

Pre-Authorization

Pre-Authorization number PA03896289 Reference no: 25640 Status: Approved Approved by blaci Approved date 8/14/2025
 Servicing Name Address VIN Retail sold on Dealer

0140 Tri-AM RV Center of East TN Tri-AM RV Center of East TN 4YDTAAR27SZ915122 4/28/2025
 1202 Idell Rd
 Bulls Gap, TN 37711

Nu	Root	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
mbe	operation								
r of									
1	3200914B	Door - Interior Slic	0.00	1.30	1.30		1	0.80	Complaint:Bunk room door is sacraping and leaving marks across the door Cause:Install failed, door is not in correct adjustment to slide across correctly. Screws holding the bunk side have came loose and track is not straight Correction:Need to pull the trim, header, door, and decor panel. Screw panels to cabinets on bunk side. Remove screws and replace with larger screws. Then need to reinstall all items removed to access the screws, resecure all items in proper place for door to slide, replace the bunk room door as well
2	1204818F	Slide Out Vertical	0.00	1.00	0.70		1	0.50	Complaint:Customer said that the slide seal at the bottom of the slide is not coming out when opening, sticks in at the bottom and allows water to come in Cause:Slide out has shifted forward about 1/2" and not allowing the slide seal to operate in the correct way Correction:Slide needs to be adjusted back into correct position
3	2101614A	Roof - A/C Duct	0.00	1.50	1.00		2	0.50	Complaint:Customer said the ac's have no flow of air, runs good but no flow of cold air Cause:Both ac's have big gaps in the alum tape and the foam wasn't stuck. This is allowing the air to mix and makes it seem the ac air isn't as cool as it should be Correction:Resecure in place and add alum tape if needed to cover gaps, secure foam in correct place
4	2201518J	Awning & Gutter F	0.00	1.00			1	0.20	Complaint:Customer said the awning coming in and out fine, but when it rolls up too close, the awning sits crooked against the unit main awning Cause:Both awning legs are out of adjustment and allowed material to shift frontwards 1/2" Correction:Adjust both awning arms and material to allow the awning to open and close as designed to do KRV – The issue submitted is not considered a warranty defect in materials or workmanship.

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 toKeystone RV Company

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