



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63592
Promised Date: 31 JUL 21

CUSTOMER WORK ORDER

WO #: 63592

Customer: 50948 - BRADLEY, JR,
DONALD H. - 270-454-4853

Tag:

Author: BH

Location: 0710 CHECK PREAUTH

Stock #: 10661

Stock Desc: 2021 TT RIVERSIDE RV
INTREPID 260RB

Chassis #: 59CCC2923ML003790

Serial #: 59CCC2923ML003790

Mileage:

Licence:

Invoice #:

Date In: 12 MAR 21

Promised: 31 JUL 21

Date Sched:

Completed: 09 JUL 21

Warr. Date: 09 MAR 21

Job #1 - Warranty

COMPLAINT: BED SHOCKS NOT HOLDING THE BED UP

CORRECTION: bring in unit, get shocks from parts room, install new shocks, return old shocks to parts

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	39.00

Parts

Part #	Description	Qty	Price	Total
560762	G28 GAS SPRING PRO	2.00	12.17	24.34

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-STRUT	1.00	11.48	11.48

Subtotal for Job #1: 74.82

Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE AIR CONDITIONER IS SHORT CYCLING AND NOT COOLING.

CAUSE: NO DIVIDER IN AIR BOX FOR AIR IN AND AIR OUT, ALL VENTS NOT SEALED AND LETTING AIT IN TO ATTIC

CORRECTION: TAKE APART ACs AIR BOX AND MAKE A DIVIDER FOR AIR BOX, INSTALL AC AIR BOX AND SEAL UP WITH FOIL TAPE, REMOVE VENTS AND SEAL OFF ATTIC FROM DUCT TO VENT WITH FOIL TAPE ON ALL VENTS IN UNIT

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00

Subtotal for Job #2: 260.00

Job #3 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE UPPER GRAB HANDLE AT THE ENTRY DOOR IS LOOSE. IT IS HANGING

CAUSE: screws pulled out of wall

CORRECTION: remove lend a hand, fill holes with silacone, trim plastic of a difrent lend a hand to fit over



Customer #: 50948
BRADLEY, JR, DONALD H.

door fram so screws go through door fram for more suport and install

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	91.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Subtotal for Job #3:			91.00

Job #4 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE MAIN ENTRY DOOR PULLS AWAY FROM THE SCREEN DOOR WHEN OPENING.

CORRECTION: reset and adjust door latch to work right

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	26.00
Subtotal for Job #4:			26.00

Job #5 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE WATER HEATER WILL WORK ON LP, BUT WILL NOT WORK ON ELECTRIC.

CAUSE: OPEN ACSESS PANEL FOR WATER HEATER, CHECK FOR 120 vac, NO POWER FOUND ON WIRE, OPEN CONVERTER PANEL CHECK FOR POWER FEADING WIRE, HAVE 120vac FEADING WIRE, DISCONET FROM BREAKER, AND WATER HEATER CHECK CONTINUITY ON WIRE NONE FOUND, WIRE IS BROKEN IN BETEEN POWER PANEL AND WATER HEATER, WILL NEED TO RUN NEW WIRE FRIM POWER PANEL DOWN THROUGH FLOOR IN TO UNDER BELLY AND BACK TO REAR OP UNIT, THEN UP THROUGH THE FLOOR TO WATER HEATER, 4 TOO 6 HOURS TO DO

CORRECTION: OPEN ACSESS PANEL FOR WATER HEATER, CHECK FOR 120 vac, NO POWER FOUND ON WIRE, OPEN CONVERTER PANEL CHECK FOR POWER FEADING WIRE, HAVE 120vac FEADING WIRE, DISCONET FROM BREAKER, AND WATER HEATER CHECK CONTINUITY ON WIRE NONE FOUND, WIRE IS BROKEN IN BETEEN POWER PANEL AND WATER HEATER

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	520.00
Subtotal for Job #5:			650.00

Job #6 - Warranty

COMPLAINT: CUSTOMER STATES THAT EVEN WHEN THE UNIT IS LEVEL, THE ENTRY CLOSET DOOR WILL NOT LATCH.

CAUSE: door handel loose and will not tighten up, hole in frame drilled low and bolt hitting wood

CORRECTION: door handel loose and will not tighten up, hole in frame drilled low and bolt hitting wood, install new door nobe, cut hole in right spot for latch, get longer screws for latch plate as bottom screw is in the cut out hole

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	65.00

Parts				
Part #	Description	Qty	Price	Total
20-5035	013-202-SS PRIVACY LOCKSET	1.00	9.35	9.35

W/O: 63592
Promised Date: 31 JUL 21



Customer #: 50948
BRADLEY, JR, DONALD H.



Subtotal for Job #6: 74.35

Job #7 - Warranty

COMPLAINT: THE A/C VENT IN THE BEDROOM HAS NO AIR FLOW WHEN THE AIR CONDITIONER IS RUNNING.

CAUSE: FIXED ON JOB 2

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00

Subtotal for Job #7: 0.00

Job #8 - Warranty

COMPLAINT: WATER RUNS OUT FROM UNDER THE CAMPER FROM THE SHOWER

CAUSE: water leaking

CORRECTION: test for water leak under shower, found water dripping from fittings for waterless trap, remove and clean, lub rubber gaskets, install parts and water test, filled gray tank from shower, drain tanks, monitor panel read 1/3 full after emptying, customer needs to use newgen in tanks

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00

Subtotal for Job #8: 130.00

Job #9 - Internal

COMPLAINT: ON THE TOP OF THE SLIDE THERE IS A PEICE OF TAPE THAT IS COMING OFF AND NOT TAPED DOWN NEAR THE BACK OF THE CAMPER NEAR THE EDGE

CAUSE: tape pulling loose,

CORRECTION: tape pulling loose, press tape down and cover area with nonsag Dicor

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	N/C

Subtotal for Job #9: 0.00

Job #10 - Internal

COMPLAINT: FRONT STAY JACK ON THE RIGHT IS LOOSE

CAUSE: inspect jack, jack is mouted tight to frame wable is the way jack is made

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	N/C

Subtotal for Job #10: 0.00

Parts Total: 33.69
Labour Total: 1,261.00
Sublet Total: 0.00
Extras Total: 11.48

WORK ORDER TOTAL: 1,306.17

W/O: 63592
Promised Date: 31 JUL 21



Customer #: 50948
BRADLEY, JR, DONALD H.



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: 09 Jul 2021

W/O: 63592
Promised Date: 31 JUL 21



Customer #: 50948
BRADLEY, JR, DONALD H.



Customer Work
Order



RE: 10661 - 2021 TT RIVERSIDE RV INTREPID 260RB (Warranty Date: 09 MAR 21) Ser#:
59CCC2923ML003790

Warranty @Riverside RV <warranty@goriversiderv.com>

Thu 7/8/2021 8:14 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

070821-1 – 8.7 hr

Job 1 – .3

Job 2 – 1.0

Job 3 - .7

Job 5 - .2

Job 6 - 5

Job 7 - .5

Job 8 - 1



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: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Wednesday, July 7, 2021 3:41 PM

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

Cc: BJ Wright <bjwright@americanrvcenter.com>

Subject: 10661 - 2021 TT RIVERSIDE RV INTREPID 260RB (Warranty Date: 09 MAR 21) Ser#:

59CCC2923ML003790

BEN HOFFMAN

SERVICE EXPERT

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

PH. 812-867-5200 EXT 263

FAX. 812-868-1012

EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

RE: 10661 - 2021 TT RIVERSIDE RV INTREPID 260RB (Warranty Date: 09 MAR 21) Ser#: 59CCC2923ML003790

Warranty @Riverside RV <warranty@goriversiderv.com>

Wed 7/7/2021 1:44 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Please attach photos.



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: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Wednesday, July 7, 2021 12:00 PM

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

Cc: BJ Wright <bjwright@americanrvcenter.com>

Subject: 10661 - 2021 TT RIVERSIDE RV INTREPID 260RB (Warranty Date: 09 MAR 21) Ser#: 59CCC2923ML003790

1. BED SHOCKS NOT HOLDING THE BED UP

- a. INSTALL NEW SHOCKS
- b. THEY CAN'T HOLD THE BED UP

i. LABOR .75

2. THE CUSTOMER STATES THAT THE AIR CONDITIONER IS SHORT CYCLING AND NOT COOLING.

- a. NO DIVIDER IN AIR BOX FOR AIR IN AND AIR OUT, ALL VENTS NOT SEALED AND LETTING AIT INTO ATTIC
- b. TAKE APART ACs AIRBOX AND MAKE A DIVIDER FOR AIR BOX, INSTALL AC AIRBOX AND SEAL UP WITH FOIL TAPE, REMOVE VENTS AND SEAL OFF ATTIC FROM DUCT TO VENT WITH FOIL TAPE ON ALL VENTS IN UNIT

i. LABOR 3.5

3. THE CUSTOMER STATES THAT THE UPPER GRAB HANDLE AT THE ENTRY DOOR IS LOOSE. IT IS HANGING

- a. screws pulled out of the wall
- b. remove lend a hand, fill holes with silicone, trim plastic of a different lend a hand to fit over door frame so screws go through door frame for more support and install

i. LABOR 1.5

5. THE CUSTOMER STATES THAT THE MAIN ENTRY DOOR PULLS AWAY FROM THE SCREEN DOOR WHEN OPENING.

- a. reset and adjust door latch to work right

i. LABOR 0.3

6. THE CUSTOMER STATES THAT THE WATER HEATER WILL WORK ON LP BUT WILL NOT WORK ON ELECTRICITY.

- a. OPEN ACCESS PANEL FOR WATER HEATER, CHECK FOR 120 vac, NO POWER FOUND ON WIRE, OPEN CONVERTER PANEL CHECK FOR POWER FEEDING WIRE, HAVE 120vac FEEDING WIRE, DISCONNECT FROM BREAKER, AND WATER HEATER CHECK CONTINUITY ON WIRE NONE FOUND, WIRE IS BROKEN IN BETWEEN POWER PANEL AND WATER HEATER WILL NEED TO RUN NEW WIRE FRIM POWER PANEL DOWN THROUGH FLOOR into UNDERBELLY AND BACK TO REAR OP UNIT, THEN UP THROUGH THE FLOOR TO WATER HEATER, 4 TOO 6 HOURS TO DO
- b. OPEN ACCESS PANEL FOR WATER HEATER, CHECK FOR 120 vac, NO POWER FOUND ON WIRE, OPEN CONVERTER PANEL CHECK FOR POWER FEEDING WIRE, HAVE 120vac FEEDING WIRE, DISCONNECT FROM BREAKER, AND WATER HEATER CHECK CONTINUITY ON WIRE NONE FOUND, WIRE IS BROKEN IN BETWEEN POWER PANEL AND WATER HEATER

i. LABOR 5.00

7. THE CUSTOMER STATES THAT EVEN WHEN THE UNIT IS LEVEL, THE ENTRY CLOSET DOOR WILL NOT LATCH.

- a. door handles lose and will not tighten up, hole in frame drilled low and bolt hitting wood
- b. door handles lose and will not tighten up, hole in frame drilled low and bolt hitting wood, install new doorknob, cut hole in the right spot for the latch, get longer screws for latch plate as the bottom screw is in the cutout hole

i. LABOR 1.5

8. WATER RUNS OUT FROM UNDER THE CAMPER FROM THE SHOWER

- a. test for a water leak under the shower, found water dripping from fittings for the waterless trap, remove and clean, lube rubber gaskets, install parts and water test,
- b. NOT LEAKING ANYMORE

i. LABOR 1.00

**RE: 10661 - 2021 TT RIVERSIDE RV INTREPID 260RB (Warranty Date: 09 MAR 21) Ser#:
59CCC2923ML003790**

Warranty @Riverside RV <warranty@goriversiderv.com>

Thu 7/8/2021 10:20 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Oh, I changed line 2 to 2 hrs.



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: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Thursday, July 8, 2021 11:14 AM

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

Subject: Re: 10661 - 2021 TT RIVERSIDE RV INTREPID 260RB (Warranty Date: 09 MAR 21) Ser#:
59CCC2923ML003790

SO IT SHOWS YOU ARE GIVING ME 2 HRS AND NOT 1 HR

BEN HOFFMAN

SERVICE EXPERT

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

PH. 812-867-5200 EXT 263

FAX. 812-868-1012

EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

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

Sent: Thursday, July 8, 2021 9:46 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: 10661 - 2021 TT RIVERSIDE RV INTREPID 260RB (Warranty Date: 09 MAR 21) Ser#: 59CCC2923ML003790

A new preauth for what?



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: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Thursday, July 8, 2021 10:46 AM

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

Subject: Re: 10661 - 2021 TT RIVERSIDE RV INTREPID 260RB (Warranty Date: 09 MAR 21) Ser#: 59CCC2923ML003790

CAN YOU RESEND A NEW PREAUTH FOR THIS SO I CAN KEEP IT WITH MY PAPERWORK?

BEN HOFFMAN

SERVICE EXPERT

AMERICAN RV CENTER

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EVANSVILLE, IN 47725

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FAX. 812-868-1012

EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

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

Sent: Thursday, July 8, 2021 8:14 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: 10661 - 2021 TT RIVERSIDE RV INTREPID 260RB (Warranty Date: 09 MAR 21) Ser#: 59CCC2923ML003790

070821-1 – 8.7 hr

Job 1 – .3

Job 2 – 1.0

Job 3 - .7

Job 5 - .2

Job 6 - 5

Job 7 - .5

Job 8 - 1



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: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Wednesday, July 7, 2021 3:41 PM

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

Cc: BJ Wright <bjwright@americanrvcenter.com>

Subject: 10661 - 2021 TT RIVERSIDE RV INTREPID 260RB (Warranty Date: 09 MAR 21) Ser#: 59CCC2923ML003790

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