

BASDEN RV CENTER, INC D.B.A. AMERICAN RV  
600 E. Baseline Rd.  
Evansville, IN  
US  
47725  
812-867-5200

WARRANTY CLAIM # 70824  
MANUFACTURER'S CLAIM #:

Manufacturer: 49672 - RIVERSIDE RV  
Customer: 53620 - MASON HELTON  
Address: 12744 COLD WATER DR EVANSVILLE, IN

47725

Phone: 606-219-7390

Stock Number: 11072 - 2022 RETRO 190BH 59CCC4611NL004686

VIN: 59CCC4611NL004686 HIN: SER#: 59CCC4611NL004686

Mileage: 0 Work Order Comp: 11 JUL 23

Auth. No: Dealer #:

Warr. Date: 13 MAY 23 Work Order Date: 02 JUN 23 Inv #: 393796

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WO #	Job #	Description	JOB INFORMATION
70824	1	BLACK TANK FLUSH LEAKING WHEN FLUSHING UNDER FRIDGE AREA. TOOK PICTURES OF BLACK TANK FLUSH LINE. LINE SEEMED TO BE CUT FROM FACTORY. WATER LINE MUST HAVE BEEN PUT IN FIRST, THE FACTORY DRILLED THRU BODY TO RUN ELECTRIC CAUSING THE BLACK LINE TO GET CUT. WILL FINISH THE CUT AND PUT IN A UNION FITTING. HAD TO REMOVE THE CONVERTER AND ACCESS PANEL TO GET MY ARMS IN UNDER FRIDGE TO CUT THE LINE AND REPAIR. PUT IN UNION FITTING THEN TESTED FOR LEAKS. NO LEAKS WERE FOUND AND BLACK TANK FLUSHES. PUT CONVERTER BACK IN, ALONG WITH THE ACCESS PANEL.	
70824	2	THE DOOR SIDE STORAGE COMPARTMENT WILL NOT OPEN ALL THE WAY. Door HINGE bad alignment FOUND THAT IT IS THE FRONT STORAGE DOOR ON THE DOOR SIDE. TOOK PICTURES. THE HINGE IS MADE OF TWO PIECES ON THE DOOR SIDE AND THE BODY SIDE IS ONE PIECE. THE HINGE IS FIGHTING AGAINST THE OTHER HINGE BECOMING DIFFICULT TO OPEN ALL THE WAY TO LATCH THE DOOR IN THE OPEN POSITION.removed bad door then put in new door trimmed with silicone.	
70824	3	THERE IS A GAP AT THE BOTTOM OF THE ENTRY DOOR . TOOK PICTURES OF ENTRY DOOR OF BOTH SIDES AT THE BOTTOM WERE LIGHT SHOWS THRU. GOT WITH WARRANTY DEPARTMENT ON REPAIRS. GOT BLACK SILICONE TO FILL GAPS. TAPED OFF DOOR TRIM THE USED BLACK SILICONE TO FILL THE GAPS ALONG THE ENTRY DOOR.	

Claim : 70824

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WO #      Job #   Description      JOB INFORMATION
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70824     4       THERE IS A RIDGE/BUMP ON THE ROOF THAT IS NOTICABLE WHEN STANDING
          AT THE BACK OF THE TRAILER. SEE BJ SO HE CAN POINT OUT SPOT.
          CUSTOMER IS CURIOUS IF IT IS SUPPOSED TO BE THERE OR NOT.
          TOOK PICTURES OF WARPED ROOF EDGE. TOLD WARRANTY DEPARTMENT AND
          SERVICE WRITER TO INSPECT FOR CLAIM.

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Part No   Job#   Description      PARTS      Qty      Price      Total
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397816    1       BARB UNION                      1.00      0.99       0.99
CD2-WB    2       21x14 CARGO DOOR WHITE/BLACK FRAM  1.00     102.60     102.60
219088    3       SILICONE II BLACK                1.00      13.79      13.79
13-1320   4       PW HAPS FREE SELF-LEVELING DICOR   2.00       7.03      14.06
7545      4       Insert Molding Trim Type; 1-1/4 I  2.00     21.41     42.82

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Lab Code  Job#   Description      LABOUR      Hrs      Rate      Total
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Z990      1       MISC LABOUR CODE (EXTERNAL)        0.13     160.00     20.80
Z990      1       MISC LABOUR CODE (EXTERNAL)        0.87     160.00    139.20
Z990      2       MISC LABOUR CODE (EXTERNAL)        0.53     160.00     84.80
Z990      2       MISC LABOUR CODE (EXTERNAL)        0.20     160.00     32.00
Z990      2       MISC LABOUR CODE (EXTERNAL)        0.02     160.00      3.20
Z990      2       MISC LABOUR CODE (EXTERNAL)        0.25     160.00     40.00
Z990      3       MISC LABOUR CODE (EXTERNAL)        0.25     160.00     40.00
Z990      3       MISC LABOUR CODE (EXTERNAL)        0.25     160.00     40.00
Z990      4       MISC LABOUR CODE (EXTERNAL)        0.20     160.00     32.00
Z990      4       MISC LABOUR CODE (EXTERNAL)        0.20     160.00     32.00
Z990      4       MISC LABOUR CODE (EXTERNAL)        0.10     160.00     16.00
Z990      4       MISC LABOUR CODE (EXTERNAL)        3.50     160.00    560.00

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Excode    Job#   Description      EXTRAS      Qty      Price      Total
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FRT       2       UPS-DOOR                      1.00     15.04     15.04

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Parts Total:      174.26
Labour Total:     1,040.00
Sublet Total:      0.00
Extras Total:      15.04

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>>>> Claim Total: 1,229.30

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_