



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63940
Promised Date: 22 APR 21

CUSTOMER WORK ORDER

WO #: 63940

Customer: 12037 - BILSKIE, WAYNE M. -
812-459-7565
Tag:
Author: BH
Location: DELIVERY 0422

Stock #: 10670
Stock Desc: 2021 TT RIVERSIDE RV
INTREPID 279RBC
Chassis #: 59CCC3628ML003956
Serial #: 59CCC3628ML003956
Mileage:
Licence:

Invoice #:
Date In: 16 APR 21
Promised: 22 APR 21
Date Sched:
Completed: 28 APR 21
Warr. Date: 22 APR 21

Job #PDINTT - Internal

COMPLAINT: PDI - NEW TRAVEL TRAILER

CAUSE: pdintt

CORRECTION: pdintt

Labor

Code	Description	Mechanic	Total
Z991	MISC LABOUR CODE (INTERNAL)	GWG	N/C
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Parts

Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C
LPGI	LP - UNIT SALES	8.00	N/C	N/C

Subtotal for Job #PDINTT: 0.00

Job #FPDINTT - Internal

COMPLAINT: FINAL PDI ON NEW TRAVEL TRAILERS

CAUSE: fpdintt

CORRECTION: fpdintt

Labor

Code	Description	Mechanic	Total
PDINTT	PDI - NEW TRAVEL TRAILER	GWG	N/C
PDINTT	PDI - NEW TRAVEL TRAILER	GWG	N/C
PDINTT	PDI - NEW TRAVEL TRAILER	GWG	N/C

Parts

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



Customer #: 12037
BILSKIE, WAYNE M.



Subtotal for Job #FPDINTT: 0.00

Job #COVER-L - Internal

COMPLAINT: INSTALL LARGE SLIDE COVER 138" TO 192"

CAUSE: COVER - L - INSTALL LARGE SLIDE COVER 138" TO 192"

CORRECTION: Mounted brackets on face of slide out. Mounted awning rail above slide out flange. Tapped holes in ends of slide cover mounting brackets. Installed slide cover in awning rail. Secured slide cover to mounting brackets. Checked operation of slide out and slide cover. Secured slide cover to awning rail. Hauled trash to dumpster.

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

Parts Part #	Description	Qty	Price	Total N/C
00-0495	V000177334 150" BL	1.00	N/C	N/C
PUTTY	PUTTY TAPE - ROLL	1.00	N/C	N/C

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

Subtotal for Job #COVER-L: 0.00

Job #E2 - Internal

COMPLAINT: 10K E2 EQUALIZER HITCH

CORRECTION: PERFORM HITCH INSTALL

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

Parts Part #	Description	Qty	Price	Total N/C
14-1641	1000# E2 TRUNION H	1.00	N/C	N/C

Subtotal for Job #E2: 0.00

Job #DELUXE - Internal

DELUXE STARTER KIT

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

Subtotal for Job #DELUXE: 0.00

Job #1 - Internal

INSTALL SCREW TO CABINET DOOR HINGE BY ENTRANCE DOOR

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: ADJUST SLIDING BEDROOM DOOR RUBBING

CAUSE: bedroom sliding doors dragging at bottom

CORRECTION: adjusted both doors up so they do not drag at bottom

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

Subtotal for Job #2: 65.00

Job #3 - Warranty

COMPLAINT: ADJUST BATHROOM CLOSET DOOR HANDLE

CAUSE: adjust bathroom door handle

CORRECTION: had to adjust bathroom closet door and handle to get door to shut properly

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	13.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	13.00

Subtotal for Job #3: 26.00

Job #4 - Internal

COMPLAINT: TOUCH UP BACK BUMPER

CAUSE: touch up back bumper

CORRECTION: sanded bumper and touched up paint

Labor

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

Subtotal for Job #4: 0.00

Job #5 - Warranty

COMPLAINT: TIGHTEN SHOCK ON DOOR

CAUSE: stud for door shock loose

CORRECTION: removed shock and tightend stud . installed shock

Labor

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

Subtotal for Job #5: 26.00

Job #6 - Warranty

COMPLAINT: DIVIDER BETWEEN THEATER SEATING IS LOOSE

CAUSE: DEVIDER BETWEEN SEATS LOOSE

CORRECTION: INSPECTED SEATS AND DEVIDER IT IS CONECTED LIKE IT IS SUPPOSED TO BE

Labor

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

Subtotal for Job #6: 26.00

Job #7 - Warranty

COMPLAINT: TOUCH UP SILICONE BEDROOM EXIT WINDOW

CAUSE: window

CORRECTION: touched up silicone around emergency exit window

Labor

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

Subtotal for Job #7: 39.00

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 #8 - Warranty

COMPLAINT: BATTERY CABLE ENDS ARE TOO SMALL

CAUSE: battery cable ends have to small of hole in them

CORRECTION: cut cable ends off (4ends) installed new ens on battery cables

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	65.00
Subtotal for Job #8:			65.00

Job #9 - Warranty

COMPLAINT: BRAKE AWAY SWITCH DOES NOT WORK

CAUSE: brakaway switch does not work found power wire hooked to ground in junction box

CORRECTION: removed cover on junction box traced wires for brakaway switch one wire hooked to brake wire and 2nd wire hooked to ground terminal. removed wire from ground terminal and hooked to power terminal .tested now brakaway works. installed cover on junction panel

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	65.00
Subtotal for Job #9:			65.00

Job #10 - Warranty

COMPLAINT: GREY VALVE TURNED BACKWARDS

CAUSE: grey valve handle is facing under trailer . removed screws from valve turned valve 180 degrees and installed bolts

CORRECTION: removed bolts turned valve 180 degrees ,installed bolts in valve

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	65.00
Subtotal for Job #10:			65.00

Job #11 - Warranty

COMPLAINT: EXTRA GAS LINE UNDER TRAILER NEEDS REMOVED

CAUSE: EXTRA GAS LINE UNDER REAR OF TRAILER GOING TO NOTHING AND HANGING DOWN

CORRECTION: REMOVED GAS LINE CAPED TEE OFF CHECKED FOR LEAKS ADDED EXTRA SUPPORT HANGER FOR LP STOVE QUICK COUPLER



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

Subtotal for Job #11: 65.00

Job #12 - Warranty

COMPLAINT: UNDER BELLY HAS CUT ALL OVER IT

CAUSE: underbelly has cuts in it and under belly tape is coming off

CORRECTION: peeled off old tape ,retaped holes and cuts ,taped up cuts in under belly

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	10.40
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	54.60

Subtotal for Job #12: 65.00

Job #13 - Warranty

COMPLAINT: FRONT PANEL IS COMING OFF ON THE BOTTOM

CAUSE: FRONT LOWER PANEL COMING OFF AT BOTTOM

CORRECTION: ADDED EXTRA SCREWS AT BOTTOM OF PANEL

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

Subtotal for Job #13: 39.00

Job #14 - Warranty

COMPLAINT: FURANCE DOES NOT WORK

CAUSE: FURNACE DOES NOT WORK (NOT WIRED UP

CORRECTION: REMOVED VENT COVER FOR FURNACE COULD NOT SEE ANYTHING ,REMOVED PANEL NEXT TO FURNACE ,REMOVED 2 VENT LINED FOUND FURNACE HAS NEVER BEEN WIRED UP . REMOVED AC COVER TO FIND WIRING COLORS .FOUND WIRES AT FURNACE ,WIRED UP FURNACE PUT EVERYTHING BACK TOGETER ,TESTED FURNACE

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

Subtotal for Job #14: 65.00

Job #15 - Warranty

COMPLAINT: RADIO DOES NOT WORK

CAUSE: GWG

CORRECTION: FOUND THAT THE RADIO HAD SOME BAD WIRING CONNECTIONS AND THE OUTSIDE RIGHT SPEAKER WAS UNHOOKED OUTSIDE BEHIND SPEAKER. RADIO NOT WORKING PULLED RADIO CHECKED COULD NOT FIGURE OUT PROBLEM .GOT GREG TO HELP.INSTALLED RADIO

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	13.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	13.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	39.00



Subtotal for Job #15: 65.00

Job #16 - Warranty

COMPLAINT: FRESH WATER TANK DRAIN LEAKING

CAUSE: fresh water tank drain leaking

CORRECTION: cut hole in under belly at drain line found drain line was in a bind trimmed a new hole for drain line it is not leaking installed a batch made from under belly material and attached to under bell taped all seams

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	65.00

Subtotal for Job #16: 65.00

Job #17 - Warranty

COMPLAINT: A/C MISSING DIVIDER

CAUSE: ac divider missing ans sises of where duct works was open

CORRECTION: made block off plates and taped up anroun duct holes installed part of plnum and made a new divider installed and taped all exsisting holes .finished assembling and tested ac

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	39.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	26.00

Subtotal for Job #17: 65.00

Job #18 - Warranty

COMPLAINT: DRAIN HOSE DOES NOT FIT ON THE DRAIN LINES BECAUSE THERE IS NOT FITTING ON IT

CAUSE: no barbed fitting on sewer line to hook sewer drain hose to

CORRECTION: got proper fittig for sewer line with barbs on it glued it to sewer line , instALLED SEWER CAP IT DID NOT HAVE

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	65.00

Parts

Part #	Description	Qty	Price	Total
11-0619	GRENTEC 3" BAYONET	1.00	2.25	2.25
39455	39455 CLEAR SEWER CAP	1.00	3.13	3.13

Subtotal for Job #18: 70.38

Parts Total: 5.38
 Labour Total: 871.00
 Sublet Total: 0.00
 Extras Total: 0.00

WORK ORDER TOTAL: 876.38



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: 28 Apr 2021

Customer Work
Order



RE: 63940

Warranty @Riverside RV <warranty@goriversiderv.com>

Tue 4/27/2021 8:31 AM

To: BJ Wright <bjwright@americanrvcenter.com>

042721-3 - 6.9

Job 2 - .5

Job 3 - .2

Job 4 - .2

Job 5 - .2

Job 6 - .2

Job 7 - .3

Job 8 - .5

Job 9 - .5

Job 10 - .5

Job 11 - .5

Job 12 - .5

Job 13 - .3

Job 14 - .5

Job 15 - .5

Job 16 - .5

Job 17 - .5

Job 18 - .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: BJ Wright <bjwright@americanrvcenter.com>

Sent: Monday, April 26, 2021 4:09 PM

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

Subject: Re: 63940

Hello Connie,

I have tried to send the pictures again. There are 40 pics, so I have sent them in 4 separate emails. Let me know if you don't get them and I will try to send them again. Also, I have attached the work order to this email.

BJ Wright

Service Writer



600 E. Baseline Rd
P.O. Box 3641
Evansville, IN 47735-3641
Phone: 812-867-5200
Fax: 812-868-1012
www.americanrvcenter.com
bjwright@americanrvcenter.com

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Monday, April 26, 2021 12:24 PM
To: BJ Wright <bjwright@americanrvcenter.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>
Subject: RE: 63940

I only have photos, is there a work order to go with these?



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: Monday, April 26, 2021 12:58 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Cc: Denny Hinton <dhinton@americanrvcenter.com>
Subject: 63940

BJ Wright
Service Writer



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