



Alix Mongiat <alix@dealer-advisors.com>

**PA03964381 - WO 40144 Link RV**

**Greg Perrin** <perrg@keystonerv.com>  
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Thu, Feb 19, 2026 at 8:45 AM

Good morning,

As stated in our flat rate manual, diagnostic times are included in our flat rate unless otherwise stated. If diagnostic time is outside of typical situations, we do have our authorization process to review for additional time as appropriate and substantiated by further documentation.

**\*\*\* All Part Return determinations & Part Tags will be generated at time of claim processing. RETAIN ALL PARTS until the warranty claim has been processed.**

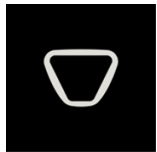
**\*\*\*All Photos should show the defect\*\*\*Some Photos are needed to identify labels/markings/serial #'s and/or in lieu of Part Return\*\*\***

**\*\*\*Unless otherwise noted, flat rate times include "typical" diagnostics & access to components. "Non-typical" diagnostics or access should be submitted as a Sub-Operation with detailed explanation\*\*\***

Base	Failure Code	Remedy	Description	Remedy	Preauth required	Photo required for claims	Model /Serial Required	Part Return Required	Hours	Comments/Claim Instructions/Photo Notes
<b>Section 1.1 Axles</b>										
11003	**	B	Axle-Beam	Replace	X	X	X	***	1.5	Photo of component Tag/Label/Law tag to include Serial Number
11002	**	B	Axle-Complete	Replace	X	X	X	***	1	Photo of component Tag/Label/Law tag to include Serial Number
11008	**	B	Brake - Lever Arm	Replace			X	***	0.2	Photo of component Tag/Label/Law tag to include Serial Number

Have a good day.

Thank you,



**GREG PERRIN**

CUSTOMER CARE SPECIALIST

SERVICE

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