

RE: FW: 10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358 RO 68208 [ref:_00D61Zxvn._5004Mrpy6y:ref]

Warranty @Riverside RV <warranty@goriversiderv.com>

Mon 8/15/2022 1:08 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Auth. # 080922-7 for 1.0 hrs. labor for Refer Repair.

Please reference case 269766

VIN: 59CCC1516NL004358

Thank you!



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 15, 2022 1:57 PM

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

Subject: Re: FW: 10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358 RO 68208 [ref:_00D61Zxvn._5004Mrpy6y:ref]

THIS WORKED JUST LETTING YOU KNOW!!!!

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: Tuesday, August 9, 2022 3:31 PM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: FW: FW: 10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358 RO 68208 [ref:_00D61Zxvn._5004Mrpy6y:ref]

Hi Ben,

Please see below in regards to the refer that we submitted to Furrion for you.

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

-----Original Message-----

From: Warranty Support <warranty@furrion.com>
Sent: Tuesday, August 9, 2022 11:05 AM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Cc: Warranty @Riverside RV <warranty@goriversiderv.com>
Subject: RE: FW: 10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358 RO 68208 [ref:_00D61Zxvn._5004Mrpy6y:ref]

Hello.

Please reference case 269766
VIN: 59CCC1516NL004358

The Dealer will need to bypass inline fuse to check for normal operation. Assuming unit operates normally when fuse is bypassed, they will need to use the attached instructions to replace with new blade style fuse/fuse holder.

Please note: this is an internal fuse/holder under the lower back panel on the refer.

Furrion by Lippert can pre-approve up to 1.0 for this labor.

Furrion does not cover mobile fees.

This is pre-auth for the R&R of the FUSE/HOLDER if a different part is requested authorization from Furrion will be required.

This case will be listed as "completed" until further communication has been received. It will be reopened/revisited at that time. Communication can still be sent/received regarding this case.

Thank you,

Janet M.
Pre-Authorization Specialist
Furrion by Lippert
www.furrion.com
www.lippert.com

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----- Original Message -----

From: Warranty @Riverside RV [warranty@goriversiderv.com]
Sent: 8/9/2022 9:25 AM
To: warranty@furrion.com
Cc: warranty@goriversiderv.com
Subject: FW: 10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358 RO 68208

Warranty Authorization Request

Manufacturer: Riverside RV
Unit: 2022 Retro 135
Vin#: 59CCC1516NL004358
DOM: 07/30/2021
DOP 09/18/2021

Per Dealer:

1. CUSTOMER WAS GETTING READY TO LEAVE FOR A CAMPING TRIP SO HE PLUGGED TO SHORE POWER TO GET HIS REFRIGERATOR COLD. IT DID GET COLD, BUT WHEN HE CHECKED IT JUST PRIOR TO LEAVING, HE FOUND THE REFRIGERATOR AND THE FREEZER TO BE WARM.

- * THE FRIDGE DOES NOT COOL
- * NEED TO REPLACE THE 12 VOLT FRIDGE
- * LABOR 2.0

Please let me know what else that you need for this claim.

Thank you for your help!

[cid:image001.png@01D8ABDA.5CBDEA40][cid:image003.png@01D8ABDA.5CC7AE40]

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 3:52 PM

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

Subject: 10991 - 2022 TT RIVERSIDE RV RETRO 135 Ser#: 59CCC1516NL004358 RO 68208

1. CUSTOMER WAS GETTING READY TO LEAVE FOR A CAMPING TRIP SO HE PLUGGED TO SHORE POWER TO GET HIS REFRIGERATOR COLD. IT DID GET COLD, BUT WHEN HE CHECKED IT JUST PRIOR TO LEAVING, HE FOUND THE REFRIGERATOR AND THE FREEZER TO BE WARM.

- * THE FRIDGE DOES NOT COOL
- * NEED TO REPLACE THE 12 VOLT FRIDGE

- * LABOR 2.0

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<<mailto:BHOFFMAN@AMERICANRVCENTER.COM>>

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