

RE: FW: 11176 - 2022 TT RIVERSIDE RV RETRO 171DRD Ser#: 59CCC451XNL005014, RO 68317 [ ref:\_00Di0alhw.\_5005d1qxLcP:ref ]

Warranty @Riverside RV <warranty@goriversiderv.com>

Mon 9/12/2022 1:55 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Auth. # 091222-5 for .40 as requested.



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:** EmailToCase <customerservice@lci1.com>

**Sent:** Monday, September 12, 2022 2:16 PM

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

**Cc:** bhoffman@americanrvcenter.com

**Subject:** RE: FW: 11176 - 2022 TT RIVERSIDE RV RETRO 171DRD Ser#: 59CCC451XNL005014, RO 68317 [ ref:\_00Di0alhw.\_5005d1qxLcP:ref ]



Case Number: 3431048

VIN: NL005014

Hello Laura Kay,

Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided. Due to this being an installation error and not a defect, Lippert is denying this claim and will not assist with replacement of parts or labor.

Please let us know if you have any further questions.



Trevor H.  
Lippert Customer Care Center Representative  
p: 432.LIPPERT | f: 574.534.7161  
Lippert

**Check out our TireLinc Pressure Monitoring System with special discount code TPMS10 (for retail customers only) to get 10% off the complete Tire Linc? Tire Pressure and Temperature Monitoring System & Accessories**

[Tire Linc® Tire Pressure and Temperature Monitoring System \(TPMS\)](#)

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

**From:** Warranty @Riverside RV [warranty@goriversiderv.com]

**Sent:** 9/12/2022 1:53 PM

**To:** customerservice@lci1.com

**Cc:** bhoffman@americanrvcenter.com

**Subject:** RE: FW: 11176 - 2022 TT RIVERSIDE RV RETRO 171DRD Ser#: 59CCC451XNL005014, RO 68317 [ ref:\_00Di0alhw.\_5005d1qxLcP:ref ]

Please see below. Dealer states:

The fabric that was installed was not centered on the awning rail. It was not letting the arm come all the way back.



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:** EmailToCase <customerservice@lci1.com>

**Sent:** Monday, September 12, 2022 11:08 AM

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

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

**Subject:** RE: FW: 11176 - 2022 TT RIVERSIDE RV RETRO 171DRD Ser#: 59CCC451XNL005014, RO 68317 [ref:\_00Di0alhw.\_5005d1qxLcP:ref ]



Case Number: 3431048

Hello Laura Kay,

Thank you for contacting Lippert Customer Care Center. We will work to resolve your matter, which may be replacing a component or facilitating your warranty concern. Please reply to this email directly providing the following items so that we may better assist you:

1. Explanation of what adjustment was completed.
2. Photo of the White Identification Sticker from the awning hardware with RPO or Variant number clearly visible

Upon receipt of the requested information, we will review your request.



Trevor H.

Lippert Customer Care Center Representative

p: 432.LIPPERT | f: 574.534.7161  
Lippert

**Check out our TireLinc Pressure Monitoring System with special discount code TPMS10 (for retail customers only) to get 10% off the complete Tire Linc? Tire Pressure and Temperature Monitoring System & Accessories**

[Tire Linc® Tire Pressure and Temperature Monitoring System \(TPMS\)](#)

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

**From:** Warranty @Riverside RV [warranty@goriversiderv.com]

**Sent:** 9/12/2022 10:47 AM

**To:** customerservice@lci1.com

**Cc:** bhoffman@americanrvcenter.com; warranty@goriversiderv.com

**Subject:** FW: 11176 - 2022 TT RIVERSIDE RV RETRO 171DRD Ser#: 59CCC451XNL005014, RO 68317

Manufacturer: Riverside RV

Unit: 2022 Retro 171DRD

Vin. # 59CCC451XNL005014

DOM: 12/17/2021

DOP: 08/20/2022

Dealer States:

1. THE AWNING ARM IS OUT OF ADJUSTMENT

1.

1. awning would not close do to out of alignment adjusted awning till it closed with ease

1.

1.

1. LABOR 0.4

Photos Attached. Please let us know if you need any additional information.



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:** Friday, August 26, 2022 4:52 PM

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

**Subject:** 11176 - 2022 TT RIVERSIDE RV RETRO 171DRD Ser#: 59CCC451XNL005014, RO 68317

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1. LABOR 0.4

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)

**\*\*OUR PHONES SYSTEM DOES NOT ACTIVATE UNTIL 9 A.M. CENTRAL\*\***

**I'M NOT YELLING AT YOU. OUR SYSTEM ONLY RECOGNIZES CAPITOL LETTERS**

[REDACTED]

ref:\_00Di0alhw.\_5005d1qxLcP:ref

[REDACTED]