

**Pre-Authorization**

Pre-authorization number PA03827017 Reference no: 25149 Status: Approved Approved by papca Approved date 3/26/2025  
 Servicing Name Address VIN Retail sold on Dealer

8140 Tri-AM RV Center of East TN Tri-AM RV Center of East TN 4YDFSTV25R4530158 6/22/2024  
 1202 Idell Rd  
 Bulls Gap, TN 37711

Nu mbe r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	3300206A	Blind - Venetian -	0.00	0.30	0.20		1	0.20	Complaint:Blind next to recliner will not go up Cause:Blind was over extended and not allowing customer to raise up Correction:Remove blind and adjusted to allow spring to release catch point, tech then reinstalled KRV – REPAIR ONLY approved.
2	3201108A	Door - Interior Slic	0.00	1.00	0.50		1	0.30	Complaint:Door to bunk house came off Cause:Wood piece that holds sliding door has separated from wall allowing door to fall and not slide as designed Correction:Remove door, reinstall roller bar and wood piece, and adjust door KRV – REPAIR ONLY approved.
3	3200826A	Door - Interior Slic	0.00	1.00	0.60		1	0.20	Complaint:Bathroom and bunk house guides at bottom of door broke off Cause:Guide has broken off, also causing top roller to pop out and damage latch for roller as well bent the track for the roller Correction:Replace the guide, rollers, and roller track, so door can slide as designed to. KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
4	6105306B	Toilet - All - Floor	0.00	2.50	1.50		1	1.00	Complaint:Front black tank needs repaired. Customer states the tank heater is soaked and smells Cause:Front bathroom black tank has urine and water on top of tank. This is coming seal to tank. Pipe is shoved down into seal, causing seal to pull up and leaking out. Correction:Remove toilet and seal, cut pipe out, replace shorter pipe so it does not push down on seal, replace toilet seal and reinstall toilet. KRV – Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
5	3500214B	Vinyl Flooring - Rε	0.00	5.00	0.60		1	0.60	Complaint:Main living area slide at the bottom of the lino floor is sticking up and not even with the other side. Customer stated

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6	1210514B	Slide Out Mechan	0.00	3.00	1.50		1	1.00	<p>makes the complete slide floor look sideways. Cause:Lino floor was cut too short when installed. This is causing the lino to stick up and will not lay flat like the other side. Correction:Need to remove the table, chairs, and seating on the slide out. Remove the lino that is cut wrong and replace with new lino flooring. Then all seating and tables will need to be reinstalled. KRV- warm up with a heat gun and allow to relax (do not replace Complaint:Cable to the slide has frayed main slide, slide will not go in or out correct (kitchen slide)</p>
7	3302414A	Headboard - Repa	0.00	0.20	0.20		1	0.10	<p>Cause:Incorrect install from factory, causing stress on the cable. This caused cable to fray and not operate correctly Correction:Remove and replace slide cable, adjust slide and test KRV-VCB approve to replace slide cable Complaint:Master bedroom headboard came down. Part is on the bed. Cause:Nails were not long enough and too few in order to hold headboard secure in proper place Correction:Pull out old nails and resecure with a slightly larger nail KRV – REPAIR ONLY approved.</p>
8	6104014A	Shower/Tub - Wal	0.00	2.20	0.50		1	0.50	<p>Complaint:Shower surround is bubbling out on all sides and sticking out at the top allowing water to get down behind surround Cause:Factory looks to have installed with double sided tape and this has failed, allowing surround to release from the wall Correction:Remove shower surround, add new double sided tape, resecure surround in place and seal the top to prevent any water damage KRV- approve to install pop rivets and reseal</p>
9	3200116B	Door - Interior Hin	0.00	0.30	0.10		1	0.50	<p>Complaint:Bunk house closet door is not shutting correctly Cause:Closet door under top bunk hitting trim under door not allowing to close properly. Top hinge is loose, allowing door to hang low. Screws are tight, hinge itself is moving. Correction:Replace hinge on top to allow the door to be held up correctly. KRV- approve to replace hinge only</p>
10	3200226B	Door - Interior Hin	0.00	0.10	0.10		1	0.10	<p>Complaint:Master bedroom door will not close Cause:Door is not latching properly due to latch not being in correct adjustment</p>

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11	2300116A	Entrance Door - H	0.00	0.50	0.40		1	0.20	Correction:Need to adjust hinges to latch door properly KRV – REPAIR ONLY approved. Complaint:Entry door and screen door will not close correctly and the screws are coming out at the bottom Cause:Screws worked loose at the bottom of the screen door, not allowing either door to close correctly. Correction:Resecure the hinges and adjust hinges on both latches, adjust the entry door to close correctly. KRV – REPAIR ONLY approved.
12	2203006B	Power Roof Vents	0.00	1.00	0.30		1	0.30	Complaint:Fan in the main bathroom just stopped working. Custome can push up on the fan blades and it will work. Cause:Fan motor is bad. Tech confirmed it will work when pressure is applied Correction:Replace the fan motor and test KRV – Labor time approved in accordance with Keystone RV's flat rate manual. VCB: Vendor Charge Back item
13	2315015J	Window - 47" or L	0.00	1.20	1.00		1	1.00	Complaint:Bathroom window in the back is starting to leak off to the right side Cause:Found gap in foam seal, not allowing window to seal properly on top left. Correction:Pull window, change seal, reinstall window and water test KRV-approve to remove and reisntall and replace seal
14	2104812A	Slide Out - Box - 5	0.00	0.40			1	0.30	Complaint:Kitchen slide will not go in at the bottom Cause:During dio, tech found a piece of trim stuck under slide between floor and slide pad Correction:Tech removed the piece of trim and slide works as designed now, with no issues KRV – The issue submitted is not considered a warranty defect in materials or workmanship.
15	3202414A	Handrail - Interior	0.00	0.10	0.10		1	0.30	Complaint:Back bunk screw not in the correct place Cause:Screw was not installed correctly when built Correction:Removed screw and installed in the correct place to hold the rail secure, filled screw hole KRV – REPAIR ONLY approved
16	6100906B	Drain Valves - We	0.00	3.00	2.50		1	1.00	Complaint:Gray handle is very loose and has slack in the cable, not allowing customer to use gray handle correctly Cause:Cable is loose on gray tank and not working correctly

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17	6106606B	Toilet - Sealand b	0.00	1.00	0.50		1	0.50	Correction:Replace gray tank cable R&R underbelly and cable Complaint:Toilet in the main, allows water to drain out of it Cause: Bowl seal is bad and not allowing water to hold in the toilet Correction:Remove toilet and replace the toilet bowl seal, then water test KRV- VCB approve to replace seal
18	6105315B	Toilet - All - Floor	0.00	1.00	0.50		1	1.00	Complaint:2nd bathroom toilet allowing water to drain out Cause:Bad bowl seal Correction:Remove toilet and bowl seal, installed new seal and reinstall toilet, and water test KRV- VCB approve to replace seal
19	2105518A	Slide Out - Box - 5	0.00	1.50	1.00		1	0.50	Complaint:Wiper seal on the living area slide is ripping, right side if looking at the slide from the outside Cause:Wiper seal is faulty and ripping Correction:Replace the wiper seal on right side of slide KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual
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