

RE: 10771 - 2022 TT RIVERSIDE RV RETRO 511 Ser#: 59CCC1212NL004765 RO 67534

Warranty @Riverside RV <warranty@goriversiderv.com>

Wed 6/1/2022 3:38 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Hi Ben,

Auth. # 060122-4 for 3.60 hrs. labor

1 – 3.0 hrs. towards Diagnostic and .60 to RR 2 receptacles. Ben, I read through the job details. The majority of the details is diagnostics and what was done for the diagnostics. When you replaced the GFI – did it work at that point?

2 - .50 RR Faucet.

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: Wednesday, June 1, 2022 10:11 AM

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

Subject: Re: 10771 - 2022 TT RIVERSIDE RV RETRO 511 Ser#: 59CCC1212NL004765 RO 67534

UPDATE! THIS IS THE ONE I TALKED TO YOU ABOUT THE FAUCET

BEN HOFFMAN

WARRANTY/SERVICE

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

PH. 812-867-5200 EXT 263

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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 CAPITOL LETTERS

From: Ben Hoffman

Sent: Thursday, May 26, 2022 3:45 PM

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

Subject: 10771 - 2022 TT RIVERSIDE RV RETRO 511 Ser#: 59CCC1212NL004765 RO 67534

1. THERE ARE 2 110V ELECTRICAL OUTLETS THAT ARE NOT WORKING.ON THE INSIDE
 0. PULLED UNIT INTO SHOP AND HOOKED UP TO SHORE POWER. GFCI OUTLET ISNT WORKING AND OUTLET UNDER RADIO ISNT WORKING. OUTLET FRONT UNDER RADIO IS BROKEN AND THE TAB THAT HOLDS THE BACK OF THE OUTLET TOGETHER IS BROKEN. PULLED THE OUTLET APART AND THE INSULATION ON THE WIRES WASNT REMOVED BEFORE INSTALLATION.PULLED ALL OUTLETS TO SEE IF THEY WERE CONNECTED TO THE ONE I AM TESTING. PULLED ACCESS PANEL FOR THE FRIDGE ON THE INSIDE. THE 2 WIRES THAT COME OFF THE OUTLET RUN UP THROUGH THE CEILING AND BACK BEHING THE FRIDGE. NEED TO PULL THE FRIDGE FROM THE OUTDOOR KITHCHEN TO TEST WIRES AND OUTLET. WILL ALSO TEST CONTINUITY THROUGH ALL WIRES.
 - a. HAD TO REMOVE THE FRIDGE DOOR TO ACCESS ALL THE MOUNTING SCREWS. REMOVED MOUNTING SCREWS. REMOVED POWER FROM FRIDGE. REMOVED GAS LINE FROM FRIDGE. PULLED FRIDGE AND INSULATION OUT OF THE WAY. REMOVED OUTLET BEHIND FRIDGE. THIS OUTLET WAS ALSO BROKEN LIKE THE ONE UNDER THE RADIO. INSULATION ON THIS OUTLET WAS ALSO NOT REMOVED BEFORE INSTALLATION. REMOVED WIRES FROM OUTLET. REMOVED INSULATION FROM BOTH WIRES BEHIND FRIDGE AND BOTH WIRES FROM OUTLET UNDER RADIO. TESTED CONTINUITY. WIRES ARE GOOD. REPLACED OUTLET UNDER RADIO AND OUTLET BEHIND FRIDGE. TURNED BREAKERS ON AND TESTED EACH OUTLET. OUTLETS NOW HAVE POWER GOING THROUGH THEM. WENT INSIDE AND TESTED GFCI. GFCI OUTLET HAS POWER GOING TO IT BUT IS NOT WORKING. REMOVED GFCI OUTLET AND REPLACED. GFCI OUTLET IS NOT FLUSH WITH THE WALL. TOOK 2 PIECES OF WOOD AND PUT THEM INSIDE THE WALL TO HELP DRAW OUTLET IN TO SIT FLUSH. SECURED OUTLET. INSTALLED OUTLET UNDER RADIO. INSTALLED OUTLET BEHIND FRIDGE. INSULATION CAME OFF WHEN PULLING FRIDGE. APPLIED ADHESIVE TO WALLS AND TOP OF COMPARTMENT WHERE FRIDGE SITS. INSTALLED INSULATION. ZIP TIED WIRES AND MOVED OUT OF THE WAY. INSTALLED FRIDGE. HOOKED UP POWER TO FRIDGE. HOOKED UP GAS LINE. TESTED FUNCTION OF FRIDGE. INSTALLED FRIDGE DOOR. INSTALLED ACCESS PANEL. CLEANED UP MESS. ALL OUTLETS ARE FUNCTIONING.

0. LABOR 6.0

2. THE HOT WATER WILL NOT TURN OFF AT THE SINK FAUCET. CUSTOMER HAS TO TURN OFF CITY
WATER TO GET HOT WATER TO TURN OFF.

0. FOUND FAUCET LEAKING NEED TO REPLACE

a. REPLACE FAUCET

0. LABOR .7

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