



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63986
Promised Date: 29 APR 21

CUSTOMER WORK ORDER

WO #: 63986

Customer: 24648 - WHIPKEY, SHEILA J.
- 812-204-3920

Tag:

Author: BH

Location: DELIVERY 0429

Stock #: 10935

Stock Desc: 2021 TT RIVERSIDE RV
INTREPID 257RKS

Chassis #: 59CCC3529ML003725

Serial #: 59CCC3529ML003725

Mileage: 0

Licence:

Invoice #:

Date In: 22 APR 21

Promised: 29 APR 21

Date Sched:

Completed: 30 APR 21

Warr. Date: 29 APR 21

Job #FPDINTT - Internal

COMPLAINT: FINAL PDI ON NEW TRAVEL TRAILERS

CAUSE: FPDINTT - FINAL PDI ON NEW TRAVEL TRAILER.

CORRECTION: Moved unit into shop from sales lot. Installed new battery. Checked all exterior lights and brakes. Checked lug nuts and set tire pressure at 65 psi. Checked all interior lights.. Checked roof and awning. Added water to fresh water tank and flushed antifreeze from water lines and faucets. Opened by-pass on water heater and filled. Purged all air from water system. Operated all appliances. Performed LP drop test and set LP pressure at 11 in.wc. Checked TV Antenna, TV, Radio and Fireplace. Moved unit to washbay area.

Labor

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

Parts

Part #	Description	Qty	Price	Total
DC-24	ADVANCE GROUP 24 DEEP CYCLE BATTERY	1.00	N/C	N/C
24-0520	For Use With GFCI	1.00	N/C	N/C

Subtotal for Job #FPDINTT: 0.00

Job #E2 - Internal

COMPLAINT: 10K E2 EQUALIZER HITCH

CAUSE: E2 - 10K E2 EQUALIZER HITCH

CORRECTION: Assembled hitch brackets and mounted on frame of unit.

Labor

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

Parts

Part #	Description	Qty	Price	Total
14-1641	1000# E2 TRUNION HITCH W/BALL	1.00	N/C	N/C

Customer #: 24648
WHIPKEY, SHEILA J.



Subtotal for Job #E2: 0.00

Job #CAMERA - Internal

COMPLAINT: INSTALL WIRELESS CAMERA

CAUSE: CAMERA - INSTALL WIRELESS CAMERA

CORRECTION: Moved unit into shop from sales lot. Removed cover on camera mount. Installed back-up camera. Checked operation of camera and monitor. Unit is paired.

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

Parts Part #	Description	Qty	Price	Total
732556	FURRIION 5" REAR CAMERA SYSTEM	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 #DELUXE - Internal

DELUXE STARTER KIT

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

Subtotal for Job #DELUXE: 0.00

Job #MAXX - Internal

COMPLAINT: ROOF VENT COVER - INSTALLED EACH 2 OF THEM

CAUSE: MAXX - ROOF VENT COVER - INSTALLED EACH 2 OF THEM.

CORRECTION: Installed vent cover on front bedroom vent. Located and marked location of mounting screws for rear kitchen vent cover. Could not drill one mountinghole, because roof vent was installed crooked by the factory. Removed inside ceiling trim and screen. Modified screen frame to allow mounting to be put in correct location. Mounted vent cover on roof. Remounted inside vent screen and ceiling trim. The third vent in bathroom has a plastic frame and wiring around it. Can not drill holes through for screws.

Labor Code	Description	Mechanic	Total
Z990	INSTALL MAXX AIR VENT	DKM	N/C

Parts Part #	Description	Qty	Price	Total
40431	CAMCO VENT COVER -	2.00	N/C	N/C

Other Services Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C
PARTS	UNINVENTORIED PARTS	0.00	N/C	N/C

Subtotal for Job #MAXX: 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 #1 - Warranty

COMPLAINT: NO WATER OUT OF OUTSIDESHOWER COLD SIDE

CAUSE: NO WATER OUT OF OUTSIDE SHOWER COLD SIDE.

CORRECTION: Removed outside shower for access to water lines. Water line to cold side of shower has too sharp of a bend and is pinched flat. Three other water lines are also bent flat from having a bend too sharp. Cutoff all water lines that are pinched flat. Rerouted water lines with new hoses to eliminate the flat spots. One of the cold lines was not needed as it was plugged on the end. Reconnected hot and cold lines to outside shower. Leaked checked with city water. No leaks. Remounted outside shower and resealed with putty and clear silicone.

Labor

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

Parts

Part #	Description	Qty	Price	Total
72-0839	Fresh Water Adapter Fitting; BestPEX; 1/2 Inch PEX x 1/2 Inch Female Pipe Thread Plastic Swivel End Nut	1.00	2.58	2.58
88-8309	BARB ELBOW 1/2 X 1/2	1.00	0.67	0.67
10-7150	CONE WASHER SWIVEL	6.00	0.24	1.44
10-0927	1/2" BARB FITTING - ELBOW	1.00	1.73	1.73
C01292790	1/2" BLUE PVC HIGH	3.00	0.33	0.99
C01292791	1/2" PVC RED HOSE HI-PRESSURE	3.00	0.33	0.99

Subtotal for Job #1: 138.40

Job #2 - Internal

COMPLAINT: FREEZER DOOR HANDLE BROKEN AND PIECES MISSING

CAUSE: FREEZER DOOR HANDLE BROKEN AND PIECES MISSING.

CORRECTION: Handle was broken while unit was in show room. Removed Freezer door handle from stok unit ML003684. Installed handle on this sold unit. 4/27/2021: Turned in parts request for a new door freezer door handle. Received new refr door handle Installed on unit it was robbed from.

Labor

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

Parts

Part #	Description	Qty	Price	Total
080611	S,STD DR HANDLE CO	1.00	N/C	N/C

Subtotal for Job #2: 0.00

Parts Total: 8.40
Labour Total: 130.00
Sublet Total: 0.00
Extras Total: 0.00

WORK ORDER TOTAL: 138.40



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: 06 May 2021

Customer Work
Order



Re: WORK ORDER 63986

BJ Wright <bjwright@americanrvcenter.com>

Thu 5/6/2021 10:42 AM

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

Ok, thank you.

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

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

Sent: Thursday, May 6, 2021 10:14:02 AM

To: BJ Wright <bjwright@americanrvcenter.com>

Subject: RE: WORK ORDER 63986

Half hour is usually what is paid for kinked water lines. I can go 1 hr total for dealer goodwill.



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: Thursday, May 6, 2021 11:08 AM

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

Subject: Re: WORK ORDER 63986

Any way I could get any additional time? Our tech has 4.6 hours in it, which I would agree is excessive. However, I do believe that this repair did take more than 0.5. Anything you can do with additional times helps.

Thank you,

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: Thursday, May 6, 2021 8:17 AM
To: BJ Wright <bjwright@americanrvcenter.com>
Subject: RE: WORK ORDER 63986

050621-2 - .5 hr



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: Wednesday, May 5, 2021 4:12 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Subject: WORK ORDER 63986

Hello Connie,

We had to remove the outdoor shower to repair some kinked water lines. I have included a copy of the work order and photos of the failed area. Please let me know if you need anything else from me.

Work Order - BAS

File Edit Functions Help

Work Order # 63986 Work Order AR Invoice # Customer WHIPKEY, SHEILA J. (Home: 812-204-3920)
5200 ORCHARD RD EVANSVILLE, IN 47720
Stock 10935 - 2021 TT RIVERSIDE RV INTREPID 257RKS [Warranty Date: 29 APR 21]
Ser#: 59CCC3529ML003725 Chass#: 59CCC3529ML003725

WO Date 22 APR 21 * Customer Cust # 24648 * WHIPKEY, SHEILA J. Expected / Promised Date 29 APR 21 Time 03:00pm Schedule Priority 1 High Appointment Info Date

Author BH * D.MILLER Email: SHES1960@AOL.COM Miles / Kilometers / Hours In 0 Out M M - Miles Time

Status 3 * D.MILLER PO # Tag # In-Service Date

Location DELIVE Unit Sales ID BH * BEN HOFFMAN Stock # 10935 2021 TT RIVERSIDE RV INTREPID 25 Category Parts Disc %

Work Order Jobs - 8 available jobs

Add Job	Delete Job	Transfer Job(s)	Job #	Desc	Type	Bill Code	Job Status	Estimated Amount	Est. Hours	Actual Hours	Charge Hours
			DELUXE	DELUXE STARTER KIT	I	DO		137.99	0.00	0.00	0.00
			MAXX	ROOF VENT COVER - INSTALLED EACH 2 OF TH	I	DO	Completed	62.05	0.33	1.41	0.33
			WALK	WALK THRU DONE EF	I	PDI	Completed	180.00	1.50	1.50	1.50
			1	NO WATER OUT OF OUTSIDESHOWER COLD S	W	49672	Completed	65.00	0.50	4.66	0.50
			2	FREEZER DOOR HANDLE BROKEN AND PIECES	I	PDI	Completed	60.00	0.50	0.82	0.50

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

Job # 2 New Job Description - Complaint FREEZER DOOR HANDLE BROKEN AND PIECES MISSING

Bill Type I * Internal Tax Code EXE * EXEMPT

Bill To PDI * Job Description - Cause FREEZER DOOR HANDLE BROKEN AND PIECES MISSING Sales ID CAM * CRAIG MILLER

Job Status 1 Completed Job Description - Correction Handle was broken while unit was in show room. Removed Freezer door handle from stok unit ML003684. Installed

Estimated Estimated Comment Last Comment

Tech Notes Job Comments

Job Totals

	Required	Actual
Parts	0.00	51.99
Labor	60.00	60.00
Sublet	0.00	0.00
Extras	0.00	0.00
Sub Total	60.00	111.99
Tax	0.00	0.00
Job Total	60.00	111.99

Copy Tech Notes to Job Description

BAS | PC205 | 32 | BJ.WRIGHT Edit

Sincerely,

BJ Wright
Service Writer



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P.O. Box 3641
Evansville, IN 47735-3641
Phone: 812-867-5200
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