

RE: 11214 - 2022 TT RIVERSIDE RV RETRO 211 Ser#: 59CCC4726NL005629 RO 66749

Warranty @Riverside RV <warranty@goriversiderv.com>

Wed 3/23/2022 11:55 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Thank you Ben,

I did get the photos.

Auth. # 032322-6 for 1.00 hrs. labor to RR Window.



Thank you and have a good day,

Laura Kay Meyers

Warranty Manager

Riverside RV

1775 E US 20

Lagrange, IN 46761

260-499-4578

Ext. 110

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Wednesday, March 23, 2022 11:53 AM

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

Subject: Re: 11214 - 2022 TT RIVERSIDE RV RETRO 211 Ser#: 59CCC4726NL005629 RO 66749

LET ME KNOW IF YOU GOT THE PHOTOS, I SENT THEM ON THE FIRST EMAIL

YOUR VOICE MAIL IS FULL

STILL HAVE NOT GOT APPROVAL FOR NL004687

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

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Wednesday, March 23, 2022 9:59 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: RE: 11214 - 2022 TT RIVERSIDE RV RETRO 211 Ser#: 59CCC4726NL005629 RO 66749

Hi Ben,

Do you have a photo of the window please? Will need a photo of the damaged part plus a photo of the window so we can see for the vender information.

Thanks for your help!



Thank you and have a good day,

Laura Kay Meyers

Warranty Manager

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From: Ben Hoffman <bhoffman@americanrvcenter.com>
Sent: Wednesday, March 23, 2022 9:55 AM
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UPDATE / PLEASE CALL ME

BEN HOFFMAN

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EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

From: Ben Hoffman

Sent: Wednesday, March 16, 2022 10:31 AM

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

Subject: 11214 - 2022 TT RIVERSIDE RV RETRO 211 Ser#: 59CCC4726NL005629 RO 66749

1. SLIDING vertical WINDOW LATCH BROKEN LATCH IS BROKEN NEED TO REPLACE THE WINDOW
THE WINDOW ABOVE THE KITCHEN
 - a. FOUND LATCH BROKEN
 - b. REPLACE THE WINDOW
 - i. LABOR 1.2

BEN HOFFMAN

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