

**Re: 11245 - 2023 TT RIVERSIDE RV INTREPID 210 Ser#: 59CCC2326PL006535, RO 68816**

Ben Hoffman <bhoffman@americanrvcenter.com>

Thu 10/20/2022 9:33 AM

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

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

LISA WHEN REPLYING TO CLAIMS PLEASE PRESS REPLY ALL SO ALL PARTYS CAN BE INVOLVED.  
PLEASE DONT START A NEW CLAIM EMAIL.

**Auth. 101322-1B for 11245**

**.10 for this claim**

1)Inside Door Trim Falling Off-.10 Secure

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**

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**From:** Warranty @Riverside RV <warranty@goriversiderv.com>  
**Sent:** Thursday, October 20, 2022 9:16 AM  
**To:** Ben Hoffman <bhoffman@americanrvcenter.com>  
**Cc:** Warranty @Riverside RV <warranty@goriversiderv.com>  
**Subject:** RE: 11245 - 2023 TT RIVERSIDE RV INTREPID 210 Ser#: 59CCC2326PL006535, RO 68816

Good morning Ben,

Authorization 0832322-3 already paid. There is a claim that you sent in that stated, circuit breakers on tongue are in the way of hitch brackets. You then state, moved circuit breaker and junction box back to allow for future hitch work. The breaker was not broken when you moved it, this tells me it has been damaged since. I can authorize the trim, not the breaker.

Thank you,

Lisa Boyd

**From:** Ben Hoffman <bhoffman@americanrvcenter.com>  
**Sent:** Thursday, October 20, 2022 9:43 AM  
**To:** Warranty @Riverside RV <warranty@goriversiderv.com>  
**Cc:** Chad S. Bruce <cbruce@americanrvcenter.com>  
**Subject:** Re: 11245 - 2023 TT RIVERSIDE RV INTREPID 210 Ser#: 59CCC2326PL006535, RO 68816

UPDATE IT HAS BEEN OVER A WEEK

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**From:** Ben Hoffman  
**Sent:** Wednesday, October 12, 2022 4:57 PM  
**To:** Warranty Manager Riverside RV <[warranty@goriversiderv.com](mailto:warranty@goriversiderv.com)>  
**Subject:** 11245 - 2023 TT RIVERSIDE RV INTREPID 210 Ser#: 59CCC2326PL006535, RO 68816

1. THE INSIDE DOOR TRIM IS FALLING OFF.
  - a. THE INSIDE DOOR TRIM IS FALLING OFF.
    - b. Reattached trim alongside of entrance door. Filled all nail holes with matching putty.
      - i. LABOR .2
2. THE CIRCUIT BREAKER ON THE FRONT TONGUE BROKEN
  - a. THE CIRCUIT BREAKERS ON THE FRONT TONGUE ARE BROKEN.
    - b. Removed battery box for access to circuit breaker mounting. Removed all wires from broken circuit breakers. Mounted new circuit breakers that are metal instead of plastic. Reconnected all wiring to circuit breakers. Shortened both battery cables that were "TOO" long to fit application. Installed new battery cable ends. Remounted battery box.
      - i. LABOR 1.5

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