



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64640
Promised Date: 30 NOV 21

CUSTOMER WORK ORDER

WO #: 64640

Customer: 48304 - SIMMONS, JIMMY W.
- 270-302-9225

Tag:
Author: BJW
Location: 1115 CHECK PREAUTH

Stock #: 10639
Stock Desc: 2021 TT RIVERSIDE RV
INTREPID 172DS
Chassis #: 59CCC4229ML003511
Serial #: 59CCC4229ML003511
Mileage: 0
Licence:

Invoice #:
Date In: 06 JUL 21
Promised: 30 NOV 21
Date Sched:
Completed: 31 OCT 21
Warr. Date: 13 FEB 21



Job #1 - Warranty

COMPLAINT: REPLACE GREY TANK WITH TANK THAT HAS
GLUED IN FITTINGS. CUSTOMER HAS LEAK
WHEN OVERFILLED. RIVERSIDE IS SENDING
TANK PER CHAD.

CAUSE: REPLACE GREY TANK.

CORRECTION: REMOVED UNDERBELLY. REMOVED GAS LINE GOING ACROSS UNDERBELLY. CUT
WIRES FOR SENSOR PACK. CUT PLUMBING LINE COMING OUT OF TANK. REMOVED GATE VALVE.
REMOVED ACCESS PANEL AND BREAKER PANEL TO ACCESS DRAIN LINE AND VENT LINE GOING
INTO THE TOP OF THE TANK. REMOVED VERNCO FITTINGS OFF OF TANK. REMOVED SUPPORT
BEAM FOR TANK. DROPPED TANK. INSTALLED SENSOR PACK ON NEW TANK. INSTALLED
THREADED UNION ON TANK FITTINGS. INSTALLED TANK. SECURED TANK WITH SUPPORT BEAM.
CUT PLUMBING TO LENGTH AND INSTALLED MAIN DRAIN LINE INTO TANK. SEALED WITH ABS
GLUE. INSTALLED VERCO FITTING ON VENT LINE GOING OUT OF TANK. INSTALLED 3 INCH TO 1
1/2 UNION ON THE EXIT OF THE TANK. CUT PLUMBING TO LENGTH AND INSTALLED LINE FROM
TANK LEADING TO GATE VALVE. INSTALLED A UNION AND CONNECTED LINE FROM TANK TO
GATE VALVE ASSEMBLY. INSTALLED GATE VALVE. WIRED UP SENSOR DIODE PACK. FILLED TANK
AND AND OVERFILLED TANK UNTIL WATER WAS COMING UP IMTO THE SHOWER AND THE
KITCHEN SINK. GATE VALVE HAD A SMALL LEAK. REMOVED GATE VALVE. SHIFTED PLUMBING A
BIT TO GET VALVE TO SEAL. INSTALLED GATE VALVE AND TESTED. NO LEAKS. INSTALLED
UNDERBELLY. SECURED WITH TECH SCREWS. CONNECTED GAS LINE AND SECURED TO FRAME.
TAPED UNDERBELLY AROUND GATE VALVES. INSTALLED BREAKER BOX/CONVERTER AND
ACCESS PANEL. POURED ANTI FREEZE DOWN ALL DRAINS

Customer #: 48304
SIMMONS, JIMMY W.



Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	67.60
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	192.40
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	195.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	65.00

Parts

Part #	Description	Qty	Price	Total
100509	FITTING - ABS - AD	1.00	0.99	0.99
89-8364	1-1/2" COUPLING	2.00	1.55	3.10
11-0584	1 1/2" BLADEX SEAL	1.00	3.27	3.27

Subtotal for Job #1: 527.36

Job #2 - Warranty

COMPLAINT: CUSTOMER STATES AC COMPRESSOR IS



CYCLING AND NOT COOLING GOOD.

CAUSE: MAIN AIR VENTS ON A/C WERE CLOSED. THIS A/C UNIT HAS THE THERMOSTAT BUILT INTO THE INSIDE PLENUM. THESE NEED TO BE OPEN TO ALLOW PROPER AIR FLOW.

CORRECTION: NO CORRECTION AT THIS TIME. DH PULLED UP AND RAN FOR 2 DAYS AND WAS UNABLE TO DUPLICATE. DH TALKED WITH CUSTOMER ABOUT.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Subtotal for Job #2:			0.00

Job #3 - Internal

COMPLAINT: BLACK TANK SENSOR NOT READING. CUSTOMER USED FOR 3 DAYS AND NEVER SENSOR NEVER MOVED. FILL AND MAKE SURE IT IS READING

CAUSE: CHECK TANK SENSOR ON BLACK TANK

CORRECTION: FILLED TANK. ALL SENSORS ARE READING CORRECTLY. DID THIS TWICE.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Subtotal for Job #3:			0.00

Job #4 - Internal

COMPLAINT: SEAL PREVIOUS FLOOR REPAIR IN FRONT OF SHOWER.

CAUSE: SEAL LINOLEUM IN FRONT OF SHOWER

CORRECTION: TOOK BOND AND SEAL AND PUSHED UNDER LINOLEUM AND ACROSS THE TOP TO SEAL.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Subtotal for Job #4:			0.00

Job #5 - Internal

COMPLAINT: REAR AWNING ARM TOP CAP IS LOOSE AND CUSTOMER PUT BUNGEE ON SO HE WOULDN'T LOOSE.

CAUSE: AWNING CAP CDIDNT HAVE ANY SCREWS HOLDING IT IN

CORRECTION: SECURED CAP WITH SCREWS.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Subtotal for Job #5:			0.00

Job #6 - Warranty

COMPLAINT: LOUVERED VENT ABOVE SLIDEROOM IS BROKEN

CORRECTION: TOOK OUT BROKEN VENT AND REPLACED WITH SAME STYLE AND COLOR VENT

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	26.00

W/O: 64640
Promised Date: 30 NOV 21



Customer #: 48304
SIMMONS, JIMMY W.



Subtotal for Job #6: 26.00

Parts Total: 7.36
Labour Total: 546.00
Sublet Total: 0.00
Extras Total: 0.00

WORK ORDER TOTAL: 553.36

Thank you for being a valued customer. We appreciate your business.

All labor is guaranteed for 90 days from invoice date. Guarantee is limited to work performed. Consequential damages are not covered. All guaranteed work must be completed in our service department.

Date: 04 Nov 2021

Customer Signature : _____

W/O: 64640
Promised Date: 30 NOV 21



Customer #: 48304
SIMMONS, JIMMY W.



RE: 10639 - 2021 TT RIVERSIDE RV INTREPID 172DS Ser#: 59CCC4229ML003511 RO 64640

Warranty @Riverside RV <warranty@goriversiderv.com>

Thu 11/4/2021 7:58 AM

To: Denny Hinton <dhinton@americanrvcenter.com>; Ben Hoffman <bhoffman@americanrvcenter.com>

Cc: Chad S. Bruce <cbruce@americanrvcenter.com>; Jamie Embry <jembry@goriversiderv.com>

I added 4 hrs to auth 110221-7 for the tank.



Thanks and have a good day,

Connie Wilfong

Warranty Manager

Riverside RV

1775 E US 20

Lagrange, IN 46761

260-499-4578

Ext. 110

From: Denny Hinton <dhinton@americanrvcenter.com>

Sent: Wednesday, November 3, 2021 5:58 PM

To: Warranty @Riverside RV <warranty@goriversiderv.com>; Ben Hoffman <bhoffman@americanrvcenter.com>

Cc: Chad S. Bruce <cbruce@americanrvcenter.com>; Jamie Embry <jembry@goriversiderv.com>

Subject: RE: 10639 - 2021 TT RIVERSIDE RV INTREPID 172DS Ser#: 59CCC4229ML003511 RO 64640

YES, THE TANK WE INSTALLED LAST TIME WAS THE ONE THAT WOULD LEAK, WE INSTALLED GLUE AND SEALER IN THE GROMENT,AS PER YOU GUIDANCE AND STILL LEAKED, YOU AGREED TO SEND US ANOTHER TANK, THIS TIME YOU ALL SENT US A TANK THAT HAS GLUE IN FITTINGS. IT WAS JUST INSTALLED AND WORKED OUT GREAT. THIS IS WHY WE NEED MORE TIME. THANKS

From: Warranty @Riverside RV <warranty@goriversiderv.com>

Sent: Wednesday, November 3, 2021 10:35 AM

To: Denny Hinton <dhinton@americanrvcenter.com>; Ben Hoffman <bhoffman@americanrvcenter.com>

Cc: Chad S. Bruce <cbruce@americanrvcenter.com>; Jamie Embry <jembry@goriversiderv.com>

Subject: RE: 10639 - 2021 TT RIVERSIDE RV INTREPID 172DS Ser#: 59CCC4229ML003511 RO 64640

We previously authorized and paid 8 hrs to replace the grey tank and now you are asking for 6 more?



Thanks and have a good day,
Connie Wilfong
Warranty Manager
Riverside RV
1775 E US 20
Lagrange, IN 46761
260-499-4578
Ext. 110

From: Denny Hinton <dhinton@americanrvcenter.com>
Sent: Tuesday, November 2, 2021 5:30 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>; Ben Hoffman <bhoffman@americanrvcenter.com>
Cc: Chad S. Bruce <cbruce@americanrvcenter.com>; Jamie Embry <jembry@goriversiderv.com>
Subject: RE: 10639 - 2021 TT RIVERSIDE RV INTREPID 172DS Ser#: 59CCC4229ML003511 RO 64640

YES THE GREY TANK WAS REPLACED AND YOU ALL SENT US OUT ANOTHER TANK WITH GLUED IN FITTING TO KEEP FROM LEAK AT FULL FLOOD STAGE. I FEEL THAT IS NOT OUR FAULT THAT THE TANKS WE WERE SENT WERE LEAKING AT FULL FLOOD AND WAS ADVISED TO GLUE IN AND STILL LEAKING, THAT IS WHEN WE CONTACTED U ALL AND WE MADE DIAGRAM FOR YOU TO MAKE US A TANK WITH WELD IN FITTING, YOU DID SEND IT AND THAT IS THE ONE WE INSTALLED JUST NOW. MY EXPECTATIONS IS THAT THIS TANK INSTALL BE PAID FOR ALSO. PLEASE RESPOND TO THIS EMAIL SO ALL OF US CAN SEE THE RESPONSE.

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Tuesday, November 2, 2021 3:08 PM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Cc: Chad S. Bruce <cbruce@americanrvcenter.com>; Denny Hinton <dhinton@americanrvcenter.com>
Subject: RE: 10639 - 2021 TT RIVERSIDE RV INTREPID 172DS Ser#: 59CCC4229ML003511 RO 64640

You already submitted this one and I replied.



Thanks and have a good day,
Connie Wilfong
Warranty Manager
Riverside RV
1775 E US 20
Lagrange, IN 46761
260-499-4578
Ext. 110

From: Ben Hoffman <bhoffman@americanrvcenter.com>
Sent: Tuesday, November 2, 2021 3:46 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Cc: Chad S. Bruce <cbruce@americanrvcenter.com>; Denny Hinton <dhinton@americanrvcenter.com>
Subject: Fw: 10639 - 2021 TT RIVERSIDE RV INTREPID 172DS Ser#: 59CCC4229ML003511 RO 64640

1. REPLACE GREY TANK WITH TANK THAT HAS GLUED IN FITTINGS. CUSTOMER HAS LEAK WHEN OVERFILLED. RIVERSIDE IS SENDING TANK PER CHAD.

a. REPLACE GREY TANK.

b. VERNCO FITTINGS OFF OF TANK. REMOVED SUPPORT BEAM FOR TANK. DROPPED TANK. INSTALLED SENSOR PACK ON NEW TANK. INSTALLED THREADED UNION ON TANK FITTINGS. INSTALLED TANK. SECURED TANK WITH SUPPORT BEAM. CUT PLUMBING TO LENGTH AND INSTALLED MAIN DRAIN LINE INTO TANK. SEALED WITH ABS GLUE. INSTALLED VERNCO FITTING ON VENT LINE GOING OUT OF TANK. INSTALLED 3 INCHES TO 1 1/2 UNION ON THE EXIT OF THE TANK. CUT PLUMBING TO LENGTH AND INSTALLED LINE FROM TANK LEADING TO GATE VALVE. INSTALLED A UNION AND CONNECTED LINE FROM TANK TO GATE VALVE ASSEMBLY. INSTALLED GATE VALVE. WIRED UP SENSOR DIODE PACK. FILLED TANK AND OVERFILLED TANK UNTIL WATER WAS COMING UP INTO THE SHOWER AND THE KITCHEN SINK. GATE VALVE HAD A SMALL LEAK. REMOVED GATE VALVE. SHIFTED PLUMBING A BIT TO GET VALVE TO SEAL. INSTALLED GATE VALVE AND TESTED. NO LEAKS. INSTALLED UNDERBELLY. SECURED WITH TECH SCREWS. CONNECTED GAS LINE AND SECURED TO FRAME. TAPED UNDERBELLY AROUND GATE VALVES. INSTALLED BREAKER BOX/CONVERTER AND ACCESS PANEL. POURED ANTI FREEZE DOWN ALL DRAINS

i. LABOR 6.00

2. CUSTOMER STATES AC COMPRESSOR IS CYCLING AND NOT COOLING GOOD.

a. MAIN AIR VENTS ON A/C WERE CLOSED. THIS A/C UNIT HAS THE THERMOSTAT BUILT INTO THE INSIDE PLENUM. THESE NEED TO BE OPEN TO ALLOW PROPER AIR FLOW.
b. NO CORRECTION AT THIS TIME. DH PULLED UP AND RAN FOR 2 DAYS AND WAS UNABLE TO DUPLICATE. DH TALKED WITH CUSTOMER ABOUT.

i. LABOR 0.00

3. LOUVERED VENT ABOVE SLIDEROOM IS BROKEN

a. TOOK OUT BROKEN VENT AND REPLACED WITH SAME STYLE AND COLOR VENT

i. LABOR .2

BEN HOFFMAN

SERVICE EXPERT

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

PH. 812-867-5200 EXT 263

FAX. 812-868-1012

EMAIL. BHOFFMAN@AMERICANRVCENTER.COM