

RE: 11037 - (11037) 2022 RIVERSIDE RV RETRO 165 Ser#: 59CCC4810NL005728, RO 69967

Warranty @Riverside RV <warranty@goriversiderv.com>

Mon 3/27/2023 11:17 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Hi Ben,

It looks like the auth. # given was 030623-5 for 7.50 hrs.



Thank you and have a good day,

Laura Kay

Warranty

Riverside RV

1775 E US 20

Lagrange, IN 46761

260-499-4578

Ext. 110

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Monday, March 27, 2023 10:18 AM

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

Subject: Re: 11037 - (11037) 2022 RIVERSIDE RV RETRO 165 Ser#: 59CCC4810NL005728, RO 69967

HELLO ERIN

I am asking for more time on this, i really need 1.5 hrs it looks like you guys screwed the panel to the ceiling and then put the roof over top of the camper. in photo 2 you see the screws that was holding the panel in place (those screws will not come out due to the screws are behind the wall panel)

please help

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.

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Monday, March 6, 2023 3:46 PM

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

Subject: Re: 11037 - (11037) 2022 RIVERSIDE RV RETRO 165 Ser#: 59CCC4810NL005728, RO 69967

Will do, thank you.

BEN HOFFMAN

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

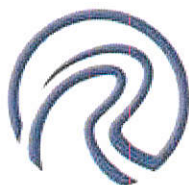
Sent: Monday, March 6, 2023 1:35 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: 11037 - (11037) 2022 RIVERSIDE RV RETRO 165 Ser#: 59CCC4810NL005728, RO 69967

The labor hours are 7 .0 approved . The panels are only 1.0 flat rate to R&R if you run into problems please document your time and add additional pics

Thank you ,
Erin Meade
Warranty Manager
Riverside RV
PH: 260-499-4578
warranty@goriversiderv.com
www.GoRiversideRV.com



RIVERSIDE RV



From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Monday, March 6, 2023 1:33 PM

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

Subject: Re: 11037 - (11037) 2022 RIVERSIDE RV RETRO 165 Ser#: 59CCC4810NL005728, RO 69967

Will he approve the removal of the fridge and tearing down the cabinet to install the new panel ?
the cabinet was installed after the panel.

BEN HOFFMAN

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

Sent: Monday, March 6, 2023 12:06 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: 11037 - (11037) 2022 RIVERSIDE RV RETRO 165 Ser#: 59CCC4810NL005728, RO 69967

Auth # 030623-5

Lamination coming off panels in 2 places . R&R Panels 7.0

I have discussed this claim with the owner he will approve 7.0 and he would like you to keep the bad part of the panels and return them to us so we can further the claim to the panels manufacture.

Also please submit your claim to Lippert for payment . I have attached the form that explains the warranty recall procedure.

Thank you ,

Erin Meade

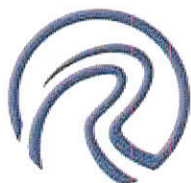
Warranty Manager

Riverside RV

PH: 260-499-4578

warranty@goriversiderv.com

www.GoRiversideRV.com



RIVERSIDE RV



From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Friday, March 3, 2023 2:51 PM

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

Subject: 11037 - (11037) 2022 RIVERSIDE RV RETRO 165 Ser#: 59CCC4810NL005728, RO 69967

1. LAMINATION IS COMING OFF WALL IN TWO PLACES

- a. I TOOK PICS OF THE AREAS OF THE ISSUES FROM THE CUSTOMER REQUEST. AFTER FURTHER INSPECTION OF THE UNIT, I FOUND A FEW MORE ISSUES.THE WOOD LAMINATION IS PULLING AWAY THE CEILING AT ENTRY. THE CEILING PANEL IS 88X42 AND THE SIDE OF THE CABINET IS 23.5X32.5 TO COMPLETE REPAIR ON THE CABINET I WILL NEED TO REMOVE OLD PANEL AND CUT NEW PANEL TO FIT AND INSTALL. FOR THE

CEILING REPAIR I WILL NEED TO REMOVE THE BLACK RUBBER WALL TO CELING TRIM, REMOVE 2 LIGHT FIXTURES, 2 STRIPS OF WOOD TRIM, REMOVE PANEL, REMOVE THE FRIDGE, REMOVE THE CABINETS UNDER THE PANEL THEY WERE INSTALLED AFTER THE PANEL. CUT NEW PANEL TO FIT AND INSTALL, PUT THE 2 FIXTURES BACK IN, PUT THE PUT WALL TO CEILING BACK UP AND THE 2 STRIPS OF WOOD TRIM.

i. LABOR 11 HRS

2. #22-434 LIPPERT AWNING RECALL (INSPECTION)

a. INSPECTED THE AWNING THERE ARE NO ISSUES I TOOK PICS OF BOTH ENDS OF AWNING. IT DOES FALL IN THE DATE ON INSPECTION SHEET FROM LIPPERT

i. LABOR 0.3

BEN HOFFMAN

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