

RE: 11072 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4611NL004686, RO 67042

Warranty @Riverside RV <warranty@goriversiderv.com>

Wed 6/1/2022 9:26 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Hi Ben,

This has been adjusted to 6.0 hrs. labor



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, June 1, 2022 10:13 AM

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

Subject: Re: 11072 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4611NL004686, RO 67042

STILL NEED AUTH THAT SHOWS 6 HRS

BEN HOFFMAN

WARRANTY/SERVICE

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

PH. 812-867-5200 EXT 263

FAX. 812-868-1012

EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

****OUR PHONES SYSTEM DOES NOT ACTIVATE UNTIL 9 A.M. CENTRAL****

I'M NOT YELLING AT YOU. OUR SYSTEM ONLY RECOGNIZES CAPITOL LETTERS

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Tuesday, May 24, 2022 11:47 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: RE: 11072 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4611NL004686, RO 67042

Hi Ben,

Auth. # 052422-6 for 4.00 hrs. labor



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: Tuesday, May 24, 2022 12:05 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>; Chad S. Bruce <cbruce@americanrvcenter.com>
Subject: Re: 11072 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4611NL004686, RO 67042

IT'S BEEN 7 BUSINESS DAYS I NEED AN UPDATE!!!!

SENT ON MAY 13TH

BEN HOFFMAN

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From: Ben Hoffman

Sent: Friday, May 13, 2022 12:42 PM

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

Subject: 11072 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4611NL004686, RO 67042

1. REPLACE WATER HEATER THAT WAS INSTALLED
WRONG FROM THE FACTORY

0. removed bed. Removed wood decking that makes up the bottom of the bed frame. removed trim pieces around walls. cut out support beam above water heater so I could gain access to water heater. removed mounting strap and wood framing that hold water heater in place. removed water lines. removed wiring. removed drain line for pressure relief valve. removed water heater. original water heater was hard wired into breaker panel. installed outlet for new water heater. secured outlet to floor. placed new water heater inside. installed bracing and strap to secure water heater and prevent it from moving. secured water fittings to water heater. cut new pvc drain line for pressure relief valve. glued pvc together. took 2x4's and built frame up to clear water heater. filled water heater. turned on water heater to check function and test for leaks.. pressurized system to check for leaks. cut a taller piece of paneling to cover the frame that was built up. removed original paneling and trim around it. secured paneling. installed trim around paneling. moved stile up as needed. secured stile that sits in front of mattress. cut all trim to length and resecured with brad nails. secured wood decking to the frame. cleaned up mess.

0. LABOR 6.00

BEN HOFFMAN

WARRANTY/SERVICE

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