

FW: FW: 11245 - 2023 TT RIVERSIDE RV INTREPID 210 Ser#: 59CCC2326PL006535 RO 68438 [ref:_00Di0alhw._5005d1oVpcF:ref]

Warranty @Riverside RV <warranty@goriversiderv.com>

Wed 9/7/2022 4:03 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

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

Hi Ben,

Auth. # 083122-1 for 4.0 hrs. labor.

Please order parts needed at:

parts@goriversiderv.com

Please reference both the Case# and the Auth.# when ordering parts and submitting for payment.

Thanks for your help!



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: Wednesday, September 7, 2022 3:10 PM

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

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

Subject: RE: FW: 11245 - 2023 TT RIVERSIDE RV INTREPID 210 Ser#: 59CCC2326PL006535 RO 68438 [ref:_00Di0alhw._5005d1oVpcF:ref]

[]

Case Number: 3410468
VIN: PL006535

Hello Laura Kay,

Thank you for contacting Lippert Customer Care Center.

We have reviewed your request and information provided and Lippert will authorize one new awning fabric, 2 new awning arms and 4 hours of labor total for replacing parts and repairs.



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: 8/31/2022 9:09 AM
To: customerservice@lci1.com
Cc: bhoffman@americanrvcenter.com; warranty@goriversiderv.com
Subject: FW: 11245 - 2023 TT RIVERSIDE RV INTREPID 210 Ser#: 59CCC2326PL006535 RO 68438

Manufacturer: Riverside RV

Unit: 2023 Intrepid 210

Vin.# 59CCC2326PL006535

DOM: 08/10/22

Photos of awning attached as well as photos of the damage to the RV beside the unit.

Dealer States:

1. THE AWNING FABRIC LET GO OF THE CAMPER AND TORE THE REAR ARM UP RECALL 22V556 THE CAMPER BESIDE IT NEEDS TO BE BUFFED OUT AND FIXED
 1. FABRIC LET GO OF THE CAMPER
 2. INSTALL NEW ARMS AND HARDWEAR AND BUFF CAMPER TO GET BLACK MARKS OUT OF IT
1. LABOR 4.00

Can you please review for warranty authorization. Please let us know if you need anything else.

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: Tuesday, August 30, 2022 6:22 PM

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

Subject: 11245 - 2023 TT RIVERSIDE RV INTREPID 210 Ser#: 59CCC2326PL006535 RO 68438

1. THE AWNING FABRIC LET GO OF THE CAMPER AND TORE THE REAR ARM UP RECALL 22V556
THE CAMPER BESIDE IT NEEDS TO BE BUFFED OUT AND FIXED

1.

1. FABRIC LET GO OF THE CAMPER
2. INSTALL NEW ARMS AND HARDWEAR AND BUFF CAMPER TO GET BLACK MARKS OUT OF IT

1.

2.

1. LABOR 4.00

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

[REDACTED]

ref:_00Di0alhw._5005d1oVpcF:ref