

RE: 11058 - 2022 TT RIVERSIDE RV INTREPID 240DDS Ser#: 59CCC3627NL004596 RO 68079

Warranty @Riverside RV <warranty@goriversiderv.com>

Mon 8/29/2022 9:10 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Good Morning Ben,

Auth. # 082622-JESLS for 1.0 hrs. labor



Thank you and have a good day,

Laura Kay Meyers

Warranty

Riverside RV

1775 E US 20

Lagrange, IN 46761

260-499-4578

Ext. 110

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Saturday, August 27, 2022 3:12 PM

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

Cc: Jamie Embry <jembry@goriversiderv.com>

Subject: Re: 11058 - 2022 TT RIVERSIDE RV INTREPID 240DDS Ser#: 59CCC3627NL004596 RO 68079

UPDATE WITH AUTH YOU ARE COVING THE WINDOW

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: Ben Hoffman <bhoffman@americanrvcenter.com>
Sent: Monday, August 22, 2022 4:13 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Cc: jembry@goriversiderv.com <jembry@goriversiderv.com>
Subject: Re: 11058 - 2022 TT RIVERSIDE RV INTREPID 240DDS Ser#: 59CCC3627NL004596 RO 68079

PER JAMIE YOU GUYS ARE COVING THIS WINDOW PLEASE SEND An UPDATED AUTH

BEN HOFFMAN

WARRANTY/SERVICE

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From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Tuesday, August 9, 2022 9:44 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: RE: 11058 - 2022 TT RIVERSIDE RV INTREPID 240DDS Ser#: 59CCC3627NL004596 RO 68079

Good Morning Ben,

Auth.# 080922-3 for .30 hrs. labor

1 – .20 Repair

2 – Denied This unit delivered 12/1/21 (9 months) with no notation at time of delivery of the window latch being broken. This would be damaged.

3 - .10 Adj. Hinge



Thank you and have a good day,

Laura Kay Meyers

Warranty

Riverside RV

1775 E US 20

Lagrange, IN 46761

260-499-4578

Ext. 110

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Monday, August 8, 2022 3:37 PM

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

Subject: 11058 - 2022 TT RIVERSIDE RV INTREPID 240DDS Ser#: 59CCC3627NL004596 RO 68079

1. WHEN THE FRESH TANK IS FILLING , WATER IS GUSHING OUT FROM THE UNDERBELLY.
 - a. THE FRESH WATER HOSE HAD A CRACK IN IT.
 - b. INSTALL NEW HOSE
 - i. LABOR 0.4
2. THE WINDOW LATCH ON THE DOOR SIDE BEDROOM WINDOW BROKE OFF.
 - a. WINDOW LATCH IS BROKEN.
 - b. IF WE CAN ORDER JUST THE LATCH HANDLE FOR THE WINDOW I CAN REPLACE IT. OR MAYBE HAVE TO ORDER A NEW WINDOW?
 - i. LABOR 1.0
3. THE FREEZER DOOR WILL NOT STAY CLOSED WHILE TRAVELING. FRIDGE DOES FINE
 - a. ADJUSTED HING ON FREEZER DOOR. LATCH WORKS NOW AND DOOR STAYS CLOSED
 - i. LABOR .4

BEN HOFFMAN

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