



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63688
Promised Date: 25 MAR 21



Customer #: 51058
MORRIS, RONALD K.



CUSTOMER WORK ORDER

WO #: 63688

Customer: 51058 - MORRIS, RONALD K.
- 270-831-0163

Tag:
Author: BH
Location: IH

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

Invoice #:
Date In: 22 MAR 21
Promised: 25 MAR 21
Date Sched:
Completed: 30 MAR 21
Warr. Date: 25 MAR 21

Job #1 - Internal

COMPLAINT: INSTALL BATTERY

CAUSE: INSTALL BATTERY

CORRECTION: INSTALLED BATTERY

Labor

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

Parts

Part #	Description	Qty	Price	Total
DC-24	ADVANCE GROUP 24 D	1.00	N/C	N/C

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: DOOR SHOCK IS COMING OUT OF BODY

CAUSE: door shock

CORRECTION: door shock loose in door jam .removed shock from stud tightened up stud and installed shock

Labor

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

Subtotal for Job #2: 39.00

Job #E2 - Internal

COMPLAINT: 10K E2 EQUALIZER HITCH

CAUSE: E2

CORRECTION: E2 INSTALL HITCH SET HITCH HEIGHT HAD TO GET EXTENDED DROP BAR

Labor

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

Parts

Part #	Description	Qty	Price	Total
--------	-------------	-----	-------	-------



14-1641	1000# E2 TRUNION H	1.00	N/C	N/C
21200	21200 REDUCER BUSH	1.00	N/C	N/C
40066	PACKAGED HITCH BAL	1.00	N/C	N/C
17122	ADJ HITCH BAR 16 I	1.00	N/C	N/C

Subtotal for Job #E2: 0.00

Job #BCWT - Internal

COMPLAINT: BRAKE CONTROL & WIRING - PICKUP TRUCK ONLY

CORRECTION: INSTALLED BRAKE CONTROL AND WIRING. USED OEM TYPE HARNESS. HAD TO INSTALL A FUSE UNDER THE HOOD FOR THE BRAKE CONTROLLER. TESTED 7-WAY OUTPUT.

Labor Code	Description	Mechanic	Total
BCWT	BRAKE CONTROL & WIRING - PICKUP	GAH	N/C

Parts Part #	Description	Qty	Price	Total
17-0081	#51120 BRAKE CONTR	1.00	N/C	N/C
96-8678	'09-19 FORD BRAKE	1.00	N/C	N/C

Other Services Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #BCWT: 0.00

Job #WALK - Internal

COMPLAINT: WALK THRU

CORRECTION: DONE EF

Estimated Amount: 180.00

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

Subtotal for Job #WALK: 0.00

Job #3 - Internal

UNIT ALREADY HAD A PDI

Subtotal for Job #3: 0.00

Job #4 - Internal

ORDER SPARE TIRE FOR CUSTOMER. STEEL WHEEL.

Parts Part #	Description	Qty	Price	Total
32208	ST205/75R14 C/5H M	1.00	N/C	N/C

Subtotal for Job #4: 0.00

Job #5 - Warranty

COMPLAINT: THE BOLTS ON THE REAR STAB JACK FELL OUT WHEN CUSTOMER OPERATED IT.

CAUSE: bolt on rear stablizer jack fell out

CORRECTION: bolts broke off had to drill new holes and install 4 new screws

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	78.00



Subtotal for Job #5: 78.00

Job #DELUXE - Internal

COMPLAINT: DELUXE STARTER KIT
PER DREW 3-25-21

CORRECTION: INSTALLED IN UNIT

Parts

Part #	Description	Qty	Price	Total
44722	DELUXE STARTER KIT	1.00	N/C	N/C

Subtotal for Job #DELUXE: 0.00

Parts Total: 0.00
Labour Total: 117.00
Sublet Total: 0.00
Extras Total: 0.00

WORK ORDER TOTAL: 117.00

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: 07 Apr 2021





Work Order # 63719

Work Order

AR Invoice #

Customer ELPERS, JAY M. (Home: 812-550-4741)

14811 OLD STATE RD EVANSVILLE, IN 47725

Stock 10389 - 2020 TT COACHMEN CATALINA 2930BCKLE (Warranty Date: 04 JUN 20)

Set#: 5ZT2CAUB3LX017774, Chass#: 5ZT2CAUB3LX017774

Estimate

W/O Date 26 MAR 21

Customer
Cust # 49394 *ELPERS, JAY M.
Email JAYELPERS8034@GMAIL.COM

Expected / Promised
Date Time

Schedule Priority
2 Regular

Appointment Info
Date

Author BH

Miles / Kilometers / Hours

In 0

Out

M M - Miles

Time

Status 10

PO #

Location IH

IH - IN HOUSE

Tag #

In-Service Date

Sales ID BH

Stock # 10389

2020 TT COACHMEN CATALINA 2930Q

Category

Parts Disc %

Work Order Jobs - 2 available jobs

Job #	Desc	Type	Bill Code	Job Status	Estimated Amount	Est. Hours	Actual Hours	Charge Hours
ALL	All Jobs - Will display summary and billing info				0.00	1.00	0.92	1.00
SUMMER	DE-WINTERIZE UNIT DE-WINTERIZE UN87PAC	I	SEP	Completed	12.50	0.50	0.53	0.50
1	3WAY VALVE ON THE BACK OF THE WATER HE	W	10024	Completed	65.00	0.50	0.39	0.50

Transfer Job(s)

Job Info Parts Labor Sublet Extras Special Orders Comments Service Contract Deductible Warranty Claim Purchase Orders

Required

Actuals

Job # 1

Job Description - Complaint
3WAY VALVE ON THE BACK OF THE WATER

Tax Code EXE

*EXEMPT

Job Totals

Required

Actual

Bill Type W

*Warranty

Sales ID BH

*BEN HOFFMAN

Bill To 10024

*

Job Description - Cause
hot and cold water line crimps were

Estimated

Comment

Sublet

0.00

0.00

FOREST RIVER TRAVEL

Job Description - loose causing leaks.

Estimated

Comment

Extras

0.00

0.00

Job Status 1

Completed

Job Description - Correction
removed old clamps and installed new

Last Comment

Comment

Sub Total

65.00

65.00

Schedule Job

Job Description - removed old clamps and installed new

Last Comment

Comment

Tax

0.00

0.00

Job Totals

Job Description - removed old clamps and installed new

Last Comment

Comment

Sub Total

65.00

65.00

Schedule Job

Job Description - removed old clamps and installed new

Last Comment

Comment

Tax

0.00

0.00

Warning! - This record is currently in View mode - you should consider forcing it into Edit Mode prior to adding notes!

Copy Tech Notes to Job Description

BAS | PC206142 | BU, WRIGHT

View

RE: ML003861

Warranty @Riverside RV <warranty@goriversiderv.com>

Tue 4/6/2021 12:33 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

040621-6 - .9 hrs as requested



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: Friday, April 2, 2021 6:58 PM

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

Subject: ML003861

DOOR SHOCK IS COMING OUT OF BODY

HAD TO PULL SHOCK OFF OF THE UNIT AND REINSTALL THE PLATE ON THE UNIT

REQUEST. .3

THE BOLTS ON THE REAR STAB JACKS ARE LOOSE AND FELL OUT WHEN OPERATING THE JACKS

HAD TO DRILL NEW HOLES FOR THE BOLTS THAT WERE CROSS THREADED (HAD TO CUT OLD BOLTS OUT)

REQUEST. .6

BEN HOFFMAN

SERVICE EXPERT

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

PH. 812-867-5200

FAX. 812-868-1012

EMAIL. BHOFFMAN@AMERICANRVCENTER.COM