



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65220
Promised Date: 18 SEP 21

CUSTOMER WORK ORDER

WO #: 65220

Customer: 51861 - MARSHALL, DANIEL
R. - 812-549-5063

Tag:

Author: BH

Location: 925 CHECK PREAUTH

Stock #: 10991

Stock Desc: 2022 TT RIVERSIDE RV
RETRO 135

Chassis #: 59CCC1516NL004358

Serial #: 59CCC1516NL004358

Mileage:

Licence:

Invoice #:

Date In: 13 SEP 21

Promised: 18 SEP 21

Date Sched:

Completed: 24 SEP 21

Warr. Date: 18 SEP 21

Job #BUNKHOUSE - Internal

COMPLAINT: PRE DELIVERY AND FINAL INSPECTION NEW RETRO

CAUSE: BUNKHOUSE - PRE DELIVERY AND FINAL INSPECTION NEW RETRO

CORRECTION: Retracted stab jacks. Moved unit into shop from sales lot. Installed new battery box and battery. Cut battery cables to length and installed new cable ends. Purged and filled LP tanks. Mounted LP tank holder and screwed to frame. Checked roof and awning. Checked all exterior lights and brakes. Checked lug nuts and set tire pressure at 60 psi. Recorded all tire serial numbers. Operated all stab jacks. Checked power cord. Checked all interior lights. Checked converter output. Checked all windows and blinds. Checked all cabinets and drawers. Filled fresh water tank and flushed water lines. Checked all water lines and faucets for leaks. Filled water heater and purged air from water system. Performed LP drop test and set LP pressure at 11 in.wc. Operated all appliances. Checked all electrical outlets and all GFCI outlets. Operated A/C, Furnace and Water Heater. Checked TV Antenna, TV and Radio. Applied all company decals. Dumped all holding tanks. Water heater is full and ready to camp. Moved unit to wash bay area.

Labor

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

Parts

Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY	1.00	N/C	N/C
DC-24	ADVANCE GROUP 24 D	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
LPG	LP GAS	4.00	N/C	N/C
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #BUNKHOUSE: 0.00

Job #DELUXE - Internal

DELUXE STARTER KIT

Parts

Part #	Description	Qty	Price	Total
11-0018	39741 20' RHINOFLE	1.00	N/C	N/C
40052	40052 BRASS W.P. R	1.00	N/C	N/C
72808	72808 4-PK PINE RV	1.00	N/C	N/C
13-0181	40274 2-PLY TST TO	1.00	N/C	N/C



Customer #: 51861
MARSHALL, DANIEL R.

5487	A10-1530HVP 15M -	1.00	N/C	N/C
22596	22596 50' CAMCO EV	1.00	N/C	N/C

Subtotal for Job #DELUXE: 0.00

Job #E2 - Internal

COMPLAINT: 6K E2 EQUALIZER HITCH

CAUSE: E2 - 6K E2 EQUAILZER HITCH.

CORRECTION: Assembled hitch head. Mounted hitch brackets on frame.
SETUP HITCH HIGHT AND ADJUSTED BRACKETS. HOOKED UP JEEP TO TRAILER AND ADJUSTED
HITCH AS NEEDED.

Labor

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

Parts

Part #	Description	Qty	Price	Total
94-00-0600	600 LB. FASTWAY E2	1.00	N/C	N/C
14-2977	8K 2" EQUALIZER BA	1.00	N/C	N/C

Subtotal for Job #E2: 0.00

Job #BCWV - Internal

COMPLAINT: BRAKE CONTROL & WIRING - VAN, SUV & CAR

CORRECTION: INSTALLED BRAKE AND WIRE ON JEEP.

Labor

Code	Description	Mechanic	Total
BCWV	BRAKE CONTROL & WIRING - VAN, SUV &	BRM	N/C
BCWV	BRAKE CONTROL & WIRING - VAN, SUV &	BRM	N/C
BCWV	BRAKE CONTROL & WIRING - VAN, SUV &	BRM	N/C

Parts

Part #	Description	Qty	Price	Total
14636	7WAY PLASTIC CAR END	1.00	N/C	N/C
19-0938	9 WAY CONNECTOR - BRACKET	1.00	N/C	N/C
19-1441	16-3030 30A CIRCUIT BREAKER	1.00	N/C	N/C
51140	PROPORTIONAL BRAKE CONTROL	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #BCWV: 0.00

Job #WALK - Internal

COMPLAINT: WALK THRU

CAUSE: WALK THROUGH

CORRECTION: WALK THROUGH WENT GOOD, FIRST TIME CAMPER OWNERS
Estimated Amount: 180.00

Labor

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

Subtotal for Job #WALK: 0.00

W/O: 65220
Promised Date: 18 SEP 21



Customer #: 51861
MARSHALL, DANIEL R.





Job #1 - Internal

COMPLAINT: NO 12V POWER UNLESS PLUGGED INTO SHORE POWER.

CAUSE: NO 12V POWER UNLESS PLUGGED INTO SHORE POWER.

CORRECTION: No 12V inside unit. Checked circuit breaker at battery. Has power on both sides. Removed converter front panel and converter from cabinet. Checked wire connection from battery. Loose connection at splice. Reconnected and retaped. Still no 12V power. Checked 40 amp fuse. OK. Checked all connections at fuse panel. Checked all fuses. One fuse had a 15 amp that was blown. This fuse should have been a 30 amp. Installed a new 30 amp fuse. Lights now work inside unit. Remounted all covers and converter in cabinet. Checked converter output at battery. Now charging battery.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
Subtotal for Job #1:			0.00

Job #2 - Warranty

COMPLAINT: PANEL LOOSE INSIDE CURBSIDE COMPARTMENT

CAUSE: PANEL LOOSE INSIDE CURBSIDE COMPARTMENT.

CORRECTION: Reattached inside compartment panel with screws.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	26.00
Subtotal for Job #2:			26.00

Job #3 - Warranty

COMPLAINT: GREY TANK NOT READING ON MONITOR

CAUSE: GREY TANK NOT READING ON MONITOR.

CORRECTION: Removed monitor poanel from wall mount. Checked all wire connections. Found one ground wire tonnector not cloced. Still no reading on panel for grey tank. Checked wire connections on tank. All tight. Connected a temporary ground wire from tank ground to frame. Tank now reads. Made up and installed a new ground wire from tank to frame with a star washer to make a good ground connection. Monitor panel now reads ok.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	195.00
Subtotal for Job #3:			195.00

Job #4 - Warranty

CRANK MISSING FOR JACKS

Parts

Part #	Description	Qty	Price	Total
285324	3/4" JACK HANDLE	1.00	15.59	15.59
Subtotal for Job #4:				15.59

Job #5 - Warranty

COMPLAINT: TV NOT PICKING UP CHANNELS

CAUSE: TV NOT PICKING UP CHANNELS.

CORRECTION: TV not picking up channels. Checked coax connected from TV to booster. Coax good.



W/O: 65220
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Connected shop TV to antenna. Still no channels. Removed booster from wall. Checked coax on antenna connection. This coax was not the antenna. It was the outside cable coax. Connected coax on cable hookup and found it was from antenna. The third coax went to the radio. Connected all coax cables back up to booster. Checked to see if TV can pick up channels now. Picked up 4 channels inside shop. Remounted booster back in wall opening.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	65.00
Subtotal for Job #5:			195.00

Parts Total: 15.59
Labour Total: 416.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 431.59

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: 24 Sep 2021

Customer #: 51861
MARSHALL, DANIEL R.



RE: 10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO,65220

Warranty @Riverside RV <warranty@goriversiderv.com>

Thu 9/23/2021 10:26 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

092321-2 – 3.2 hrs as requested



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: Wednesday, September 22, 2021 5:12 PM

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

Cc: BJ Wright <bjwright@americanrvcenter.com>

Subject: 10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358, RO,65220

1. PANEL LOOSE INSIDE CURBSIDE COMPARTMENT

- a. PANEL LOOSE INSIDE CURBSIDE COMPARTMENT.
- b. Reattached inside compartment panel with screws.

i. LABOR .2

2. GREY TANK NOT READING ON MONITOR

- a. GREY TANK NOT READING ON MONITOR.
- b. Removed monitor panel from wall mount. Checked all wire connections. Found one ground wire connector not closed. Still no reading on panel for grey tank. Checked wire connections on tank. All tight. Connected a temporary ground wire from tank ground to frame. Tank now reads. Made up and installed a new ground wire from tank to frame with a star washer to make a good ground connection. Monitor panel now reads ok.

i. LABOR 1.5

3. CRANK MISSING FOR JACKS

a. INSTALL JACK FOR CRANK

b. LABOR 0.0

4. TV NOT PICKING UP CHANNELS

a. TV NOT PICKING UP CHANNELS.

b. TV not picking up channels. Checked coax connected from TV to booster. Coax good. Connected shop TV to antenna. Still no channels. Removed booster from wall. Checked coax on antenna connection. This coax was not the antenna. It was the outside cable coax. Connected coax on cable hookup and found it was from antenna. The third coax went to the radio. Connected all coax cables back up to booster. Checked to see if TV can pick up channels now. Picked up 4 channels inside shop. Remounted booster back in wall opening.

i. LABOR 1.5

BEN HOFFMAN

SERVICE EXPERT

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

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