



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64760
Promised Date: 14 AUG 21

CUSTOMER WORK ORDER

WO #: 64760 (Appointment Date: 20 JUL 2021 - Time: 02:30pm)

Customer: 51443 - BROWN, CLARENCE
- 812-483-6755

Tag:

Author: BJW

Location: 0830 SEE IF THIS W/O CAN
BE CLOSED YET

Stock #: 10663

Stock Desc: 2021 TT RIVERSIDE RV
INTREPID 257RKS

Chassis #: 59CCC3526ML003729

Serial #: 59CCC3526ML003729

Mileage:

Licence:

Invoice #:

Date In: 19 JUL 21

Promised: 14 AUG 21

Date Sched:

Completed: 30 AUG 21

Warr. Date: 14 JUN 21

Job #1 - Warranty

COMPLAINT: CUSTOMER WAS CAMPING IN DRIVEWAY. THE REFRIGERATOR WAS FUNCTIONING PROPERLY WHEN THEY WENT TO BED. WHEN THEY WOKE UP, THERE WAS WATER IN THE FLOOR IN FRONT OF THE REFRIGERATOR. THE REFRIGERATOR WAS WARM. CUSTOMER GOOGLE SEARCHED AND FOUND THAT THERE COULD POSSIBLY BE A GLASS FUSE BLOWN ON THE BACK OF THE REFRIGERATOR. CUSTOMER DID SEE WHERE THERE MAY POSSIBLY BE A WAY TO RETROFIT REFRIGERATOR TO USE A BLADED FUSE INSTEAD OF A GLASS FUSE.

CAUSE: FRIDGE IS NOT POWERING ON. REMOVED FRIDGE TO ACCESS FUSE AND COMPRESSOR. WHEN REMOVING FRIDGE I NOTICED THE POWER WIRE AND THE GROUND WIRES WERE SMASHED UNDER THE FRIDGE AND THE INSULATION FOR THE WIRES WERE CUT, EXPOSING BARE WIRE. BUS FUSE ON FRIDGE WAS BLOWN AND THE 15 AMP FUSE ON THE PANEL WAS BLOWN

CORRECTION: REMOVED DAMAGED SECTION OF WIRES AND REPLACED WITH NEW 10 GAUGE WIRE. RAN WIRES THROUGH REAR ACCESS HOLE ON THE FLOOR TO PREVENT WIRES FROM BEING DAMAGED AGAIN. SECURED WIRES TO FRIDGE, REPLACED BUS FUSE AND BLADE FUSE. FRIDGE IS NOW RUNNING. INSTALLED FRIDGE BACK INTO PLACE.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	162.50
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	97.50

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 260.00

Job #2 - Warranty

Transferred to BAS*64976 on 09 AUG 21

Estimate amount was 0.00

THE LIGHT ON THE TONGUE JACK IS INOPERATIVE.

Labor

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

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-JACK SWITCH	0.00	0.00	0.00

Customer #: 51443
BROWN, CLARENCE



Subtotal for Job #2:

0.00

Job #3 - Internal

COMPLAINT: CUSTOMER ADVISED THAT TOILET HAS A URINE ODOR. SEE BW BEFORE PERFORMING REPAIRS.

CAUSE: CUSTOMER STATES THERE IS A URINE SMELL COMING FROM THE TOILET. I DID NOT SMELL ANYTHING WHEN LOOKING AT TOILET.

CORRECTION: PULLED TOILET TO SEE IF ANYTHING WAS ABNORMAL. IN THE PROCESS OF PULLING THE TOILET, ONE OF THE BOLTS THAT HOLD THE TOILET ON TO THE FLANGE FELL THROUGH THE FLOOR. HAD TO GET A KIT FROM CRAIG TO MOUNT THE TOILET BACK ONTO FLANGE. NO ISSUES WITH THE TOILET AT THIS TIME.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C

Parts

Part #	Description	Qty	Price	Total
69-4462	310 FLOOR GASKET	1.00	N/C	N/C

Subtotal for Job #3:

0.00

Job #4 - Internal

COMPLAINT: CUSTOMER WOULD LIKE TO KNOW HOW B.B. ATTACHED THE TV BRACKET TO THE WALL IN THE BEDROOM. SEE BW FOR DETAILS.

CAUSE: B.B. TOOK A PIECE OF WOOD AND WRAPPED IT WITH WALL MATERIAL TO MATCH. SECURED WOOD PANEL TO THE STUD WITH 5 SCREWS

CORRECTION: B.B. TOOK A PIECE OF WOOD AND WRAPPED IT WITH WALL MATERIAL TO MATCH. SECURED WOOD PANEL TO THE STUD WITH 5 SCREWS

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C

Subtotal for Job #4:

0.00

Parts Total: 0.00

Labour Total: 260.00

Sublet Total: 0.00

Extras Total: 0.00

WORK ORDER TOTAL: 260.00

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 Signature : _____

Date: 02 Sep 2021

W/O: 64760
Promised Date: 14 AUG 21



Customer #: 51443
BROWN, CLARENCE





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Evansville, IN 47725

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W/O: 64976
Promised Date: 14 AUG 21

CUSTOMER WORK ORDER

WO #: 64976

Customer: 51443 - BROWN, CLARENCE
- 812-483-6755

Tag:

Author: BJW

Location: 0901 SEE IF PARTS ARE
HERE YET

Stock #: 10663

Stock Desc: 2021 TT RIVERSIDE RV
INTREPID 257RKS

Chassis #: 59CCC3526ML003729

Serial #: 59CCC3526ML003729

Mileage:

Licence:

Invoice #:

Date In: 09 AUG 21

Promised: 14 AUG 21

Date Sched:

Completed: 30 AUG 21

Warr. Date: 14 JUN 21

Job #2 - Warranty

COMPLAINT: THE LIGHT ON THE TONGUE JACK IS INOPERATIVE.

CORRECTION: FOUND TRAILER AND INSTALLED NEW SWITCH

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C

Parts

Part #	Description	Qty	Price	Total
226018	226018 JACK LIGHT	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-JACK SWITCH	1.00	N/C	N/C

Subtotal for Job #2: 0.00

Parts Total: 0.00
Labour Total: 0.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 0.00

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 Signature : _____

Date: 02 Sep 2021



Customer #: 51443
BROWN, CLARENCE

RE: 10663 - 2021 TT RIVERSIDE RV INTREPID 257RKS Ser#: 59CCC3526ML003729, RO64760 RO 64976

Warranty @Riverside RV <warranty@goriversiderv.com>

Thu 9/2/2021 10:03 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

090221-4 - 2.2

Job 1 - 2.0

Job 2 - .2



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: Thursday, September 2, 2021 9:45 AM

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

Cc: BJ Wright <bjwright@americanrvcenter.com>

Subject: 10663 - 2021 TT RIVERSIDE RV INTREPID 257RKS Ser#: 59CCC3526ML003729, RO64760 RO 64976

1. THE CUSTOMER WAS CAMPING IN THE DRIVEWAY. THE REFRIGERATOR WAS FUNCTIONING PROPERLY WHEN THEY WENT TO BED. WHEN THEY WOKE UP, THERE WAS WATER ON THE FLOOR IN FRONT OF THE REFRIGERATOR. THE REFRIGERATOR WAS WARM. CUSTOMER GOOGLE SEARCHED AND FOUND THAT THERE COULD POSSIBLY BE A GLASS FUSE BLOWN ON THE BACK OF THE REFRIGERATOR. THE CUSTOMER DID SEE WHERE THERE MAY POSSIBLY BE A WAY TO RETROFIT THE REFRIGERATOR TO USE A BLADED FUSE INSTEAD OF A GLASS FUSE.
 - a. THE FRIDGE IS NOT POWERING ON. REMOVED FRIDGE TO ACCESS FUSE AND COMPRESSOR. WHEN REMOVING THE FRIDGE, I NOTICED THE POWER WIRE AND THE GROUND WIRES WERE SMASHED UNDER THE FRIDGE AND THE INSULATION FOR THE WIRES WAS CUT, EXPOSING BARE WIRE. THE BUS FUSE ON FRIDGE WAS BLOWN AND THE 15 AMP FUSE ON THE PANEL WAS BLOWN
 - b. REMOVED DAMAGED SECTION OF WIRES AND REPLACED WITH NEW 10 GAUGE WIRE. RAN WIRES THROUGH THE REAR ACCESS HOLE ON THE FLOOR TO PREVENT WIRES FROM BEING DAMAGED AGAIN. SECURED WIRES TO FRIDGE, REPLACED BUS FUSE AND BLADE

FUSE. THE FRIDGE IS NOW RUNNING. INSTALLED FRIDGE BACK INTO PLACE.

i. LABOR 2.00

2. THE LIGHT ON THE TONGUE JACK IS INOPERATIVE.

a. FOUND THE SWITCH TO BE BAD

b. FOUND TRAILER AND INSTALLED NEW SWITCH

i. LABOR 1.00

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