

EVANSVILLE, IN 47725

PH. 812-867-5200 EXT 263

FAX. 812-868-1012

EMAIL. [BHOFFMAN@AMERICANRVCENTER.COM](mailto: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**

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**From:** Warranty @Riverside RV <[warranty@goriversiderv.com](mailto:warranty@goriversiderv.com)>  
**Sent:** Friday, July 15, 2022 8:20 AM  
**To:** Ben Hoffman <[bhoffman@americanrvcenter.com](mailto:bhoffman@americanrvcenter.com)>  
**Subject:** RE: PL006449 RO 67937

Good Morning Ben,

Auth. # 071522-1

1 – RR Slide out facia at each side of slide and top of slide – 2.0

2 – RR fender skirt and RR Bottom piece of metal at slide – 1.0

3 – Cover scuffs on bumper with a black Rostellum spray paint - .40

4 – There are 2 scratches in the metal – Can these scratches be buffed at all? I can see the entire side of the unit from the photos. I do believe they are both on the Off door side? Is that correct?

Another question – there is a statement about R=R a window. I don't see a problem with a window in any or the photos. Can you elaborate on this for me?

Thanks for your help Ben.



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](mailto:bhoffman@americanrvcenter.com)>  
**Sent:** Thursday, July 14, 2022 2:28 PM  
**To:** Warranty @Riverside RV <[warranty@goriversiderv.com](mailto:warranty@goriversiderv.com)>  
**Cc:** Chad S. Bruce <[cbruce@americanrvcenter.com](mailto:cbruce@americanrvcenter.com)>; Denny Hinton <[dhinton@americanrvcenter.com](mailto:dhinton@americanrvcenter.com)>  
**Subject:** Re: PL006449 RO 67937

BEN HOFFMAN

WARRANTY/SERVICE

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

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**From:** Ben Hoffman <[bhoffman@americanrvcenter.com](mailto:bhoffman@americanrvcenter.com)>  
**Sent:** Monday, July 11, 2022 12:13 PM  
**To:** Warranty @Riverside RV <[warranty@goriversiderv.com](mailto:warranty@goriversiderv.com)>  
**Subject:** Re: PL006449 RO 67937

THIS UNIT JUST SHOWED UP ON OUR LOT DAMAGED WOULD YOU LIKE ME TO GET YOU AN EST ON  
FIXING REPAIRS

IF YOU HAVE QUESTIONS, YOU CALL

BEN HOFFMAN

WARRANTY/SERVICE

AMERICAN RV CENTER

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**From:** Warranty @Riverside RV <[warranty@goriversiderv.com](mailto:warranty@goriversiderv.com)>

**Sent:** Monday, July 11, 2022 11:46 AM

**To:** Ben Hoffman <[bhoffman@americanrvcenter.com](mailto:bhoffman@americanrvcenter.com)>

**Subject:** RE: PL006449 RO 67937

Hi Ben,

There is no work order included. I'm not sure what is being claimed here. I am not seeing what the driver damaged.



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](mailto:bhoffman@americanrvcenter.com)>

**Sent:** Monday, July 11, 2022 11:08 AM

**To:** Warranty @Riverside RV <[warranty@goriversiderv.com](mailto:warranty@goriversiderv.com)>

**Subject:** PL006449 RO 67937

THIS UNIT IS DAMAGED  
DRIVER HAS IS SIDE NOTED

BEN HOFFMAN

WARRANTY/SERVICE

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