



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64008
Promised Date: 22 MAY 21

CUSTOMER WORK ORDER

WO #: 64008 (Appointment Date: 26 APR 2021 - Time: 09:30am)

Customer: 48304 - SIMMONS, JIMMY W. Stock #: 10639

- 270-302-9225

Tag:

Author: BJW

Location: 0527 SEE IF CONNIE HAS
EMAILED BH BACK YET

Stock Desc: 2021 TT RIVERSIDE RV

INTREPID 172DS

Chassis #: 59CCC4229ML003511

Serial #: 59CCC4229ML003511

Mileage: 0

Licence:

Invoice #:

Date In: 24 APR 21

Promised: 22 MAY 21

Date Sched:

Completed: 28 MAY 21

Warr. Date: 13 FEB 21

Job #1 - Warranty

COMPLAINT: CUSTOMER TOOK RV CAMPING ON WEEKEND AND
FOUND THAT THERE IS A LEAK UNDER THE RV
FROM THE GREY TANK. LEAKING AT THE 1.5 IN
DRAIN LINE WHERE IT COMES

CORRECTION: CUT UNDERBELLY TO GET TO TANK AND PUMMING, FILL TANK AND FOUND LEAK
COMMING FROM TOP OF TANK, FASEN UNDERBELLY BACK UP, SO CUSTOMER CAN USE UNIT
THIS WEEKEND, NEED ATHERIZEATION TO PULL TANK TO FINF PROBLEM AND FIX It

pull underbelly down, remove converter and cut wall in cabnet to acsess vent line, check sink drain line to
tank, both are loose, cut drain line and remove drain valve, disconnect monitor wires, remove tank brace,
drop tank and found lines not in boots, boots crushed, let tank fall out of unit, take pics, turn in PO, pull
unit out

BRING UNIT BACK IN, get tank and plumbing parts from parts, remove vent cap off of roof and pull vent
line up to have room to work, work new tank in place, drill 2 1/2 hole in in board and screw down over holes
and drill floor hole larger, mark tank holes locations, pull down new tank and drill holes and install boots in
tank top, put tank undrt unit and conet up monitor wires, put tank put in fram and fassen in place, inside
cabnet cut pipes to fit, install pipes, install roof vent, under unit cut too fit drain line and install, water test for
leaks, install conveter and panels in cabnet, fitt underbelly back on unit, and seal cuts up,

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	260.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	390.00

Parts

Part #	Description	Qty	Price	Total
11-0640	39225 2pk 1-1/2" A	1.00	4.38	4.38
10-1693	1.5" TANK GROMMET	2.00	3.89	7.78
20490	T1041-1 TANK ADAPT	1.00	2.59	2.59
69-9244	1.5" ABS PIPE	1.00	21.94	21.94
89-8353	1-1/2" STREET ELBO	1.00	2.35	2.35
89-8355	1-1/2" ELBOW 45 DE	1.00	1.76	1.76
89-8364	1-1/2" COUPLING	6.00	1.28	7.68



Customer #: 48304
SIMMONS, JIMMY W.

11-0071	D50-2876 90 DEG ELBOW 1.5" HUB	1.00	1.39	1.39
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Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 1,089.87

Job #2 - External

LET BEN AND THE CUSTOMER KNOW WHAT IS WRONG THE CUSTOMER WANTS TO GO CAMPING APRIL 30

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: LEAK AT THE KITCHEN FAUCET ON THE HOT SIDE WAS LEAKING REPLACE THE CONE WASHER

CAUSE: CONE WASHER IS BAD

CORRECTION: REPLACE CONE WASHER

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	26.00
Z990	MISC LABOUR CODE (EXTERNAL)		0.00

Subtotal for Job #3: 26.00

Job #4 - Warranty

COMPLAINT: THERE IS WATER LEAKING IN THE CABINET BY THE WATER HEATER.

CORRECTION: HAVE TO BREAK PANEL OUT OF CABNET TO GAIN ACSESS TO PLUMMING TO GET TO LEAK , HOSE THAT WAS CAPE OFF BETWEN WATER HEATER AND BACK WALL IS LEAKING, HAD TO HET HEAD AND SHORDERS IN CABNET TOO REACH LINE, PANEL WAS STAPLED ON FROM INSIDE CABNET, DAMAGED PANEL GETONG OFF TOGET IN TO CABNET, ONCE IN FOUND THE CONE WASHER LEAKING, CHANGED WASHER, WATER TEST FOR LEAKS, FOUND CLOSE COLER PANELING AND CUT NEW PANEL AND INSTALL

Labor

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

Subtotal for Job #4: 260.00

Parts Total:	49.87
Labour Total:	1,326.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	1,375.87

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 May 2021



Re: ML003511

Ben Hoffman <bhoffman@americanrvcenter.com>

Fri 5/28/2021 8:02 AM

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

YES I CAN WORK WITH THAT

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, May 28, 2021 7:54 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Subject: RE: ML003511

I'm so sorry, I misunderstood. Can we compromise at 3 more hours?



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, May 28, 2021 8:52 AM

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

Subject: Re: ML003511

IM SORRY I AM ASKING FOR 5 MORE HRS WE HAD A CRAZY TIME GETTING THIS TANK IN AND OUT

BEN HOFFMAN
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EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Wednesday, May 26, 2021 9:30 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Subject: RE: ML003511

You already have an authorization for 5 hrs to change this tank.



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: Tuesday, May 25, 2021 4:32 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Subject: Re: ML003511

CONNIE, CAN YOU PLEASE HELP ME OUT WITH THIS UNIT AND REPLACING THE TANK ON IT. IT TURNS OUT WE RAN INTO PROBLEMS ALONG THE WAY WITH INSTALLING IT.

LABOR 5.00

CUT UNDERBELLY TO GET TO TANK AND PLUMMING, FILL TANK AND FOUND LEAK COMING FROM TOP OF TANK,
pull underbelly down, remove the converter and cut wall in the cabinet to access vent line, check the sink drain line to the tank, both are loose, cut drain line and remove drain valve, disconnect monitor wires, remove tank brace, drop tank, and found lines, not in boots, boots crushed, let tank fall out of

the unit, take pics, turn in PO, pull the unit out

BRING UNIT BACK IN, get tank and plumbing parts from parts, remove vent cap off of the roof and pull vent line up to have room to work, work new tank in place, drill 2 1/2 hole inboard and screw-down over holes and drill floor hole larger, mark tank holes locations, pull down the new tank and drill holes and install boots in top of the tank, put the tank under the unit and connect up monitor wires, put tank put in front and fasten in place, inside cabinet cut pipes to fit, install pipes, install the new roof vent, under unit cut to fit drain line and install, water test for leaks, install converter and panels in the cabinet, fit underbelly back on the unit, and seal cuts up,

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EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Tuesday, May 25, 2021 3:29 PM

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

Subject: Re: ML003511

CONNIE, CAN YOU PLEASE HELP ME OUT WITH THIS UNIT AND REPLACING THE TANK ON IT. IT TURNS OUT WE RAN INTO PROBLEMS ALONG THE WAY WITH INSTALLING IT.

LABOR 5.00

CUT UNDERBELLY TO GET TO TANK AND PLUMMING, FILL TANK AND FOUND LEAK COMING FROM TOP OF TANK,

pull underbelly down, remove the converter and cut wall in the cabinet to access vent line, check the sink drain line to the tank, both are loose, cut drain line and remove drain valve, disconnect monitor wires, remove tank brace, drop tank, and found lines, not in boots, boots crushed, let tank fall out of the unit, take pics, turn in PO, pull the unit out

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FAX. 812-868-1012
EMAIL. BHOFFMAN@AMERICANRVCENTER.COM

From: Warranty @Riverside RV <warranty@goriversiderv.com>
Sent: Thursday, April 29, 2021 8:49 AM
To: Ben Hoffman <bhoffman@americanrvcenter.com>
Cc: BJ Wright <bjwright@americanrvcenter.com>
Subject: RE: ML003511

042821-6 – 7.2 hr 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: Wednesday, April 28, 2021 5:59 PM
To: Warranty @Riverside RV <warranty@goriversiderv.com>
Cc: BJ Wright <bjwright@americanrvcenter.com>
Subject: ML003511

64008

1. CUSTOMER TOOK RV CAMPING ON WEEKEND AND FOUND THAT THERE IS A LEAK UNDER THE RV FROM THE GREY TANK. LEAKING AT THE 1.5 IN DRAIN LINE WHERE IT COMES
 - a. PULLED DOWN THE TANK TO CHECK TO FIND OUT WHAT THE ISSUES WAS AND FOUND THE DRAIN LINES WERE NOT INSTALLED RIGHT
 - b. NEED A NEW TANK, PIPE AND VALVES
 - i. LABOR 5.00 HRS
 - ii. I NEED A TANK ASAP AND APPROVAL ASAP
2. THERE IS WATER LEAKING IN THE CABINET BY THE WATER HEATER.
 - a. HAVE TO BREAK PANEL OUT OF CABINET TO GAIN ACSESS TO PLUMMING TO GET TO LEAK , HOSE THAT WAS CAPED OFF BETWEN WATER HEATER AND BACK WALL IS LEAKING,

HAD TO HIT HEAD AND SHOULDERS IN CABINET TOO REACH LINE, PANEL WAS STAPLED ON FROM INSIDE CABINET, DAMAGED PANEL GOT TONG OFF TOGETHER IN TO CABINET, ONCE IN FOUND THE CONE WASHER LEAKING, CHANGED WASHER, WATER TEST FOR LEAKS, FOUND CLOSE COOLER PANELING AND CUT NEW PANEL AND INSTALL

i. LABOR 2.00

3. LEAK AT THE KITCHEN FAUCET ON THE HOT SIDE WAS LEAKING

a. NEED TO REPLACE THE CONE WASHER

i. LABOR .2

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