



Pre-Authorization

Pre-Authorization number

PREAUTH44690(PA03937934)

Reference no.26281

Status

Approved

Servicing Dealer 8140 Name Tri-AM RV Center of East TN Address 1202 Idell Rd Bulls Gap, TN 37711 VIN 4YDFAAM29SZ915062 Retail sold on 2/21/2025

Root		Approved			Actual		Base	
Operation	Description	Sublet	Sub Hours	Hours	hours	Qty	hours	Complaint/Cause/Correction
2302306B	Compartment Door - Lock or Latch	0	0.4	0.4		2	0.2	Complaint: Customer said the over hang storage compartment has a key that doesn't fit and turn the lock Cause: Tech verified the tumbler on this compartment door is faulty and will not turn Correction: Replace compartment door tumbler G391 KRV-Approved to replace 2 locks VCB
2302302B	Compartment Door - Lock or Latch	0	1	0		1	0.2	Complaint: Customer said the off door side front storage handle will not lock Cause: Handle is stuck and will not allow to be opened Correction: Replace compartment door handle with a new one and test KRV-Approved in part of line 1
3102114B	Countertop - Kitchen - Replace	0	5	5		1	2	Complaint: Customer said the countertop next to the oven (right side) has a chip or looks like a screw was put in the counter then filled Cause: Counter looks to have been repaired prior and the compound has come out, leaving a hole on the counter Correction: Replace the counter top
3103506B	Drawer - Slides - Replace	0	0.5	0.2		1	0.2	Complaint: Customer said there is a broken drawer in the kitchen top right of cook top Cause: Drawer will not latch in. Tech did attempt to reset the guide, but as soon as the drawer closed, it broke again Correction: Replace the 16" drawer guide KRV-Approved VCB

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

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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Operation	Description	Sublet	Sub Hours	Hours	hours	Qty	hours	
4151808B	Refrigerator - GE Compact - Interior Components	0	0.2	0		1	0.1	Complaint: Customer said the lower shelf in the fridge has cracked Cause: Lower fridge shelf shattered Correction: Replace fridge shelf KRV – Damage is not covered under KRV's Limited Warranties
3103206A	Drawer - Repair	0	0.5	0.2		1	0.2	Complaint: Customer said the drawer under the washer/dryer is coming apart Cause: Drawer came loose and did not stay together from install Correction: Drawer can be resecured back together correctly, so drawer can operate as designed
3100808A	Cabinet Door - Repair	0	1	0.2		1	0.2	Complaint: Customer said the washer/dryer door has a nail popping out Cause: Wood grain is not holding paint Correction: Replace both cabinet doors at the washer/dryer KRV-Approved to repair/touch up not replace
2200731B	Roof Termination Moldings Door Side Seam	0	1	1		1	0.5	Complaint: When doing a roof inspection, tech found three screw covers needing replaced Cause: When doing a roof inspection tech found three screw covers needing replaced, both top gutter rail screws covers and left rear screw cover Correction: Replace screw cover (vinyl insert) on both top gutter rails and the left rear side KRV-Approved to replace all 3 screw cover moldings.
						Qty	Hours	Sub operation Description
						1	0.5	2200428B Corner Moldings - ODS - Rear - Replace
						1	0.5	2200831B Roof Termination Moldings Off Door Side Seam

Pre-Authorization number: PREAUTH44690 7

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