

Matthew Boes

To: Warranty @Riverside RV
Cc: Ben Hoffman; Denny Hinton
Subject: NEW WARRANTY PRE AUTH REQUEST -VIN#NL005280

JOB 1: COMPLAINT: WHEN FILLING FRESH WATER TANK, WATER FORCES ITSELF BACK OUT OF THE WATER FILL.
CAUSE: THE SMOOTH-BOR WATER FILL HOSE WAS RUN ON TOP OF THE HOT AND COLD WATER SUPPLY LINES MAKING THE WATER TRY TO RUN UPHILL. THIS FORCED THE WATER BACK OUT.
CORRECTION: NEED TO REMOVE WATER FILL LINE, CUT OFF 4-6 INCHES, RE-ROUTE UNDERNEATH HOT AND COLD SUPPLY LINES AND RE-ATTACH TO GRAVITY WATER FILL.
REQUESTED LABOR 1.00 HOUR.

JOB 2: COMPLAINT: KEYS MISSING FOR OUTSIDE SHOWER DOOR
CAUSE: KEYS NOT DELIVERED WITH UNIT.
CORRECTION: ORDER KEYS AND GIVE TO F&I DEPT.
REQUESTED LABOR .2

JOB 3: COMPLAINT: WHEN GREY TANK GETS TO 1/3 FULL, DRAINING AT THE SINK AND SHOWER SLOWS TO A STOP.
CAUSE: ROOF VENT PIPE WAS INSTALLED TOO FAR INTO GREY TANK. MEASURING DOWN THROUGH THE VENT PIPE, THE BOTTOM OF TANK TO TOP OF VENT PIPE IS 92". MEASURED TOP OF VENT PIPE TO INTERNAL LIP ON VENT PIPE AND GOT 88". THEREFORE VENT PIPE IS INSIDE THE TANK 4"+.
CORRECTION: BEN CALLED RIVERSIDE WARRANTY DEPT AND WAS TOLD TO "MAKE THE TANK READ CORRECTLY. JACKED UP CAMPER, REMOVED WHEEL/TIRE ASSEMBLY TO GAIN ACCESS TO TANK SENSOR WIRING. DRILLED HOLES IN GRAY TANK AND INSTALLED NEW TANK SENSORS IN THE LOWER HALF OF THE GRAY TANK. INSTALLED EXISTING WIRING TO NEW SENSORS. ADDED WATER TO GRAY TANK VIA SHOWER AND CHECKED FOR LEAKS. NO LEAKS AT NEW WATER SENSORS. CHECKED MONITOR PANEL FOR 1/3 2/3 AND FULL READINGS. ALL READINGS NOW WORKING. RE-INSTALLED WHEEL AND TIRE/ASSEMBLY. TORQUED WHEELS TO SPEC.
THIS DOES RENDER ONLY HALF OF THE TANK USEFUL BUT, IT WAS COMPLETED AS RIVERSIDE SAID TO DO.
LABOR REQUESTED 4.0 HOURS

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****OUR PHONES SYSTEM DOES NOT ACTIVATE UNTIL 9 A.M. CENTRAL****
I'M NOT YELLING AT YOU. OUR SYSTEM ONLY RECOGNIZES CAPITAL LETTERS. ☺