



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63872
Promised Date: 30 APR 21



Customer #: 51168
RHODES, DEBRA K.



CUSTOMER WORK ORDER

WO #: 63872

Customer: 51168 - RHODES, DEBRA K. - Stock #: 10666
812-483-2743 Stock Desc: 2021 TT RIVERSIDE RV
Tag: RETRO 190BH
Author: BH Chassis #: 59CCC2013ML003762
Location: DELIVERY 0416 Serial #: 59CCC2013ML003762

Mileage:

Licence:

Invoice #:

Date In: 09 APR 21

Promised: 30 APR 21

Date Sched:

Completed: 20 APR 21

Warr. Date: 16 APR 21

Job #BUNKHOUSE - Internal

COMPLAINT: PRE DELIVERY INSPECTION NEW BUNKHOUSE

CORRECTION: COMPLETED INSPECTION, FILL LP, INSTALL DRAIN PLUGS AND CHECKED ALL APPLIANCES. DRAINED TANKS. CHECK ELECTRICAL SYSTEM

Labor

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

Parts

Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY BOX	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

CORRECTION: finish

Labor

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

Parts

Part #	Description	Qty	Price	Total
DC-24	ADVANCE GROUP 24 DEEP CYCLE BATTERY	1.00	N/C	N/C

Subtotal for Job #BUNKFINAL: 0.00

Job #E2 - Internal

COMPLAINT: 10K E2 EQUALIZER HITCH

CORRECTION: INSTALLED HITCH

Labor



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

Parts

Part #	Description	Qty	Price	Total
14-1641	1000# E2 TRUNION HITCH W/BALL	1.00	N/C	N/C
14-2931	90-02-4300 EQUALIZ	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 UNIVERSAL HARNESS AND CHECKED 7-WAY OUTPUT. TRAILER MARKER LIGHT FUSE WAS BAD. REPLACED FUSE AND TESTED AGAIN. EVERYTHING IS WORKING. HOOKED UP TO TRAILER AND SHOWED CUSTOMER HOW TO USE BRAKE CONTROLLER. SETUP HITCH HIGHT. HOOKED UP TRUCK TO TRAILER. ADJUSTED HITCH AS NEEDED

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
51516	UNIVERSAL BRAKE HA	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 #DELUXE - Internal

COMPLAINT: DELUXE STARTER KIT

CORRECTION: PUT IN UNIT

Parts

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

Subtotal for Job #DELUXE: 0.00

Job #WALK - Internal

WALK THRU

Estimated Amount: 180.00

Labor

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

Subtotal for Job #WALK: 0.00

Job #1 - Warranty

COMPLAINT: THREADED ROD FOR LP TANKS MISSING

CORRECTION: GET A ROD FROM PARTS AND INSTALL LP TANKS

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	26.00



Subtotal for Job #1: 26.00

Job #2 - Warranty

LP TANK COVER PULLING APART AND MISSING THUMB SCREWS

Labor

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

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: GROUND TERMINAL HAD TOO SMALL END TO HOOK TO BATTERY

CORRECTION: cut terminal off and install new terminal, conet to battery,

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	19.50

Subtotal for Job #3: 19.50

Job #4 - Warranty

COMPLAINT: LP TANK BRACKET MOUNTED BACK TOO FAR

CORRECTION: MOV TANK BRACKET FORWARD, SO BATTERY BOX WILL FIT

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	32.50

Parts

Part #	Description	Qty	Price	Total
06-0344	40539 BLK 30# DBLE	1.00	36.63	36.63

Subtotal for Job #4: 69.13

Job #5 - Warranty

COMPLAINT: CENTER CLEARANCE LIGHT NOT WORKING

CAUSE: BACK TOP CENTER CLEARANCE LIGHT NOT WORKING

CORRECTION: REMOVE LENS AND FIND BLACK PUTTY TAPE OVER LIGHT, CLEAN OFF PUTTY AND PUT LIGHT BACK TOGETHER, TEST

Labor

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

Subtotal for Job #5: 39.00

Job #6 - Warranty

COMPLAINT: THE WATER PUMP IS NOT PUMPING.

CAUSE: winter rize line is open, get valve and line and install valve in line

CORRECTION: winter rize line is open, get valve and line and install valve in line

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	52.00

Parts

Part #	Description	Qty	Price	Total
30879	30879 Shut Off Valve; PEXLock; Stop Valve; 1/2 Inch PEX x 1/2 Inch PEX	1.00	8.00	8.00



C01292790	1/2" BLUE PVC HIGH PRESSURE HOSE	2.00	0.33	0.66
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Subtotal for Job #6: 60.66

Job #7 - Warranty

COMPLAINT: BLACK TANK DRAIN LINES THAT ARE GLUED ARE LEAKING

CAUSE: FITTING LEAKING AT GLUE FITTING COMMING OUT OF BLACK TANK

CORRECTION: FITTING LEAKING AT GLUE FITTING COMMING OUT OF BLACK TANK, REMOVE PIPE SUPORT, CUT PIPE AT FITTING, REMOVE PIPE AT DRAIN VALVE, DRILL OUT PIPE IN FITTING , GATHER NEW STREET ELBOW, 3 in PIPE AND BRISTAL VALVE FITTING, CUT PIPE TO FIT, GLUE UP AND ASEMBLE, WATER TEST, INSTALL PIPE SUPORT,

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	390.00

Subtotal for Job #7: 390.00

Job #8 - Warranty

COMPLAINT: LIGHTS ON RANGE NOT WORKING

CAUSE: WIRES BEHIND RANGE NOT CONETED UP

CORRECTION: WIRES BEHIND RANGE NOT CONNECTED UP, CONET WIRES AND CHANGE BLOWN FUSE

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

Subtotal for Job #8: 39.00

Job #9 - Warranty

COMPLAINT: FRIDGE HANING OUT IN THE UNIT

CORRECTION: REFASTENED BACK IN PLACE

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

Subtotal for Job #9: 0.00

Job #10 - Warranty

COMPLAINT: NO POWER AT RECEPTICLE AT THE BED AND DINNET

CAUSE:

CORRECTION: no 120 vac power to recepticals at bunks, dinnet, and main bed, trace wires power runs from converter to refer, refer receptical is broken replace it, geting 120 hot (black) on wire to bunk no power to receptical, receptical wire conetion bent, replace recptical, nertrol conetion at bunk and white wire has no conetion, diconet from recepticals and use meater to test wire white wire is broken in beteen in cealing, run new wire down and under unit and across to back and up by water heater and over to wall, up through wall to recepical

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	390.00
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	270.40
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00



Z990

MISC LABOUR CODE (EXTERNAL)

JP

119.60

Parts

Part #	Description	Qty	Price	Total
S817	S817 BLACK DUAL OU	2.00	8.56	17.12
S831	S831 WHITE DUAL OU	1.00	5.36	5.36
219088	SILICONE II BLACK	1.00	9.76	9.76

Subtotal for Job #10: 942.24

Parts Total: 77.53

Labour Total: 1,508.00

Sublet Total: 0.00

Extras Total: 0.00

WORK ORDER TOTAL: 1,585.53

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: 20 Apr 2021



RE: ML003762

Warranty @Riverside RV <warranty@goriversiderv.com>

Mon 4/19/2021 11:33 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

041921-1 – 11.6 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 16, 2021 2:24 PM

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

Subject: Re: ML003762

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

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Friday, April 16, 2021 1:08 PM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>
Subject: RE: ML003762

I can't open the attachments. Please send un-zipped pics, it may be in a couple e-mails, and that's fine.



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, April 15, 2021 4:52 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>
Subject: ML003762

- THE ROD FOR THE LP TANKS IS MISSING
 - (GET NEW ROD AND INSTALL)
 - LABOR .2 HR
- GROUND TERMINAL HAD TOO SMALL END TO HOOK TO BATTERY
 - (CUT OFF CABLE END AND INSTALL NEW END TO FIT BATTERY)
 - LABOR .15 HR
- LP TANK BRACKET MOUNTED BACK TOO FAR
 - MOVE TANK BRACKET FORWARD, SO BATTERY BOX WILL FIT
 - LABOR .25 HR
- CENTER CLEARANCE LIGHT NOT WORKING
 - BACK TOP CENTER CLEARANCE LIGHT NOT WORKING. REMOVE LENS AND FIND BLACK PUTTY TAPE OVER LIGHT, CLEAN OFF PUTTY AND PUT LIGHT BACK TOGETHER, TEST
 - LABOR .3 HR
- THE WATER PUMP IS NOT PUMPING.
 - winterize line is open, get valve and line and install the valve inline
 - LABOR .4 HR
- BLACK TANK DRAIN LINES THAT ARE GLUED ARE LEAKING
 - FITTING LEAKING AT GLUE FITTING COMING OUT OF BLACK TANK
 - FITTING LEAKING AT GLUE FITTING COMING OUT OF BLACK TANK, REMOVE PIPE

SUPPORT, CUT PIPE AT FITTING, REMOVE PIPE AT DRAIN VALVE, DRILL OUT PIPE IN FITTING, GATHER NEW STREET ELBOW, 3 in PIPE AND BRISTOL VALVE FITTING, CUT PIPE TO FIT, GLUE UP AND ASSEMBLE, WATER TEST, INSTALL PIPE SUPPORT,

- LABOR 3 HR
- LIGHTS ON RANGE NOT WORKING
 - WIRES BEHIND RANGE NOT CONNECTED UP
 - WIRES BEHIND RANGE NOT CONNECTED UP, CONNECT WIRES AND CHANGE BLOWN FUSE
 - LABOR .3 HR
- LP TANK COVER COMING APART REPLACE WITH NEW ONE
 - INSTALLING NEW ONE
 - LABOR N/A
- FRIDGE HANGING OUT OF THE UNIT
 - FASTEN BACK IN PLACE
 - LABOR N/A
- NO POWER AT RECEPTACLE AT THE BED AND DINETTE
 - no 120 vac power to receptacles at bunks, DINETTE, and main bed, trace wires power runs from the converter to refer, refer receptacle is broken replace it, getting 120 hot (black) on the wire to bunk no power to the receptacle, receptacle wire connection bent, replace receptacle, neutral connection at the bunk and white wire has no connection, disconnect from receptacles and use a meter to test wire white wire is broken in between in ceiling, run the new wire down and under the unit and across to back and up by water heater and over to the wall, up through the wall to RECEPTACLE
 - LABOR 7HRS AND STILL WORKING

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