



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64693
Promised Date: 23 OCT 21

CUSTOMER WORK ORDER

WO #: 64693

Customer: 51080 - DIETZ, BRIAN M. -
812-760-0722

Tag:

Author: BJ.WRIGHT

Location: 1000 BJ DID YOU TURN THIS
IN TO WARRANTY

Stock #: 10992

Stock Desc: 2021 TT RIVERSIDE RV
RETRO 135

Chassis #: 59CCC1515ML004236

Serial #: 59CCC1515ML004236

Mileage: 0

Licence:

Invoice #:

Date In: 12 JUL 21

Promised: 23 OCT 21

Date Sched:

Completed: 14 OCT 21

Warr. Date: 11 JUN 21

Job #2 - Warranty

COMPLAINT: Refrigerator was hooked up to 30 amp service for 2 days, and never got cold (not even cool). It has power, and you can hear the condenser running, but does not cool. The dial was turned on to the 2nd highest level. Almost seems as if it has no refrigerant in it. That is definitely gonna need fixed as well.

CORRECTION: TOOK PIC OF TAG. RAN FOR 24 HOURS AND DIDNT KOOL. REMOVED FREIGE DOORS. REMOVED BATHROOM DOOR. TOOK SHOCK OFF FRONT DOOR. REMOVED FREIGE OUT TO SAW HORSE. REMOVED REAR PANEL AND CHECKED FUSE. ITS GOOD. TOOK AMP DRAW 5.60. VOLTS READ 12 .64 VOLTS. NOTICE POWDER ON COMPRESSOR. TOOK PICS

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	49.40
Z990	MISC LABOUR CODE (EXTERNAL)	BB	54.60
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00
Z990	MISC LABOUR CODE (EXTERNAL)		0.00

Parts

Part #	Description	Qty	Price	Total
6017	FURRIOR 10 C.F. RH	1.00	1,051.86	1,051.86

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT - REFER	1.00	531.33	531.33

Subtotal for Job #2: 1,687.19

Parts Total: 1,051.86
Labour Total: 104.00
Sublet Total: 0.00
Extras Total: 531.33
WORK ORDER TOTAL: 1,687.19

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.

Customer #: 51080
DIETZ, BRIAN M.



Customer Signature : _____

Date: 14 Oct 2021

W/O: 64693
Promised Date: 23 OCT 21



Customer #: 51080
DIETZ, BRIAN M.



Customer's Work
Order



Re: FW: W/O# 64524 [ref:_00D61Zxvn._5004MkOxgP:ref]

Warranty Support <warranty@furrion.com>

Tue 6/29/2021 9:47 AM

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

Hello-

Please reference case 205199

VIN: ML004236

I can pre approve up to .8 for labor. Please note: Your coach information AND/OR test results will need to satisfy the conditions for Warranty credit.

Furrion does not cover mobile fees.

Furrion does not need this product back. We will require photos of the following: complete serial number tag AND the unit destroyed (inop, cord cut, screen smashed, etc) to process the claim. You can submit those images by replying to this email or referencing case 205199.

This is pre-auth for the R&R of the REFER if a different part is requested authorization from Furrion will be required.

This case will be listed as "completed" until further communication has been received. It will be reopened/revisited at that time. Communication can still be sent/received regarding this case.

Thank you-

Jordan Wales

Customer Service Representative

U.S.A. Innovation Center & Institute of Technology

52567 Independence Ct. Elkhart, IN 46514

P: +1.800.789.3341

www.furrion.com

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----- Original Message -----

From: Ben Hoffman [bhoffman@americanrvcenter.com]

Sent: 6/29/2021 9:37 AM

To: warranty@goriversiderv.com

Cc: warranty@furrion.com

Subject: Re: FW: W/O# 64524 []

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

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

Sent: Monday, June 28, 2021 12:32 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Cc: Warranty Support <warranty@furrion.com>

Subject: FW: FW: W/O# 64524 []

It doesn't look like they sent this to you. If everyone could please "reply all" that will help eliminate any delays.

Thanks and have a good day,

Connie Wilfong

Warranty Manager

Riverside RV

1775 E US 20

Lagrange, IN 46761

260-499-4578

Ext. 110

-----Original Message-----

From: Warranty Support <warranty@furrion.com>

Sent: Friday, June 25, 2021 1:02 PM

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

Subject: RE: FW: W/O# 64524 []

Hello-

Please reference case 205199

VIN: ML004236

ALL PRE-AUTH REQUESTS MUST BE SENT TO WARRANTY@FURRIION.COM; SENDING THEM ELSEWHERE WILL RESULT IN A DELAY ON RESPONSE

We will require our refer checklist to be filled out in order to proceed. Also, is there anyway we can clean up the way pre-auths are sent over? We end up having to scroll all over the place to try and figure what Furrion product is problematic and the details regarding it.

In the body of the email we just need to know:
Make/Model/VIN of your coach

Model # and Serial # of your product

Date of purchase

A basic description of the defect

I have also attached a copy of our RMA request form if you would like use it.

This case will be listed as "completed" until further communication has been received. It will be reopened/revisited at that time. Communication can still be sent/received regarding this case.

Thank you-

Jordan Wales

Customer Service Representative

U.S.A. Innovation Center & Institute of Technology

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----- Original Message -----

From: Warranty @Riverside RV [warranty@goriversiderv.com]

Sent: 6/24/2021 1:46 PM

To: support@furrion.com

Cc: bhoffman@americanrvcenter.com

Subject: FW: W/O# 64524

Please review job 2 for warranty coverage

VIN 59CCC1515ML004236

Riverside Retro 135

DOD 6-8-21

Ben, please send warranty registration.

[cid:image001.png@01D76907.8AC5B7E0][cid:image004.png@01D76907.A5FCBA90]

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: BJ Wright <bjwright@americanrvcenter.com>
Sent: Wednesday, June 23, 2021 3:53 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Cc: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: W/O# 64524

Hello Connie,

I need to perform some repairs on a 2021 Riverside Retro 135 (VIN# 59CCC1515ML004236) that was originally purchased on June 11, 2021. I need authorization on the following items:

1. Customer thought that he was hooking water connection to the city water inlet. Customer's complaint was that the water poured out under the shower area as soon as the customer turned the water on. Customer did use a pressure regulator on the water supply line.

We did discover that the customer had mistakenly hooked the water supply to the black tank flusher. However, when we inspected the plumbing for the customer, we discovered that none of the plumbing for the black tank flusher was hooked up at the factory. The drain line was not hooked up to the holding tank either. see pictures for more details.

2. Customer advised us that he was hooked to a 30-amp electrical service for 2 days while camping. During this time, the refrigerator was on and turned to the 2nd highest level, but it would not get cold (not even cool).

We have hooked the camper to electric and powered up the refrigerator for over 24 hours, but it did not cool at all.

3. The grey water drain line that goes through the floor is not connected.

REMOVED SHOWER PAN. CLEAN OFF SILICONE. CUT OFF DRAINPIPE FROM SINK TO TANK.
REMOVED SHOWER PAN SPUD AND PUT BACK IN TIGHT. REMOVE SHOWER PAN WHITE PIPE TO

BJ Wright

[cid:6ba8375b-6051-43cc-8d1f-af3710b5b9e1]

P.O. Box 3641

Evansville, IN 47735-3641

Phone: 812-867-5200

Fax: 812-868-1012

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bjwright@americanrvcenter.com <<mailto:bjwright@americanrvcenter.com>>

ref:_00D61Zxvn._5004MkOxgP:ref

NEW WARRANTY REPLACEMENT PARTS ORDER - PLEASE USE PO#64709

Matthew Boes <parts@americanrvcenter.com>

Tue 6/29/2021 11:40 AM

To: Parts @Riverside RV <parts@goriversiderv.com>

Cc: Craig Miller <cmiller@americanrvcenter.com>; Ben Hoffman <bhoffman@americanrvcenter.com>

UNIT INFO:

Manufacturer: RIVERSIDE RV (34) Brand: RETRO

Model: 135 (36) Year: 2021

Type: TRAVEL TRAILER (38) Warranty Date: 11 JUN 21

Serial#: 59CCC1515ML004236 (40) Chassis#: 59CCC1515ML004236

PER FURRIION CASE NUMBER #205199

WE NEED THE FOLLOWING:

MODEL#FCR10DCGTA-BL SERIAL#2011900924-112020-00057 FURRIION REFRIGERATOR.

PLEASE AND THAK YOU.

MATTHEW BOES

BASDENS' AMERICAN RV CENTER

600 EAST BASELINE ROAD

EVANSVILLE, IN 47725

PH: 812-867-5200

FAX: 812-867-1012

EMAIL: PARTS@AMERICANRVCENTER.COM

****OUR PHONES SYSTEM DOES NOT ACTIVATE UNTIL 9 A.M. CENTRAL****

I'M NOT YELLING AT YOU. OUR SYSTEM ONLY RECOGNIZES CAPITOL LETTERS. J