Procedure Manual.
15	2106603B	Heat Register	0.00	0.50	0.10		1	0.10	Complaint:Floor vent is cracked and needs to be replaced. Cause:Manufacturer over torqued the screw in the vent causing it to crack. Correction:Replace floor vent.
16	3300216A	Blind - Venetian -	0.00	0.20	0.20		1	0.20	Complaint:Valances in the slide out are loose. Cause:Loose fit of the material. Correction:Used nail gun to add to support of the material on both of them.
17	3202014A	Panel - Interior Wi	0.00	1.00	0.50		1	0.10	Complaint:Wall panel is not properly cut down. Cause:Manufacturer did not cut wall panel down enough at top so the trim cannot lie down evenly. Correction:Removed corner trim, removed any nails from trim and wall then cut panel so it's even. Took a bit off of the trim then nailed it into place.
									KRV – Labor time adjusted allowing for proper repair procedure to be performed.
18	6102906B	Kitchen Sink - Rej	0.00	1.50	0.80		1	0.80	Complaint:Cup rinser in sink is not working properly. Cause:Faulty cup rinser. Correction:Will need to replace entire sink as the cup rinder is not an individual part.
									KRV – Labor time approved in accordance with Keystone RV's flat rate manual. VCB: Vendor Charge Back item. (This is a Keystone RV internal notation only)
19	4134908B	Refrigerator - Res	0.00	1.00	0.50		1	0.20	Complaint:Refrigerator freezer door has a dent. Cause:Manufacturer sent refrigerator with ding in freezer door. Correction:Order and replace freezer door.
									KRV-Approved no vcb
Pre-Authorization number PA03830422					2.70				

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