

RE: FW: 11212 - 2022 TT RIVERSIDE RV INTREPID 135I Ser#: 59CCC1517NL005535, RO 69627 [ref:_00Di0alhw._5005d1w7INg:ref]

Warranty @Riverside RV <warranty@goriversiderv.com>

Thu 1/12/2023 8:45 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

				Basden			Awning Tearing away from Roller in the Showroom - Submitting to Lippert	Case #3644744 Approved	1.5	<u>1.50</u>
010623-2	NL005535	2/28/22	135	RV	Ben	69627				



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, January 12, 2023 9:44 AM

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

Subject: Re: FW: 11212 - 2022 TT RIVERSIDE RV INTREPID 135I Ser#: 59CCC1517NL005535, RO 69627 [ref:_00Di0alhw._5005d1w7INg:ref]

WOULD YOU BY CHANCE HAVE AN AUTH NUMBER YET

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: Friday, January 6, 2023 11:53 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: FW: 11212 - 2022 TT RIVERSIDE RV INTREPID 135I Ser#: 59CCC1517NL005535, RO 69627 [ref:_00Di0alhw._5005d1w7INg:ref]

Yes, That is what I show, and approved 1.50 hrs. to RR Fabric.



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, January 6, 2023 12:52 PM

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

Subject: Re: FW: 11212 - 2022 TT RIVERSIDE RV INTREPID 135I Ser#: 59CCC1517NL005535, RO 69627 [ref:_00Di0alhw._5005d1w7INg:ref]

THEY GAVE A CASE NUMBER 3644744

We have reviewed your request and information provided and Lippert will authorize one new awning fabric and 1.5 hours of labor.

BEN HOFFMAN

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

Sent: Friday, January 6, 2023 10:40 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: FW: 11212 - 2022 TT RIVERSIDE RV INTREPID 135I Ser#: 59CCC1517NL005535, RO 69627 [ref: _00Di0alhw._5005d1w7INg:ref]

Thanks for the photos Ben. You would order the parts needed from us. But you may want to wait for Lippert to send their authorization prior to ordering.

The authorization will be determined by Lippert.

Thanks again!



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, January 6, 2023 10:30 AM

To: EmailToCase <customerservice@lci1.com>; Warranty @Riverside RV <warranty@goriversiderv.com>

Subject: Re: FW: 11212 - 2022 TT RIVERSIDE RV INTREPID 135I Ser#: 59CCC1517NL005535, RO 69627 [ref:_00Di0alhw._5005d1w7INg:ref]

HOPE THESE PICS HELP THANK YOU

BEN HOFFMAN

WARRANTY/SERVICE

AMERICAN RV CENTER

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EVANSVILLE, IN 47725

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FAX. 812-868-1012

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From: EmailToCase <customerservice@lci1.com>

Sent: Friday, January 6, 2023 8:56 AM

To: warranty@goriversiderv.com <warranty@goriversiderv.com>

Cc: Ben Hoffman <bhoffman@americanrvcenter.com>; warranty@goriversiderv.com <warranty@goriversiderv.com>

Subject: RE: FW: 11212 - 2022 TT RIVERSIDE RV INTREPID 135I Ser#: 59CCC1517NL005535, RO 69627 [ref:_00Di0alhw._5005d1w7INg:ref]

Good morning,

From the photos provided, we are unable to see the tearing. Can you please provide photos that clearly show where the fabric is torn and of the set screw locations for the fabric in the roller tube?

Tristan M

Lippert Care Center Windows, Door, Awnings Tech

p: 432:LIPPERT | f: 574.534.7161

e: customerservice@lci1.com

Lippert

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

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

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

Sent: 1/6/2023 9:26 AM

To: customerservice@lci1.com

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

Subject: FW: 11212 - 2022 TT RIVERSIDE RV INTREPID 135I Ser#: 59CCC1517NL005535, RO 69627

Manufacturer: Riverside RV

Unit: 2022 Intrepid 135i

Vin.# 59CCC1517NL005535

DOM: 02/28/2022

Unit is located in the Showroom of the dealership – Basden RV Center

Per Dealer:

1. THE AWNING WHEN ROLLED OUT IN THE SHOWROOM ON THE FRONT OF IT IS STARTING TO TEAR

1. ROLLED AWNING OUT FOUND IT TORE UP

2. NEED TO REPLACE FABIR ONLY

1. LABOR 1.5

Photos attached. Per the dealer, there is no tag on the fabric of the awning.

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: Wednesday, January 4, 2023 3:33 PM

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

Subject: 11212 - 2022 TT RIVERSIDE RV INTREPID 135I Ser#: 59CCC1517NL005535, RO 69627

1. THE AWNING WHEN ROLLED OUT IN THE SHOWROOM ON THE FRONT OF IT IS STARTING TO TEAR

1.

1. ROLLED AWNING OUT FOUND IT TORE UP

2. NEED TO REPLACE FABIR ONLY

1.

2.

1. LABOR 1.5

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