



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63531
Promised Date: 31 MAR 21

CUSTOMER WORK ORDER

WO #: 63531

Customer: 1000 - BASDEN'S AMERICAN
RV -
Tag:
Author: BJW
Location: 0321 SEE IF MICROWAVE IS
HERE

Stock #: 10658
Stock Desc: 2021 TT RIVERSIDE RV
RETRO 135
Chassis #: 59CCC1511ML003861
Serial #: 59CCC1511ML003861
Mileage: 0
Licence:

Invoice #:
Date In: 05 MAR 21
Promised: 31 MAR 21
Date Sched:
Completed: 25 MAR 21
Warr. Date: 27 FEB 21

Job #1 - Warranty

COMPLAINT: THERE ARE TWO SELF TAPPING SCREWS RAN THROUGH THE TOP OF THE
MICROWAVE IN THIS UNIT.

Authorization for the one on your lot is 030521-6 - .5 hr

CAUSE: INSPECTED AND FOUND THAT 2 OF THE 4 SELF TAPPING SCREWS THAT HOLD THE VENT
DEFLECTOR IN PLACE WERE RAN THROUGH THE TOP OF THE MICROWAVE.

CORRECTION: REMOVED MICROWAVE FROM CABINET. REMOVED TRIM PLATE AND VENT
DEFLECTOR FROM OLD MICROWAVE AND INSTALLED THEM ON NEW MICROWAVE. I ONLY USED
2 OF THE 4 SELF TAPPING SCREWS TO INSTALL THE VENT DEFLECTOR TO KEEP FROM
RUNNING THE SCREWS THROUGH THE TOP OF THE NEW MICROWAVE. INSTALLED MICROWAVE
BACK IN CABINET, SET CLOCK, AND VERIFIED THAT NEW MICROWAVE WORKS PORPERLY.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	65.00
Subtotal for Job #1:			65.00

Parts Total:	0.00
Labour Total:	65.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	65.00

Thank you for being a valued customer. We appreciate your business.

All labor is guaranteed for 90 days from invoice date. Guarantee is limited
to work performed. Consequential damages are not covered. All guaranteed work
must be completed in our service department.

Customer Signature : _____

Date: 25 Mar 2021



Customer #: 1000
BASDEN'S AMERICAN RV,

Thanks and have a good day,
Connie Wilfong
Warranty Manager
Riverside RV
1775 E US 20
Lagrange, IN 46761
260-499-4578
Ext. 110

From: BJ Wright <bjwright@americanrvcenter.com>

Sent: Friday, March 5, 2021 2:50 PM

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

Cc: Denny Hinton <dhinton@americanrvcenter.com>; Chad S. Bruce <cbruce@americanrvcenter.com>; Brian Pigman <bpigman@americanrvcenter.com>; Todd Kollker <tkollker@americanrvcenter.com>

Subject: Microwaves in Retro 135's

Ms. Wilfong,

We have a situation with 2 of our Riverside Retro 135's. It appears that during assembly, someone ran 1 self-tapping screw through the top of the microwave in 1 unit (VIN# 59CCC151XML003860), and there are two self-tapping screws ran through the top of the microwave in another unit (VIN# 59CCC1511ML003861). The unit with two screws is currently on our showroom. However, the unit ending in 3860 has been delivered to a customer that lives in the Indianapolis area. Indianapolis is in the vicinity of 3 hours from us. The customer does not want to have to bring the unit back down to us if he doesn't have to. I'm writing you to ask for guidance on how to properly handle this. The subject has come up about seeing if a new microwave could be sent to our customer in Indianapolis. We will need to replace the microwaves in both units, but due to the unusual circumstances; I would like to know how you would prefer that I handle this. I have attached pictures. The first 4 pictures are of the unit that is on our showroom. The final picture (showing 1 screw through the top) was provided to me by our customer. Please let me know if you need any additional information.

Sincerely,

BJ Wright
Service Writer



600 E. Baseline Rd
P.O. Box 3641
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I've got authorization to send our Retro customer a new microwave. Is that what you both prefer? Do we know if our customer is capable of changing the microwave himself? Let me know what you both want done and I will do my best to get it done.

BJ Wright
Service Writer



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

Sent: Friday, March 5, 2021 2:13 PM

To: BJ Wright <bjwright@americanrvcenter.com>

Cc: Denny Hinton <dhinton@americanrvcenter.com>; Chad S. Bruce <cbruce@americanrvcenter.com>; Brian Pigman <bpigman@americanrvcenter.com>; Todd Kollker <tkollker@americanrvcenter.com>

Subject: RE: Microwaves in Retro 135's

Jamie sent me the photos of this too. I went to the line and checked all of the Retros on the line and none of them had this, of course we aren't currently manufacturing 135's. I will bring this up in the production meeting.

We can absolutely send the customer the microwave, do you think the customer can install it themselves?

Authorization for the one on your lot is 030521-6 - .5 hr

To order the parts send the VIN and pics to parts@goriversiderv.com. We will need the customers name and address if we are drop shipping to them.

