

RE: 10670 - (10670) 2021 RIVERSIDE RV INTREPID 279RBC (Warranty Date: 22 APR 21)
Ser#: 59CCC3628ML003956

Warranty @Riverside RV <warranty@goriversiderv.com>

Fri 6/11/2021 1:32 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Cc: BJ Wright <bjwright@americanrvcenter.com>

061121-8 - 8.6 hrs

Job 1 - 1.0
Job 2 - .5
Job 3 - 2.0
Job 4 - .2
Job 5 - .5
Job 6 - .5
Job 7 - .4
Job 8 - nothing
Job 9 - .2
Job 10 - .5
Job 11 - .3
Job 12 - .5
Job 13 - 1.5
Job 14 - .5

claim #
claim #
RO# 6469
RO# 64333

Riverside RV
48672



Thanks and have a good day,
Connie Wilfong
Warranty Manager
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1775 E US 20
Lagrange, IN 46761
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Ext. 110

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Friday, June 11, 2021 1:51 PM

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

Cc: BJ Wright <bjwright@americanrvcenter.com>

Subject: 10670 - (10670) 2021 RIVERSIDE RV INTREPID 279RBC (Warranty Date: 22 APR 21) Ser#: 59CCC3628ML003956

1. WHEN THE CUSTOMER PICKED IT UP THERE WAS DAMAGE TO WOOD IN THE KITCHEN AREA FROM LOOSE HOSES UNDER THE KITCHEN SINK.

a. TOOK PICS OF THE DAMAGED AREA

i. R&R 5 PIECES OF WOOD

1. LABOR 3.0

2. THE CUSTOMER STATES THAT SOME OF THE SEALANT ON THE ROOF WHERE THE BATHROOM VENT MEETS THE SHOWER SUNROOF IS MISSING. THE CUSTOMER HAS NOTICED WATER RUNNING IN AROUND THE SUNROOF. THE CUSTOMER APPLIED SILICONE TO THE OUTER SIDE TO STOP WATER FROM COMING IN. PLEASE INSPECT AND SEE IF FURTHER REPAIRS ARE NEEDED TO CORRECT THE PROBLEM PROPERLY.

a. INSPECTED FOUND SPOT ON ROOF AT SKYLIGHT THAT WAS NOT PROPERLY SEALED.

i. CLEANED OFF AND SEALED WITH DECOR SEALER

1. LABOR 0.9

3. THE CUSTOMER HAS NOT BEEN ABLE TO GET THE COACH TO COOL PROPERLY WITH THE A/C. HE CAN SET THE T-STAT TO 68 DEGREES. HE HAS ALSO PLACED THE 2ND THERMOMETER IN THE COACH NEAR THE T-STAT AND LEFT IT FOR SEVERAL HOURS. THE T-STAT INDICATES THAT THE COACH IS COOL AND THE COMPRESSOR STOPS RUNNING. THE 2ND THERMOMETER INDICATED THAT IT WAS ACTUALLY 84 DEGREES IN THE COACH. THE CUSTOMER DID SAY THAT IT FELT HOT WHEN HE WENT IN TO CHECK THE THERMOSTAT AND THE THERMOMETER.

a. AC NOT WORKING PROPERLY

i. INSPECTED SYSTEM MISSING TO VENTS TO FRONT OF TRAILER ON DOOR SIDE FOUND WITH MISSING VENTS IT CAUSED TO MUCH PRESSURE IN PUSHING COLD AIR INTO INTAKE SIDE ADDED TWO NEW VENTS ONE AT ENTRY DOOR AND ONE IN THE BEDROOM TESTED SYSTEM AND IT WORKS PROPERLY.

1. LABOR 4.0

4. THE CUSTOMER STATES THAT THE TOP TRIM ON THE REFRIGERATOR FELL OFF AND WON'T STAY ON. IT IS LAYING IN THE SINK

a. TABS ARE BROKEN

i. NEED TO REPLACE THE TRIM

1. LABOR 0.9

5. THE CUSTOMER STATES THAT THERE IS WATER LEAKING UNDER THE BATHROOM SINK. FROM THE HOT SIDE OF THE PUMP.

a. water leak under bathroom sink

i. removed access panel pressurized system turned on the water heater, watched for leaks while working on other stuff. found water running down hot water line

.turned water off, bleed pressure off, removed hot water line and found cone washer bad .removed cone washer and installed new cone washer, installed water line pressured system watched for leaks. no leaks .installed access panel

1. LABOR 1.5

6. THE HOT WATER IS ON THE WRONG SIDE IN THE SHOWER

a. THE SHOWER FAUCET HAS HOT WATER ON THE COLD SIDE

i. REMOVED SCREWS CLEANED SEALER OFF PULLED SHOWER FAUCET OUT FOUND WATER LINES ON WRONG. REMOVED WATER LINES SWAPPED LINES PUT FAUCET ON WALL RESEALED AND TESTED

1. LABOR 0.9

7. THE CUSTOMER STATES THAT THE SCREEN DOOR LATCH IS STICKING. AND SAID THERE IS NO ADJUSTING IT.

a. SCREEN DOOR LATCH CATCHING WHEN OPENING ENTRANCE DOOR

i. INSPECTED AND FOUND NO ADJUSTMENT LEFT ON SCREEN DOOR. REMOVED SCREWS ON SCREEN DOOR CATCH MOVED THEM OVER QUATER INCH. TESTED DOOR OPERATION WORKS PROPERLY

1. LABOR 0.4

8. NOTHING

9. THE CUSTOMER STATES THAT THE ENTRANCE DOOR LOCK IS MESSED UP AND IS VERY DIFFICULT TO UNLOCK WHEN THE CUSTOMER IS ABLE TO GET IT LOCKED.

a. THE ENTRANCE DOOR WILL NOT LOCK

i. INSPECTED FOUND HOLE BEHIND STRICKER PLATE WAS NOT DEEP ENOUGH FOR DOOR TO LATCH PROPERLY AND DEAD BOLT TO WORK. REMOVED STRICKER PLATE GROUND HOLE DEEPER, INSTALLED STRICKER PLATE TESTED LOCKS OPERATION

1. LABOR 0.6

10. THE CUSTOMER STATES THAT THE STORAGE DOORS WON'T LOCK. THE CUSTOMER HAS TO REALLY PUSH IN TO LOCK AND THE KITCHEN ONE WILL NOT LOCK AT ALL

a. STORAGE DOORS HARD TO LOCK

i. TESTED AND ADJUSTED ALL COMPARTMENT DOORS. ADJUSTED TAB ON LOCKS

1. LABOR 0.5

11. THE CUSTOMER STATES THAT THE REAR RUNNING LIGHTS ARE FULL OF WATER.

a. RUNNING LIGHTS LEAKING WATER INTO LIGHTS

i. INSPECTED MARKER LIGHTS AND FOUND NOT PROPERLY SEALED, RESEALED AROUND REAR MARKER LIGHTS

1. LABOR 0.3

12. THE CUSTOMER STATES THAT THE KITCHEN HOT SIDE IS ON THE WRONG SIDE

a. HOT WATER LINES HOOKED UP BACKWARDS IN THE SHOWER

- i. REMOVED SCREWS OD SHOWER FAUCET, PULLED FAUCET OUT FOUND WATER LINES HOOKED UP BACKWARDS. REMOVED WATER LINES AND SWAPPED SIDE ON FAUCET. TESTED

1. LABOR 1.10

13. THE CUSTOMER STATES THAT WHEN FILLING THE FRESH TANK, HE FILLED IT TO FULL AND WATER STARTED TO COME OUT FROM UNDER THE CAMPER AND IT WAS NOT THE OVERFLOW TUBE

a. WHEN THE WATER TANK IS FULL IT LEAKS. PUT UNDERBELLY BACK UP AND SCREWED TO FRAME TAPED UP ALL HOLES AROUND WATER TANK DRAIN

- i. DROPPED UNDERBELLY FILLED TANK TO FULL CHECKED FOR LEAKS FOUND WATER LEAKING AROUND FILL HOSE, TIGHTENED UP CLAMP AND ADDED A CLAMP CHECKED FOR LEAKS NO LEAK

1. LABOR 1.5

14. CHECK THE SHOWER WHEN TANKING A SHOWER CUSTOMER SAID THAT WATER IS GETTING OUTSIDE DURING A SHOWER

a. SHOWER LEAKING WATER ON FLOOR WHILE SHOWERING

- i. INSPECTED AND FOUND SHOWER SURROUND WAS NOT SEALED TO SHOWER PAN. SILICONE SEALED OUTSIDE OF SHOWER SURROUND MOULDING TO SHOWER PAN

1. LABOR 0.5

2.

PICS WILL FOLLOW

BEN HOFFMAN

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