

RE: 10662 - 2021 TT RIVERSIDE RV INTREPID 280QB Ser#: 59CCC3627ML004113, RO 68616

Warranty @Riverside RV <warranty@goriversiderv.com>

Mon 10/24/2022 1:44 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Auth. # 102422-7 for 3.00 hrs. labor

2.0 hrs. to RR 2 Axles (1.0 per axle)

1.0 hrs. to RR 2 tires (.50 per tire)

We will not request the axles be returned.

Thanks Ben.



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: Thursday, October 13, 2022 10:42 AM

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

Subject: Re: 10662 - 2021 TT RIVERSIDE RV INTREPID 280QB Ser#: 59CCC3627ML004113, RO 68616

BOTH REAR TIRES HAVE BEEN CHANGED

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 CAPITAL LETTERS

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Thursday, October 13, 2022 7:28 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: FW: 10662 - 2021 TT RIVERSIDE RV INTREPID 280QB Ser#: 59CCC3627ML004113, RO 68616

Good morning Ben,

Based on the hanger measurements – those look good.

There are no photos of the springs. We're being asked by the axle manufacturer to provide photos of the leaf springs and measurements of the leaf springs. I have attached a measurement sheet for the springs.

Also, Is it the same tire being replaced repeatedly , same location on the axle/axles?
What is the exact location for the tire/tires being replaced?



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: Steve Siewert <ssiewert@goriversiderv.com>
Sent: Thursday, October 13, 2022 8:06 AM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Subject: RE: 10662 - 2021 TT RIVERSIDE RV INTREPID 280QB Ser#: 59CCC3627ML004113, RO 68616

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Thursday, October 13, 2022 8:00 AM
To: Steve Siewert <ssiewert@goriversiderv.com>
Subject: FW: 10662 - 2021 TT RIVERSIDE RV INTREPID 280QB Ser#: 59CCC3627ML004113, RO 68616



Thank you and have a good day,

Laura Kay Meyers

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Lagrange, IN 46761
260-499-4578
Ext. 110

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Thursday, September 29, 2022 4:30 PM
To: stevet@libertywheelend.com
Cc: Ben Hoffman <bhoffman@americanrvcenter.com>; Warranty @Riverside RV <warranty@goriversiderv.com>
Subject: FW: 10662 - 2021 TT RIVERSIDE RV INTREPID 280QB Ser#: 59CCC3627ML004113, RO 68616

Hi Steve,

Manufacturer: Riverside RV
Unit: 2021 Intrepid 280QB
Vin.# 59CCC3627ML004113
DOM: 07/27/2021
DOP: 11/02/2021

Please see the attached photos. Dealer States:

1. NEED TIRE REPLACED, STEEL BELTS ARE SHOWING REAR AXLE IS WEARING OUT TIRES VERY FAST CHECK AND ADVISE ALREADY HAD TO CHANGE THE PASSANGER SIDE TWICE

- a. took pictures of both axle numbers and tires, vin
- b. NEED TO REPLACE BOTH AXLES AND ONE TIRE.

- i. LABOR 1.5 HRS WITH NO LEAF SPRINGS
- ii. LABOR 3.0 HRS WITH LEAF SPRINGS

Dealer states that the passenger side Tire has had to be replaced twice already.



Thank you and have a good day,

Laura Kay Meyers

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260-499-4578
Ext. 110

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Thursday, September 22, 2022 2:32 PM

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

Subject: 10662 - 2021 TT RIVERSIDE RV INTREPID 280QB Ser#: 59CCC3627ML004113, RO 68616

1. FRIDGE NOT WORKING 12 VOLT

- a. REMOVED FRIDGE FROM CABINET AREA THEN REMOVED THE COVER ON THE LOWER BACK. CHECKED THE VOLTAGE GOING INTO THE FRIDGE AT 13.67 VOLTS.GOT WITH BEN ABOUT FURTHER SERICE TO FRIDGE. THE GLASS FUSE WAS NOT BLOWN BUT THE WIRE ON OUT GOING SIDE WAS BURNT. SOLUTION FOR THE GLASS FUSE IS TO REPLACE WITH A SPADE FUSE. AFTER INSTALLING A SPADE FUSE. PUT IN A 5 AMP FUSE FAN TURNED ON THEN BLEW 5 AMP FUSE. TRIED A 7.5 FUSE THEN FAN TURNED ON AND FUSE BLEW. AFTER THOSE TO FUSES TREID A 10 AMP FUSE FAN TURNED ON. LET FRIDGE RUN DURING THE 1 HOUR LUNCH, AFTER THE LUNCH CHECKED FRIDGE AND ITS COLD.

- i. LABOR 1.0

2. NEED TIRE REPLACED, STEEL BELTS ARE SHOWING REAR AXLE IS WEARING OUT TIRES VERY FAST CHECK AND ADVISE ALREADY HAD TO CHANGE THE PASSANGER SIDE TWICE

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RE: 10662 - 2021 TT RIVERSIDE RV INTREPID 280QB Ser#: 59CCC3627ML004113, RO 68616

Warranty @Riverside RV <warranty@goriversiderv.com>

Thu 9/29/2022 3:34 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Hey Ben,

Auth. # 092922-4 for 1.0 hrs. labor at this time.

1 – 1.0 hrs. labor as requested.

2 – I have submitted to Liberty Wheel End, LLC for their review and authorization. I included you in my submission.

Thanks for resending the email to get it back to the top.



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: Thursday, September 29, 2022 1:56 PM

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

Cc: Chad S. Bruce <cbruce@americanrvcenter.com>

Subject: Re: 10662 - 2021 TT RIVERSIDE RV INTREPID 280QB Ser#: 59CCC3627ML004113, RO 68616

UPDATE, IT HAS BEEN A WEEK

BEN HOFFMAN

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From: Ben Hoffman

Sent: Thursday, September 22, 2022 1:31 PM

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

Subject: 10662 - 2021 TT RIVERSIDE RV INTREPID 280QB Ser#: 59CCC3627ML004113, RO 68616

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