



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63865
Promised Date: 30 APR 21

CUSTOMER WORK ORDER

WO #: 63865

Customer: 50365 - JOYNER, JANINE J. -

941-486-5017

Tag:

Author: BH

Location: DELIVERY 0417

Stock #: 10673

Stock Desc: 2021 TT RIVERSIDE RV

RETRO 189R

Chassis #: 59CCC2326ML004070

Serial #: 59CCC2326ML004070

Mileage:

Licence:

Invoice #:

Date In: 09 APR 21

Promised: 30 APR 21

Date Sched:

Completed: 30 APR 21

Warr. Date: 17 APR 21

Job #BUNKHOUSE - Internal

COMPLAINT: PRE DELIVERY INSPECTION NEW BUNKHOUSE

CAUSE: pdi

CORRECTION: installed battery box and battery, filled lp tanks, ran lp leak test, checked brakes, tire pressure, running lights, brake lights, filled holding tanks, drained holding tanks, all interior and exterior lights, checked all appliances, checked water and plumbing systems for leaks, documented model and serial numbers for appliances, dewinterized, checked electrical system

Labor

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

Parts

Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY	1.00	N/C	N/C
16-0624	UNIVERSAL TIRE CARRIER	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
LPG	LP GAS	8.00	N/C	N/C
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #BUNKHOUSE: 0.00

Job #BUNKFINAL - Internal

COMPLAINT: FINAL PDI NEW BUNKHOUSE

CAUSE: FINAL PDI

CORRECTION: CHECKED BRAKES, ALL LIGHTS ON UNIT, ALL APPLIANCES, WATER SYSTEMS, ELECTRICAL SYSTEM, CHECKED PLUMBING FOR LEAKS

Labor

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



Customer #: 50365
JOYNER, JANINE J.

Parts				
Part #	Description	Qty	Price	Total
DC-24	ADVANCE GROUP 24 D	1.00	N/C	N/C
Subtotal for Job #BUNKFINAL:				0.00

Job #CAMERA - Internal
INSTALL REAR VISION CAMERA

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

Parts				
Part #	Description	Qty	Price	Total
732556	FURRIION 5" REAR CA	1.00	N/C	N/C

Other Services				
Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C
Subtotal for Job #CAMERA:				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 #2 - Warranty
COMPLAINT: VALVE FOR WATER HEATER LEAKING

CAUSE: valve on water heater is leaking. clamp on left side of valve was not tight enough

CORRECTION: removed old clamp and replaced with a new one

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	13.00
Subtotal for Job #2:			13.00

Job #3 - Warranty
COMPLAINT: BLACK TANK FLUSH LEAKING

CAUSE: line for black tank flush is leaking. small hole in line.

CORRECTION: cut out damaged section and secured together with union

Labor				
Code	Description		Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		ZMS	13.00
Parts				
Part #	Description	Qty	Price	Total
877113	1/2 MPT X 1/2 HOSE	1.00	2.70	2.70
Subtotal for Job #3:				15.70



Job #4 - Warranty

COMPLAINT: TRIM LEFT OF BED IS HANGING DOWN

CAUSE: trim loose above left bed

CORRECTION: secured trim with brad nails

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	13.00
Subtotal for Job #4:			13.00

Job #5 - Warranty

COMPLAINT: HOLE IN CEILING PANEL LEFT OF BATHROOM DOOR

CAUSE: HOLE IN CEILING NEXT TO BATHROOM DOOR

CORRECTION: CUT TRIM TO LENGTH AND INSTALLED TO COVER HOLE

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	13.00
Subtotal for Job #5:			13.00

Job #6 - Warranty

COMPLAINT: TRIM MISSING LEFT BEDSIDE NEXT TO WINDOW.

CAUSE: trim missing next to window over left bed

CORRECTION: found piece of trim in shop. cut trim to length and installed trim to wall with brad nailer

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	39.00
Subtotal for Job #6:			39.00

Job #7 - Warranty

COMPLAINT: COVER PANEL FOR DINNETTE BENCH KNICKED UP.

CAUSE: PANEL ON DINNETTE AND ABOVE DINNETTE WINDOW ARE DAMAGED

CORRECTION: REPLACED WITH NEW PANELS PROVIDED BY REP

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	130.00
Subtotal for Job #7:			130.00

Job #8 - Warranty

COMPLAINT: TRIM RIGHT OF TUB IS TOO LONG

CAUSE: trim too long on bottom of shower surround

CORRECTION: trimmed shower surround and applied caulking to gap.

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



Subtotal for Job #8: 39.00

Job #9 - Warranty

COMPLAINT: TRIM ON DINNETTE BACK BROKEN. NOTED ON
DEL. INSIDE ENTRANCE DOOR

CAUSE: trim broken on dinnette.

CORRECTION: removed damaged piece of trim. took 2 pieces of trim cut to length and installed on
dinnette.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	39.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	39.00
Subtotal for Job #9:			78.00

Job #10 - Warranty

COMPLAINT: SUCTION LINE AND PRESSURE ARE REVERSED
ON PUMP.

CAUSE: lines for water pump were reversed

CORRECTION: swapped lines on pump

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	39.00
Subtotal for Job #10:			39.00

Job #11 - Warranty

COMPLAINT: TWO OF THE 3 WAY UNIONS LEAKING UNDER
KITCHEN SINK

CAUSE: TWO 3 WAY UNIONS ARE LEAKING UNDER KITCHEN SINK

CORRECTION: REMOVED DEFECTIVE CLAMPS WITH DREMEL. SECURED WATER LINES TO 3 WAY
UNIONS WITH NEW CLAMPS

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	65.00
Subtotal for Job #11:			65.00

Job #12 - Warranty

COMPLAINT: A 3 WAY UNION NOT WORKING ON THE HOT SIDE

CAUSE: 3 way union leaking

CORRECTION: replaced all 3 clamps

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	117.00
Subtotal for Job #12:			117.00

Job #13 - Warranty

COMPLAINT: HOT WATER LINE FOR OUTSIDE SHOWER IS PINCHED



CAUSE: hot water line is pinched leading to outdoor shower.

CORRECTION: removed damaged piece of water line. installed a 90 degree union to help prevent line from pinching again

Labor				
Code	Description	Mechanic		Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS		39.00
Parts				
Part #	Description	Qty	Price	Total
72-0828	1/2" X 1/2" PEX EL	1.00	1.94	1.94
Subtotal for Job #13:				40.94

Job #14 - Warranty

COMPLAINT: NO WATER LINE EVEN RAN TO TOILET

CAUSE: there is no water line ran to the toilet

CORRECTION: removed toilet, removed cabinet above toilet to verify there is a useable water line. cut an access out to reach water line to attach a 3 way union, attached flex hose to 3 way union and installed fitting to thread into toilet. took panel that was cut and installed it to the wall and installed trim pieces to hide cut marks. installed toilet and tested system. installed cabinet.

Labor				
Code	Description		Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		ZMS	54.60
Z990	MISC LABOUR CODE (EXTERNAL)		ZMS	23.40
Z990	MISC LABOUR CODE (EXTERNAL)		ZMS	105.30
Z990	MISC LABOUR CODE (EXTERNAL)		ZMS	206.70
Parts				
Part #	Description	Qty	Price	Total
88-8318	BARB TEE 1/2 X 1/2 X 1/2	1.00	0.79	0.79
Subtotal for Job #14:				390.79

Job #15 - Warranty

COMPLAINT: GASKET FOR SINK DRAIN SMASHED AND WON'T SEAL

CAUSE: gasket is damaged for kitchen sink drain

CORRECTION: replaced gasket

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	26.00
Subtotal for Job #15:			26.00

Job #16 - Warranty

COMPLAINT: THE COLD WATER ON THE SHOWER IS LEAKING.

CAUSE: cold water line for shower is leaking

CORRECTION: swivel seal was missing. installed swivel seal

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	52.00
Subtotal for Job #16:			52.00



Job #17 - Warranty

COMPLAINT: THE DRAIN FOR THE SHOWER IS TOO LONG

CAUSE: drain for the shower is too long. need to pull the shower surround and tub to gain access to drain.

CORRECTION: drilled out plugs that hold shower surround in place, removed faucet, shower holder, curtain rod holders and tub. cut 1 inch off of plumbing, installed 2 unions and glued plumbing together, waited for glue to dry, tested plumbing for leaks, scured tub to wall, installed shower surround and replaced 18 plastic rivets to hold shower surround in place. installed shower holder, curtain rod holders and faucet. sealed surround and tub with caulking.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	260.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00

Parts

Part #	Description	Qty	Price	Total
20-0735	25pk 1"PLASTIC RIV	1.00	6.56	6.56
89-8364	1-1/2" COUPLING	4.00	1.28	5.12
5700	TRANSITION CEMENT	1.00	6.31	6.31

Subtotal for Job #17: 277.99**Job #18 - Warranty**

COMPLAINT: DRAIN PIPE FROM TUB WAS NOT GLUED TOGETHER (WILL HAVE TO PULL FURANCE TO GET TO IT)

CAUSE: tech was adjusting plumbing for tub and found that the plumbing after the affected area was not glued together.

CORRECTION: removed gas line, wires and exhaust for furnace, pulled furnae to gain access to plumbing. glued plumbing back together. installed furnace, hooked up wires to furnace, sealed exhaust, tested furnace

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	65.00

Subtotal for Job #18: 195.00**Job #19 - Internal**

INSTALL POWER VENT FAN OVER BED

Labor

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

Parts

Part #	Description	Qty	Price	Total
22-0195	90046-CR VORTEX II	1.00	N/C	N/C

Subtotal for Job #19: 0.00**Job #20 - Internal**

INSTALL LED LIGHTS OVER BED UNDER THE CABINETS. MATCH NEW LIGHTS WITH OTHERS IN COACH.

Labor

Code	Description	Mechanic	Total
------	-------------	----------	-------



Z990 MISC LABOUR CODE (EXTERNAL) BB N/C

Parts

Part #	Description	Qty	Price	Total
210634	RVILL40FS LED INTERIOR LIGHT W/SWITCH	2.00	N/C	N/C

Subtotal for Job #20: 0.00

Job #21 - Internal

AD TV COAX TO THE FRONT END OF THE ROAD SIDE CABINET.

Labor

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

Parts

Part #	Description	Qty	Price	Total
C01280916	COAX STEREN 200-251WH TV WALL-PLATE BLK 200-251BK	1.00	N/C	N/C
C01298161	WALL PLATE, POWER INJECTOR SWITCH W/SAT PASS THRU-BLACK 21173-B	1.00	N/C	N/C
C01205121	COACHMEN TV MOUNT	1.00	N/C	N/C

Subtotal for Job #21: 0.00

Job #22 - Internal

FLIP TIRES AROUND

Labor

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

Subtotal for Job #22: 0.00

Parts Total: 23.42
Labour Total: 1,521.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 1,544.42

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: 04 May 2021



RE: ML004070

Warranty @Riverside RV <warranty@goriversiderv.com>

Mon 4/26/2021 8:25 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

042621-2 – 11.7

Job 1 – .1

Job 2 - .1

Job 3 - .1

Job 4 - .1

Job 5 - .3

Job 6 – 1.0

Job 7 - .3

Job 8 - .6

Job 9 - .3

Job 10 - .5

Job 11 - .9

Job 12 - .3

Job 13 – 3.0

Job 14 - .2

Job 15 - .4

Job 16 – 2.0

Job 17 – 1.5



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: Saturday, April 24, 2021 5:46 PM

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

i. LABOR .6

9. SUCTION LINE AND PRESSURE ARE REVERSED ON PUMP.

a. swapped lines on pump

i. LABOR .3

10. TWO OF THE 3 WAY UNIONS LEAKING UNDER KITCHEN SINK

a. REMOVED DEFECTIVE CLAMPS WITH DREMEL. SECURED WATER LINES TO 3 WAY UNIONS WITH NEW CLAMPS

i. LABOR 1.0

11. A 3 WAY UNIN NOT WORKING ON THE HOT SIDE

a. replaced all 3 clamps

i. LABOR 1.2

12. HOT WATER LINE FOR OUTSIDE SHOWER IS PINCHED

a. removed damaged piece of water line. installed a 90-degree union to help prevent line from pinching again

i. LABOR .3

13. NO WATER LINE EVEN RAN TO TOILET

a. removed toilet, removed cabinet above toilet to verify there is a useable water line. cut an access out to reach water line to attach a 3-way union, attached flex hose to 3-way union and installed fitting to thread into toilet. took panel that was cut and installed it to the wall and installed trim pieces to hide cut marks. installed toilet and tested system. installed cabinet.

i. LABOR 3.0

14. GASKET FOR SINK DRAIN SMASHED AND WON'T SEAL

a. replaced gasket

i. LABOR .2

15. THE COLD WATER ON THE SHOWER IS LEAKING.

a. swivel seal was missing. installed swivel seal

i. LABOR .4

16. THE DRAIN FOR THE SHOWER IS TOO LONG

a. drain for the shower is too long. need to pull the shower surround and tub to gain access to drain.

- b. drilled out plugs that hold shower surround in place, removed faucet, shower holder, curtain rod holders and tub. cut 1 inch off of plumbing, installed 2 unions and glued plumbing together, waited for glue to dry, tested plumbing for leaks, SECURED tub to wall, installed shower surround and replaced 18 plastic rivets to hold shower surround in place. installed shower holder, curtain rod holders and faucet. sealed surround and tub with caulking.

i. LABOR 3.8

17. DRAINPIPE FROM TUB WAS NOT GLUED TOGETHER (WILL HAVE TO PULL FURNACE TO GET TO IT)

- a. tech was adjusting plumbing for tub and found that the plumbing after the affected area was not glued together.
- b. removed gas line, wires and exhaust for furnace, pulled furnace to gain access to plumbing. glued plumbing back together. installed furnace, hooked up wires to furnace, sealed exhaust, tested furnace

i. LABOR 2.2

PS THE PICS ARE ON THE FOLLOWING EMAILS SORRY

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

Cc: BJ Wright <bjwright@americanrvcenter.com>

Subject: ML004070

1. RO 63865

2. VALVE FOR WATER HEATER LEAKING

- a. valve on water heater is leaking. clamp on left side of valve was not tight enough.. removed old clamp and replaced with a new one

i. LABOR .1

2. BLACK TANK FLUSH LEAKING

- a. line for black tank flush is leaking. small hole in line. cut out damaged section and secured together with union

i. LABOR .1

3. TRIM LEFT OF BED IS HANGING DOWN

- a. secured trim with brad nails

i. LABOR .1

4. HOLE IN CEILING PANEL LEFT OF BATHROOM DOOR

- a. CUT TRIM TO LENGTH AND INSTALLED TO COVER HOLE

i. LABOR .1

5. TRIM MISSING LEFT BEDSIDE NEXT TO WINDOW.

- a. found piece of trim in shop. cut trim to length and installed trim to wall with brad nailer

i. LABOR .6

6. COVER PANEL FOR DINNETTE BENCH KNICKED UP.

- a. REPLACED WITH NEW PANELS PROVIDED BY REP

i. LABOR 1.0

7. TRIM RIGHT OF TUB IS TOO LONG

- a. trim too long on bottom of shower surround trimmed shower surround and applied caulking to gap.

i. LABOR .8

8. TRIM ON DINNETTE BACK BROKEN. NOTED ON DEL. INSIDE ENTRANCE DOOR

- a. removed damaged piece of trim. took 2 pieces of trim cut to length and installed on dinnette.