



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65089
Promised Date: 01 SEP 21

CUSTOMER WORK ORDER

WO #: 65089

Customer: 1000 - BASDEN'S AMERICAN
RV -
Tag:
Author: BH
Location: 0925CHECK PARTS

Stock #: 10991
Stock Desc: 2022 TT RIVERSIDE RV
RETRO 135
Chassis #: 59CCC1516NL004358
Serial #: 59CCC1516NL004358
Mileage: 0
Licence:

Invoice #:
Date In: 23 AUG 21
Promised: 01 SEP 21
Date Sched:
Completed: 13 SEP 21
Warr. Date: 18 SEP 21

Job #1 - Warranty

Transferred to BAS*65219 on 13 SEP 21

Estimate amount was 0.00

REPLACE THE WALL BOARD AND CLEAN THE MONITOR PANEL FROM ALL THE SILCONE

Labor

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

Subtotal for Job #1: 0.00

Job #2 - Warranty

SWAP THE FRIDGE AND FREEZER DOORS AROUND

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	65.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00

Subtotal for Job #2: 65.00

Job #3 - Warranty

COMPLAINT: SWAP THE BATHROOM DOOR AROUND BECUASE YOU CAN NOT GET INSIDE WHILE OPENING IT

CORRECTION: FLIPPED DOOR AROUND TO OPEN RIGHT. HAD TO SWITCH FRAMES AROUND.
AND CUT DOOR OFF TOP TO MISS LIGHT

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	65.00

Subtotal for Job #3: 65.00

Job #4 - Warranty

COMPLAINT: REPLACE THE DUMP VALVES BECUASE OF DRIVER DAMAGE

CORRECTION: PULLED DUMP VALVES OFF AND INSTALLED NEW

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	65.00

Parts

Part #	Description	Qty	Price	Total
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Customer #: 1000
BASDEN'S AMERICAN RV,



24449

3" WASTE VALVE

2.00

11.88

23.76

Subtotal for Job #4:

88.76

Job #5 - Internal

BRETT DROPPED REFRIGERATOR SHELF WHEN SWAPPING HINGES. ORDER NEW SHELF

Parts

Part #	Description	Qty	Price	Total
6179	REFRIGERATOR DOOR	1.00	N/C	N/C

Subtotal for Job #5:

0.00

Parts Total: 23.76

Labour Total: 195.00

Sublet Total: 0.00

Extras Total: 0.00

WORK ORDER TOTAL:

218.76

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: 13 Sep 2021

W/O: 65089
Promised Date: 01 SEP 21



Customer #: 1000
BASDEN'S AMERICAN RV,



RE: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

Chad S. Bruce <cbruce@americanrvcenter.com>

Fri 8/27/2021 8:24 AM

To: Warranty @Riverside RV <warranty@goriversiderv.com>; Jamie Embry <jembry@goriversiderv.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>; BJ Wright <bjwright@americanrvcenter.com>; Ben Hoffman <bhoffman@americanrvcenter.com>

Ok perfect. Thank you!

Chad S. Bruce

General Manager

American RV Center
Evansville, IN

[812.867.5200](tel:812.867.5200) office

[812.868.1010](tel:812.868.1010) fax

Sent via the Samsung Galaxy S20 Ultra, an AT&T 5G Evolution capable smartphone

----- Original message -----

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

Date: 8/27/21 8:20 AM (GMT-06:00)

To: "Chad S. Bruce" <cbruce@americanrvcenter.com>, Jamie Embry <jembry@goriversiderv.com>

Cc: Denny Hinton <dhinton@americanrvcenter.com>, BJ Wright

<bjwright@americanrvcenter.com>, Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

Yes, I'm sorry, you guys put that as all one job and I missed it.

I added 1.5 hrs to the auth for the wall panel.



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: Chad S. Bruce <cbruce@americanrvcenter.com>
Sent: Thursday, August 26, 2021 5:55 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>; Jamie Embry <jembry@goriversiderv.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>; BJ Wright <bjwright@americanrvcenter.com>; Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: RE: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

There isn't anything on there about the gouged wall panel around the monitor panel.

Need 2.5 and parts authorized to remove tv, remove fire extinguisher, remove monitor panel, trim, remove wallboard, and then reinstall all. My request was all jobs except the ceiling panel.

Thank you,

Chad S. Bruce
General Manager

American RV Center
Evansville, IN

812.867.5200 office
812.868.1010 fax

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Thursday, August 26, 2021 2:02 PM
To: Chad S. Bruce <cbruce@americanrvcenter.com>; Jamie Embry <jembry@goriversiderv.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>; BJ Wright <bjwright@americanrvcenter.com>; Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: RE: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

082621-3 – 1.5 hr + \$1000

Refer doors reversed - .5
Bath door - .5
Gate valve - .5



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: Chad S. Bruce <cbruce@americanrvcenter.com>
Sent: Thursday, August 26, 2021 1:57 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>; Jamie Embry <jembry@goriversiderv.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>; BJ Wright <bjwright@americanrvcenter.com>; Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: RE: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

Connie,

If all other repairs, minus "replace ceiling panel" are approved, then I would be OK with \$1000 discount on the unit so I can overcome the inevitable objections from the people who end up buying it. That amount will also compensate me for interest I paid on the trailer while it's been unsellable due to no fault of our own.

If that is acceptable to you, please let us know so we can get to work to get this trailer sellable.

Thank you in advance,

Chad S. Bruce
General Manager

American RV Center
Evansville, IN

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[812.868.1010](tel:812.868.1010) fax

Sent via the Samsung Galaxy S20 Ultra, an AT&T 5G Evolution capable smartphone

----- Original message -----

From: "Warranty @Riverside RV" <warranty@goriversiderv.com>
Date: 8/25/21 12:01 PM (GMT-06:00)
To: "Chad S. Bruce" <cbruce@americanrvcenter.com>, Jamie Embry <jembry@goriversiderv.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>, BJ Wright <bjwright@americanrvcenter.com>, Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: RE: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

3 hrs at your labor rate plus parts will be around \$500-\$600.



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: Chad S. Bruce <cbruce@americanrvcenter.com>

Sent: Wednesday, August 25, 2021 12:54 PM

To: Warranty @Riverside RV <warranty@goriversiderv.com>; Jamie Embry <jembry@goriversiderv.com>

Cc: Denny Hinton <dhinton@americanrvcenter.com>; BJ Wright <bjwright@americanrvcenter.com>; Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

Connie,

If we leave the ceiling panel out of the equation, but authorize the wall where the monitor panel is (that looks horrible), and all the other repairs, what are you willing to authorize and offer as a discount?

Chad S. Bruce

General Manager

American RV Center

Evansville, IN

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Sent via the Samsung Galaxy S20 Ultra, an AT&T 5G Evolution capable smartphone

----- Original message -----

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

Date: 8/25/21 11:48 AM (GMT-06:00)

To: "Chad S. Bruce" <cbruce@americanrvcenter.com>, Jamie Embry <jembry@goriversiderv.com>

Cc: Denny Hinton <dhinton@americanrvcenter.com>, BJ Wright <bjwright@americanrvcenter.com>, Ben Hoffman <bhoffman@americanrvcenter.com>

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There is also the "is the work worth how invasive the repair is?" I do not believe that this small cosmetic issue is worth how invasive it is to change the panel. We also know that it is an issue which is why I'm suggesting a payment in lieu of repairs and you can discount the trailer.

It is not at all that I'm not wanting to pay, 12 hrs for this repair is just crazy, this is more like a 3 hr job.

Of course we are willing to authorize the other repairs, I just wanted to work this one out so I can issue an auth all at one time.



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: Chad S. Bruce <cbruce@americanrvcenter.com>
Sent: Wednesday, August 25, 2021 12:15 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>; BJ Wright <bjwright@americanrvcenter.com>; Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: FW: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

Riverside Warranty,

Please see attached pictures. Please tell me you aren't saying this looks acceptable. The level of discount required to make me comfortable selling a trailer that doesn't meet my standards will be more than the cost to fix it. I don't care if you pay our shop to do it or send guys down this week to fix it, this needs to be taken care of. I will tell you the same thing I told Jaime:

There are two ways to do this: "Good enough" or "The right way". If the guys who are building these or who are doing the repairs at the factory can't answer that question with "The Right Way", then we both have a problem.

Doing the repair "The right way" when it was sent back would have avoided all this. That's a unit I've paid for... you have my money. It got sent back due to a build problem which caused the damage... again, you already had my money. I can't sell it while it's at your factory. Then you send it back with a patch. I can't be OK with this. You could have fixed it correctly when you had it. You did not. Now it's time to do it "The right way" and get it done so I can sell this thing. I keep getting promises from Riverside that the build quality is improving and we've just gone through a bad patch. If that's the case, then this is the last time we have to go through this, right?

Respectfully,

Chad S. Bruce

General Manager

American RV Center
Evansville, IN

812.867.5200 office
812.868.1010 fax

From: Denny Hinton <dhinton@americanrvcenter.com>
Sent: Wednesday, August 25, 2021 9:26 AM
To: Chad S. Bruce <cbruce@americanrvcenter.com>
Subject: FW: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

THIS IS THE RESPONSE FROM WARRANTY NOT WANTING TO PAY. JUST WOW

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Tuesday, August 24, 2021 12:06 PM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Cc: BJ Wright <bjwright@americanrvcenter.com>; Denny Hinton <dhinton@americanrvcenter.com>
Subject: RE: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

12 hrs seems like a lot of time for this repair. I looked at the photos and I don't think the repair that we did at the factory looks bad. Can we offer payment in leu of repairs to discount the trailer?



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, August 24, 2021 10:00 AM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Cc: BJ Wright <bjwright@americanrvcenter.com>; Denny Hinton <dhinton@americanrvcenter.com>
Subject: STOCK:10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO/65089

1. NEED TO FIX MFG FIX BECAUSE IT'S NOT RIGHT IT LOOKS LIKE IT WAS POORLY COMPLETED AND THE CEILING PANEL NEEDS TO BE REPLACED IT LOOKS LIKE IT WAS PATCHED AND THE

MONITOR PANEL HAS SILICONE ALL OVER IT AND IS DAMAGED AND THE WALLBOARD BEHIND IT IS BROKEN

- a. REPLACE CEILING PANEL, WHITE BATTEN, WALLBOARD, TRIM, THE MONITOR PANEL, THE LIGHT
 - i. LABOR 12 HRS
2. THE FRIDGE/ FREEZER DOORS AND BATHROOM DOOR OPEN BACKWARDS TO WHERE YOU CAN NOT GET IN THEM
 - a. SWAP FRIDGE DOORS AND BATHROOM DOORS
 - i. LABOR 2.00
3. BOTH DUMP VALVES DRUG THE GROUND AND WERE DAMAGED BY THE DRIVER
 - a. REPLACE THE DUMP VALVES
 - i. LABOR 1.5

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