



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64160  
Promised Date: 22 MAY 21

## CUSTOMER WORK ORDER

WO #: 64160

Customer: 51257 - SANDER, JERRY L. -  
812-661-0032

Tag:

Author: BH

Location: DELIVERY 0522

Stock #: 10660

Stock Desc: 2021 TT RIVERSIDE RV

RETRO 193

Chassis #: 59CCC2221ML004043

Serial #: 59CCC2221ML004043

Mileage: 0

Licence:

Invoice #:

Date In: 08 MAY 21

Promised: 22 MAY 21

Date Sched:

Completed: 30 MAY 21

Warr. Date: 22 MAY 21

### Job #BUNKHOUSE - Internal

COMPLAINT: PRE DELIVERY INSPECTION NEW BUNKHOUSE

CAUSE: BUNKHOUSE - PRE DELIVERY INSPECTION NEW BUNKHOUSE.

CORRECTION: Moved unit into shop from wash bay area. Purged and filled LP tanks. Installed new battery box on frame of unit. Installed new battery. Installed LP tank tray on frame. Connected LP hose from regulator to Main supply line. Checked all exterior lights and brakes. Checked lug nuts and set tire pressure at 60 psi. Recorded all tire serial numbers. Checked awning and roof. Checked power cord. Checked converter output. Operated all stab jacks. Installed tire carrier and spare tire on rear bumper. Checked entrance door and all compartment doors. Checked all windows and blinds. Checked all cabinets and drawers. Checked all electrical outlets and GFCI outlets. Filled fresh water tank. Flushed antifreeze from water lines and faucets. Checked all water lines and faucets for leaks. By-pass on water heater was open from factory. Filled water heater and purged air from water lines. "Hot" water lines full of foam. Factory had antifreeze in water heater. Removed water heater plug and flushed to get all antifreeze out of it. Replaced plug and filled. Performed LP drop test and set LP pressure at 11 in.wc. Operated all appliances. Checked Radio. Filled all holding tanks and checked monitor panel.

### Labor

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

### Parts

| Part #   | Description        | Qty  | Price | Total |
|----------|--------------------|------|-------|-------|
| 13034    | 55362 STD BATTERY  | 1.00 | N/C   | N/C   |
| 10-1716  | 95205 POP-UP STOPP | 1.00 | N/C   | N/C   |
| CUR81281 | CLASS 3 5000 GVWR  | 2.00 | 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: BUNKFINAL - FINAL PDI NEW BUNKHOUSE



Customer #: 51257  
SANDER, JERRY L.

CORRECTION: Recorded all serial numbers and took pictures. Applied all company decals. Dumped all holding tanks. Water heater is full and ready to camp. Retracted all stab jacks. Placed deluxe starter kit inside front compartment. Moved unit to wash bay area.

| <b>Labor</b> |                             |          |       |
|--------------|-----------------------------|----------|-------|
| Code         | Description                 | Mechanic | Total |
| Z990         | MISC LABOUR CODE (EXTERNAL) | DKM      | N/C   |

| <b>Parts</b> |                    |      |       |       |
|--------------|--------------------|------|-------|-------|
| Part #       | Description        | Qty  | Price | Total |
| DC-24        | ADVANCE GROUP 24 D | 1.00 | N/C   | N/C   |

**Subtotal for Job #BUNKFINAL: 0.00**

#### Job #E2 - Internal

COMPLAINT: 10K E2 EQUALIZER HITCH

CAUSE: E2 - 10K E2 EQUALIZER HITCH INSTALLED.

CORRECTION: Assembled hitch brackets and mounted on frame of new unit.  
SETUP HITCH HIGHT AND HOOKED UP TO TRAILER. ADJUSTED AS NEEDED.

| <b>Labor</b> |                             |          |       |
|--------------|-----------------------------|----------|-------|
| Code         | Description                 | Mechanic | Total |
| Z990         | MISC LABOUR CODE (EXTERNAL) | GAH      | N/C   |
| Z990         | MISC LABOUR CODE (EXTERNAL) | DKM      | N/C   |

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

**Subtotal for Job #E2: 0.00**

#### Job #DELUXE - Internal

COMPLAINT: DELUXE STARTER KIT

CORRECTION: PUT IN UNIT

| <b>Parts</b> |                    |      |       |       |
|--------------|--------------------|------|-------|-------|
| Part #       | Description        | Qty  | Price | Total |
| 14240        | 55165 PIGTAIL 30A  | 1.00 | N/C   | N/C   |
| 40052        | 40052 BRASS W.P. R | 1.00 | N/C   | N/C   |
| 13-3007      | NUGEN 200Z.        | 1.00 | N/C   | N/C   |
| 10-0281      | 22793 50' 5/8" DRI | 1.00 | N/C   | N/C   |
| 13-0181      | 40274 2-PLY TST TO | 1.00 | N/C   | N/C   |
| 11-0018      | 39741 20' RHINOFLE | 1.00 | N/C   | N/C   |

**Subtotal for Job #DELUXE: 0.00**

#### Job #1 - Internal

COMPLAINT: BLACKSTONE COMBO TAILGATER

CORRECTION: DH HELPED LOAD IN CUSTOMERS TRUCK

| <b>Parts</b> |                                                                                                     |      |       |       |
|--------------|-----------------------------------------------------------------------------------------------------|------|-------|-------|
| Part #       | Description                                                                                         | Qty  | Price | Total |
| 5647         | BLACKSTONE TAILGAT                                                                                  | 1.00 | N/C   | N/C   |
| 5648         | BLACKSTONE QC ADAPTER                                                                               | 1.00 | N/C   | N/C   |
| 57282        | Quick Connect To Quick Connect;<br>Without Regulator; Without Thermal<br>Protection; 10 Foot Length | 1.00 | N/C   | N/C   |

**Subtotal for Job #1: 0.00**



**Job #2 - Warranty**

COMPLAINT: TRIM PIECES ON SLIDES ARE OFF ON THE FRONT OF THE SLIDE IN THE CORNER

CAUSE: TRIM PIECES ON SLIDEOUT ARE OFF.

CORRECTION: Reattached top corner trim pieces. Filled nail holes with matching putty. Reattached bottom trim with original screws. Added more screws to hold in place.

| Labor                |                             |          |       |
|----------------------|-----------------------------|----------|-------|
| Code                 | Description                 | Mechanic | Total |
| Z990                 | MISC LABOUR CODE (EXTERNAL) | DKM      | 0.00  |
| Z990                 | MISC LABOUR CODE (EXTERNAL) | DKM      | 39.00 |
| Subtotal for Job #2: |                             |          | 39.00 |

**Job #3 - Warranty**

COMPLAINT: BACK SPLASH BY STOVE IS LOOSE

CAUSE: BACK SPLASH BY STOVE IS LOOSE.

CORRECTION: Reattached back splash to wall with double face foam tape.

| Labor                |                             |          |       |
|----------------------|-----------------------------|----------|-------|
| Code                 | Description                 | Mechanic | Total |
| Z990                 | MISC LABOUR CODE (EXTERNAL) | DKM      | 39.00 |
| Subtotal for Job #3: |                             |          | 39.00 |

**Job #WALK - Internal**

COMPLAINT: WALK THRU

CAUSE: DH DID WALK THRU

Estimated Amount: 180.00

| Labor                   |                             |          |       |
|-------------------------|-----------------------------|----------|-------|
| Code                    | Description                 | Mechanic | Total |
| Z990                    | MISC LABOUR CODE (EXTERNAL) | EF       | N/C   |
| Subtotal for Job #WALK: |                             |          | 0.00  |

**Job #4 - Warranty**

COMPLAINT: ROAD SIDE REAR STAP JACK MOUNTED BACK WARD

CAUSE: ROADSIDE REAR STAB JACK MOUNTED BACKWARDS.

CORRECTION: Jack was mounted by factory with crank socket on inside. Removed jack mounting bolts and removed jack. Turned jack around to correct position. Remounted jack to frame and secured all bolts.

| Labor                |                             |          |       |
|----------------------|-----------------------------|----------|-------|
| Code                 | Description                 | Mechanic | Total |
| Z990                 | MISC LABOUR CODE (EXTERNAL) | DKM      | 39.00 |
| Subtotal for Job #4: |                             |          | 39.00 |

**Job #5 - Warranty**

COMPLAINT: U BOLTS MISSING FOR BUMMPER TIRE COVER

CAUSE: U BOLTS MISSING FOR BUMPER TIRE CARRIER.

CORRECTION: Had new u bolts made. Installed tire carrier on rear bumper with new u bolts.

| Labor |                             |          |       |
|-------|-----------------------------|----------|-------|
| Code  | Description                 | Mechanic | Total |
| Z990  | MISC LABOUR CODE (EXTERNAL) | DKM      | 26.00 |



**Other Services**

| Code  | Description | Qty  | Price | Total |
|-------|-------------|------|-------|-------|
| PARTS | U-BOLT KIT  | 1.00 | 15.70 | 15.70 |

**Subtotal for Job #5: 41.70**

**Job #6 - Warranty**

COMPLAINT: NO BRAKES ON REAR AXLE

CORRECTION: Checked rear axle. No brakes on either wheel. Cut wire ties loose next to rear wheel to release bundle of wires. Found a ground wire pulled out of connector. Replaced connector. Still no brakes. Checked wire connectors at front axle. Wires have power going to rear axle. Checked all connectors at rear axle and found all connectors with loose connections. Repaired all connectors. Checked rear axle for brakes. Brakes now working.

**Labor**

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

**Subtotal for Job #6: 130.00**

**Job #7 - Warranty**

COMPLAINT: HOLE IN THE FLOOR BY THE WATER HEATER CAN SEE DAYLIGHT

CAUSE: HOLE IN FLOOR BEHIND WATER HEATER. CAN SEE DAYLIGHT.

CORRECTION: Sealer off hole from bottom with underbelly tape. Filled hole from top with black silicone to seal.

**Labor**

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | DKM      | 39.00 |

**Subtotal for Job #7: 39.00**

**Job #8 - Warranty**

COMPLAINT: SHOWER DRAIN LEAKS

CAUSE: SHOWER DRAIN LEAKS.

CORRECTION: Ran water in shower. Water leaking at drain connection on bottom of shower pan. Drain line screwed on crooked. Unscrewed fitting and reinstalled straight. Checked for leaks. No leak at this time.

**Labor**

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | DKM      | 65.00 |

**Subtotal for Job #8: 65.00**

**Job #9 - Warranty**

COMPLAINT: GREY TANK NOT READING ON MONITOR PANEL

CAUSE: GREY TANK NOT READING ON MONITOR PANEL.

CORRECTION: Checked all probe wires. Checked ground. Monitor panel still not reading on grey tank. Removed diode pack. Installed new diode pack with a new ground location. Filled grey tank. Monitor panel now working. Tied up all wires.

**Labor**

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



| <b>Parts</b>                |                          |      |       |               |
|-----------------------------|--------------------------|------|-------|---------------|
| Part #                      | Description              | Qty  | Price | Total         |
| 10-1148                     | REPLACEMENT WIRE HARNESS | 1.00 | 9.87  | 9.87          |
| <b>Subtotal for Job #9:</b> |                          |      |       | <b>139.87</b> |

#### Job #10 - Warranty

COMPLAINT: BLACK TANK MONITOR WIRES CONNECTED WRONG

CAUSE: BLACK TANK MONITOR WIRES CONNECTED WRONG.

CORRECTION: Monitor panel goes to two thirds when just starting to fill black. One third and two thirds wires connected on wrong sensor terminals. Removed Green and yellow wires from tank probes. Reinstalled on correct probes. Yellow on one third and green on two thirds. Checked monitor panel. Still reading two thirds on monitor when tanks has no water in it. Diode pack needs replaced. Removed diode pack and installed new pack. Opened dump valve to make sure tank was completely empty. Started filling black tank. Watched monitor panel as tank filled. Tank read one third, two thirds and then full. Monitor OK.

| <b>Labor</b> |                             |          |       |
|--------------|-----------------------------|----------|-------|
| Code         | Description                 | Mechanic | Total |
| Z990         | MISC LABOUR CODE (EXTERNAL) | DKM      | 0.00  |
| Z990         | MISC LABOUR CODE (EXTERNAL) | DKM      | 0.00  |

| <b>Parts</b>                 |                          |      |       |              |
|------------------------------|--------------------------|------|-------|--------------|
| Part #                       | Description              | Qty  | Price | Total        |
| 10-1148                      | REPLACEMENT WIRE HARNESS | 2.00 | 9.87  | 19.74        |
| <b>Subtotal for Job #10:</b> |                          |      |       | <b>19.74</b> |

#### Job #11 - Warranty

COMPLAINT: BLACK TANK LEAKING AT THE FLUSHER

CAUSE: BLACK TANK LEAKING AT FLUSHER.

CORRECTION: Black tank leaking at flusher. Where flusher is spun welded to tank. Flushers are pushed against tank support bar causing flusher to be pushed down and leak. Turned in parts request for a new tank. Took measurement of drain end of tank.  
 REMOVE TOILET. REMOVE TOILET FLANGE. REMOVE PANEL TO GET TO VENT PIPE. CUT VENT PIPE. CUT 4" PIPE UNDER UNIT. REMOVE SENSOR WIRES. REMOVE BRACE ON TANK. DROP TANK DOWN. DRILL AND INSTALL NEW 2" AND 4" FLANGES ON TOP OF TANK. PUT IN NEW TOILET FLUSHER. PUT TANK BACK UP AND FASTEN BRACE. PUT NEW TOILET FLANGE ON TOP AND SECURE. CONNECT 2" PIPE IN WALL. GLUE 4" PIPE BACK TO DRAIN LINE. PUT SENSER WIRES BACK. PUT BACK TOILET WITH NEW WASHER. FILLED TANK AND TESTED FOR LEAKS

| <b>Labor</b> |                             |          |        |
|--------------|-----------------------------|----------|--------|
| Code         | Description                 | Mechanic | Total  |
| Z990         | MISC LABOUR CODE (EXTERNAL) |          | 0.00   |
| Z990         | MISC LABOUR CODE (EXTERNAL) | DKM      | 0.00   |
| Z990         | MISC LABOUR CODE (EXTERNAL) | DKM      | 0.00   |
| Z990         | MISC LABOUR CODE (EXTERNAL) | BB       | 260.00 |
| Z990         | MISC LABOUR CODE (EXTERNAL) | BB       | 260.00 |
| Z990         | MISC LABOUR CODE (EXTERNAL) | BB       | 0.00   |

| <b>Parts</b> |                    |      |       |       |
|--------------|--------------------|------|-------|-------|
| Part #       | Description        | Qty  | Price | Total |
| 100825       | Fitting - ABS - St | 1.00 | 1.14  | 1.14  |
| 11-1169      | 3" COUPLING        | 1.00 | 2.44  | 2.44  |
| PLUMB        | MISC. PLUMB - SEE  | 1.00 | 4.46  | 4.46  |
| 11-0997      | 3" TANK GROMMETS   | 1.00 | 8.96  | 8.96  |
| 10-1693      | 1.5" TANK GROMMET  | 1.00 | 3.89  | 3.89  |
| 11-0071      | D50-2876 90 DEG EL | 1.00 | 1.39  | 1.39  |



Subtotal for Job #11: 542.28

**Job #12 - Internal**

CURVED LEVELER PER DREW

**Parts**

| Part # | Description       | Qty  | Price | Total |
|--------|-------------------|------|-------|-------|
| 3696   | 44425 2-PK CURVED | 1.00 | N/C   | N/C   |

Subtotal for Job #12: 0.00

**Job #CAMERA - Internal**

INSTALL WIRELESS CAMERA

**Labor**

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

**Parts**

| Part # | Description        | Qty  | Price | Total |
|--------|--------------------|------|-------|-------|
| 732556 | FURRION 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

Parts Total: 51.89  
Labour Total: 1,027.00  
Sublet Total: 0.00  
Extras Total: 15.70

**WORK ORDER TOTAL: 1,094.59**

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: 03 Jun 2021



**RE: STOCK 10660 - 2021 RIVERSIDE RV RETRO 193 Ser#: 59CCC2221ML004043**

Warranty @Riverside RV <warranty@goriversiderv.com>

Mon 5/24/2021 7:53 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

052421-1 – 7.9

Job 1 - .3

Job 2 - .3

Job 3 - .3

Job 4 - .2

Job 5 – 1.0

Job 6- .3

Job 7 - .5

Job 8 – 1.0

Job 9 – will be done when tank is replaced in job 10

Job 10 – 4.0



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 21, 2021 2:45 PM

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

**Subject:** STOCK 10660 - 2021 RIVERSIDE RV RETRO 193 Ser#: 59CCC2221ML004043

1. TRIM PIECES ON SLIDES ARE OFF ON THE FRONT OF THE SLIDE IN THE CORNER

a. TRIM PIECES ON SLIDEOUT ARE OFF.

b. Reattached top corner trim pieces. Filled nail holes with matching putty. Reattached bottom trim with original screws. Added more screws to hold in place.

i. LABOR 1.0

## 2. BACKSPLASH BY STOVE IS LOOSE

- a. Reattached backsplash to the wall with double-face foam tape.

i. LABOR .3

## 3. ROADSIDE REAR STAP JACK MOUNTED BACKWARDS

- a. ROADSIDE REAR STAB JACK MOUNTED BACKWARDS.
- b. Jack was mounted by the factory with a crank socket on the inside. Removed jack mounting bolts and removed jack. Turned jack around to correct position. Remounted jack to frame and secured all bolts.

i. LABOR .6

## 4. U BOLTS MISSING FOR BUMPER TIRE COVER

- a. U BOLTS MISSING FOR THE BUMPER TIRE CARRIER.
- b. we had new u bolts made. Installed tire carrier on the rear bumper with new u bolts.
- c. LABOR .3

## 5. NO BRAKES ON REAR AXLE

- a. Checked rear axle. No brakes on either wheel. Cut wire ties loose next to the rear wheel to release a bundle of wires. Found a ground wire pulled out of the connector. Replaced connector. Still no brakes. Checked wire connectors at the front axle. Wires have power going to the rear axle. Checked all connectors at the rear axle and found all connectors with loose connections. Repaired all connectors.
- b. Repaired all connectors. Checked rear axle for brakes. Brakes now working.

i. LABOR 2.0

## 6. THERE IS HOLE IN THE FLOOR BY THE WATER HEATER. CAN SEE DAYLIGHT

- a. Sealer off hole from the bottom with underbelly tape. Filled the hole from the top with black silicone to seal.

i. LABOR .3

## 7. THE SHOWER DRAIN LEAKS WITH NO ONE IN IT

- a. Ran water in the shower. Water leaking at the drain connection on the bottom of the shower pan. Drain line screwed on crooked. Unscrewed fitting and reinstalled straight. Checked for leaks.

i. LABOR .5

## 8. GREY TANK NOT READING ON MONITOR PANEL

- a. Checked all probe wires. Checked ground. The monitor panel still not reading on the grey tank. Removed diode pack. Installed a new diode pack with a new ground location. Filled grey tank. The monitor panel now working. Tied up all wires.

## i. LABOR 2.0

## 9. BLACK TANK MONITOR WIRES CONNECTED WRONG

- a. The Monitor panel goes to two-thirds when just starting to fill black. One-third and two-thirds wires connected on wrong sensor terminals Removed Green and yellow wires from tank probes. Reinstalled on correct probes. Yellow on one-third and green on two-thirds. Checked monitor panel. Still reading two-thirds on the monitor when tanks have no water in them. The diode pack needs replaced. Removed diode pack and installed new pack. Opened the dump valve to make sure the tank was completely empty. Started filling the black tank. Watched the monitor panel as the tank filled. Tank read one third, two thirds, and then full. Monitor OK.

## i. LABOR 1.5

## 10. BLACK TANK LEAKING AT THE FLUSHER

- a. Black tank leaking at flusher. Where the flusher is spun welded to the tank. The flusher is pushed against the tank support bar causing the flusher to be pushed down and leak. Turned in parts request for a new tank. Took measurement of drain end of the tank.
- b. NEED TO REPLACE THE TANK

## i. LABOR 4.0

MORE EMAILS TO COME WITH PICS

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](mailto:BHOFFMAN@AMERICANRVCENTER.COM)