

RE: 11073 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4615NL004688 RO 67044

Warranty @Riverside RV <warranty@goriversiderv.com>

Wed 6/1/2022 9:27 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

This has been adj. 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: Chad S. Bruce <cbruce@americanrvcenter.com>; Warranty @Riverside RV <warranty@goriversiderv.com>

Subject: Re: 11073 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4615NL004688 RO 67044

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 CAPITAL LETTERS

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

Sent: Tuesday, May 24, 2022 11:46 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>; Warranty @Riverside RV
<warranty@goriversiderv.com>

Subject: RE: 11073 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4615NL004688 RO 67044

Laura,

It is my understanding that you approved 6 hours for the repair and rebuild of the three units we had with the water heater/bunk issue. I've been told one was approved at 6 now and the rest will be 4 hours. I believe we have been MORE than patient with Riverside through all the issues this past 18 months... this included. Not only do we have 6 hours in each repair, but we've also had these UNSELLABLE trailers on the lot eating up space and floorplan interest waiting for approvals, replies, and parts, which drags out weeks or longer. I expect all three of those units to be approved at 6 hours each. If any more are delivered with that issue, which I will remind you is a production issue on your end, I will gladly send them back to you for repair and then they can be moved to another dealer if you are not willing to pay what it costs us in time to repair this issue correctly. As I have stated numerous times throughout all the issues we have had with Riverside lately, I expect our partnership to continue, but ONLY if problems are sorted out on your end before the trailers get to me... and if they aren't, then you pay to take care of it. I'm sorry that I'm slightly agitated that these conversations are continuing to have to happen, about slow followup, shoddy builds, and shorted claims. I am not asking for 6 hours each, I am expecting it, as this is what that repair takes in our shop to be done correctly.

Thank you for your prompt attention to this matter,

Chad S. Bruce
General Manager

American RV Center
Evansville, IN

812.867.5200 office
812.868.1010 fax

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Tuesday, May 24, 2022 11:34 AM

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

Subject: Fw: 11073 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4615NL004688 RO 67044

BEN HOFFMAN

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

Sent: Tuesday, May 24, 2022 11:21 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: 11073 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4615NL004688 RO 67044

Good Morning Ben,

Auth. # 052422-5 for 4.00 hrs. labor

1 – 2.00 RR Water heater

2 – 2.00 Raise Bunk

Hi Ben, we approved 6 hours for the first couple of these for you due to the learning curve as we discussed. We have been approving 4 hours for all dealers for this same job. This is what we will be approving for this job going forward.

Thanks for your help!



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 12:04 PM

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

Cc: Denny Hinton <dhinton@americanrvcenter.com>; Chad S. Bruce <cbruce@americanrvcenter.com>

Subject: Re: 11073 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4615NL004688 RO 67044

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 12:44 PM

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

Subject: 11073 - 2022 TT RIVERSIDE RV RETRO 190BH Ser#: 59CCC4615NL004688 RO 67044

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

- 0. replace water heater and raise frame up to provide proper clearance for water heater and fittings
- a. 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 mouting strap and wood frameing 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. cold water came apart under pressure. removed 3 way valve and fitting. replaced 3 way valve and fitting. cut new piece of flex hose to secure to water heater. 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.

O. LABOR 6.00

BEN HOFFMAN

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