

RE: 11232 - 2023 TT RIVERSIDE RV RETRO 210 Ser#: 59CCC2329PL006450 RO 67962

Warranty @Riverside RV <warranty@goriversiderv.com>

Tue 7/26/2022 8:24 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

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

Good Morning Ben,

Please see the approval below for the refer. Please read and send over the photos and the data tags when you have completed. We will need these in order to process & pay the claim.

Thanks!

Service event# 10209120

We authorize 4.0 hours labor and credit of a cooling unit due to chromate leak.

SCRAP IN FIELD - SCRAPE DATA TAG(S) OFF UNIT - APPLY TO A
BLANK PIECE OF PAPER AND EMAIL THEM TO US ALONG WITH YOUR CLAIM.
PHOTOS ARE ACCEPTED; HOWEVER, THE PHOTOS MUST SHOW THE TAG(S) REMOVED FROM THE
APPLIANCE.
BE SURE TO KEEP A COPY OF THE DATA TAG(S) FOR YOUR RECORDS SHOULD THEY BE NEEDED FOR
ANY FURTHER PROCESSING.

Please submit your VCB to warranty at claimpayments@dometic.com for a SE number before returning anything for credit.

Please have the dealer take pictures of the complete back of the cooling unit before scrapping.



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: Monday, July 25, 2022 4:23 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Subject: Re: 11232 - 2023 TT RIVERSIDE RV RETRO 210 Ser#: 59CCC2329PL006450 RO 67962

A04-A05-A03-B0-B16-B03
SORRY BUT THAT IS THE AREA THAT LEAKED

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: Monday, July 25, 2022 2:56 PM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: FW: 11232 - 2023 TT RIVERSIDE RV RETRO 210 Ser#: 59CCC2329PL006450 RO 67962

Hi Ben,

Can you please take a look at the below diagram and identify the origin point of the leak using the diagram below:

Thank you!!!



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: OEM TechService <oemtechservice@dometic.com>

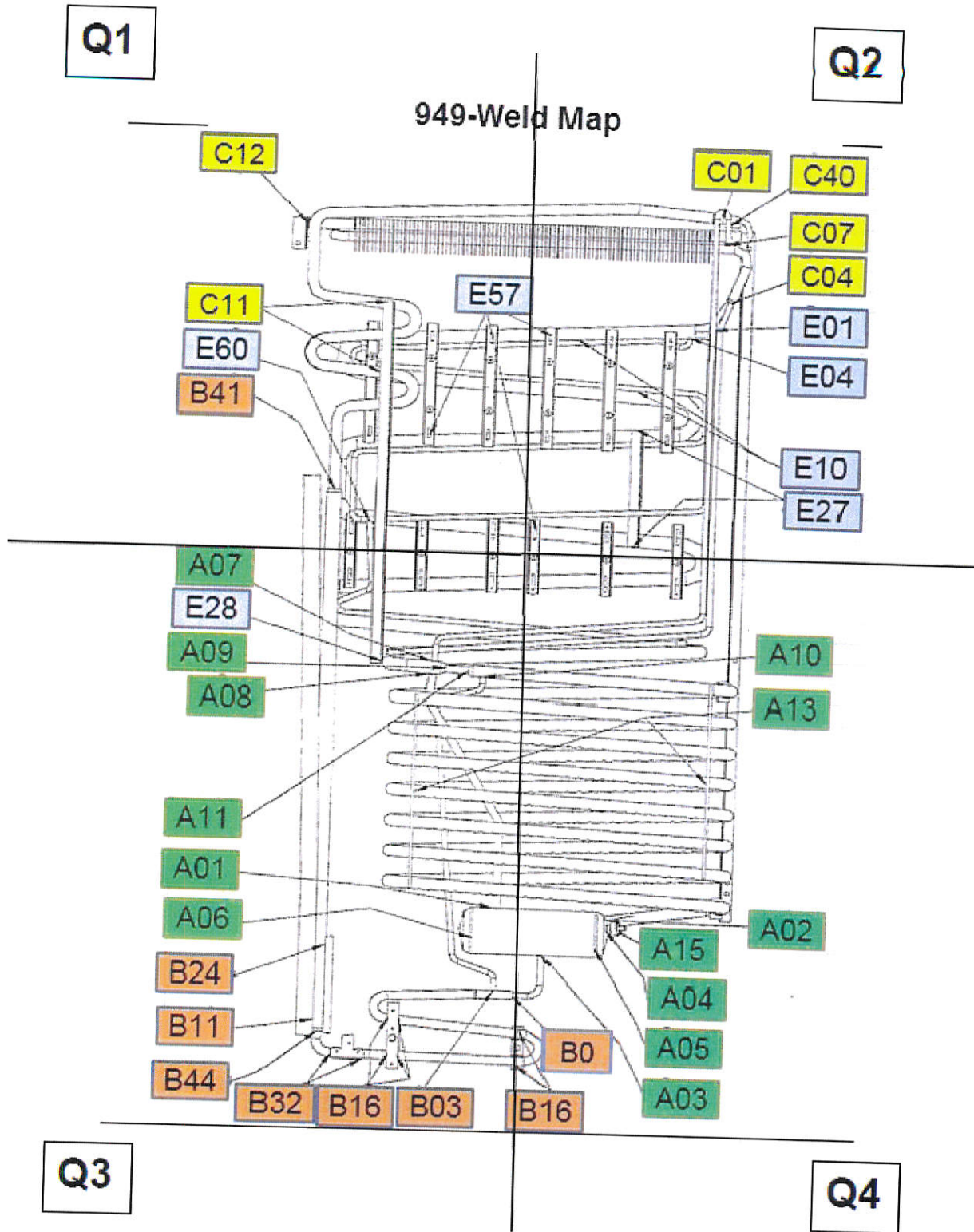
Sent: Monday, July 25, 2022 3:45 PM

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

Subject: Re: 11232 - 2023 TT RIVERSIDE RV RETRO 210 Ser#: 59CCC2329PL006450 RO 67962

Laura,

Please have the dealer identify the origin point of the leak using the diagram below:



Dan



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

Sent: Monday, July 25, 2022 3:39 PM

To: OEM TechService <oemtechservice@dometic.com>

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

Subject: FW: 11232 - 2023 TT RIVERSIDE RV RETRO 210 Ser#: 59CCC2329PL006450 RO 67962

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Manufacturer: Riverside RV

Coach: 2023 Retro 210

DOM 07/13/22

Dealer: BASDEN RV CENTER, INC. DBA AMERICAN RV CENTER

Dealer states:

1. INSIDE FRIDGE LET OUT THE YELLOW STUFF

- a. FAILED FRIDGE
- b. INSTALL NEW FRIDGE

i. 2.0HRS

Looking for authorization for a new Refer. Dealer address:

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

PH. 812-867-5200 EXT 263



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, July 19, 2022 2:02 PM

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

Subject: 11232 - 2023 TT RIVERSIDE RV RETRO 210 Ser#: 59CCC2329PL006450 RO 67962

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a. FAILED FRIDGE

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