



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64161
Promised Date: 30 JUN 21

CUSTOMER WORK ORDER

WO #: 64161

Customer: 51345 - FRANCIS, JASON R. - Stock #: 10665
618-384-7819 Stock Desc: 2021 TT RIVERSIDE RV
Tag: RETRO 179
Author: BH Chassis #: 59CCC2019ML003684
Location: 0609 BH SENT IN PREAUTH Serial #: 59CCC2019ML003684
THREW EMAIL Mileage: 0
Licence:

Invoice #:
Date In: 08 MAY 21
Promised: 30 JUN 21
Date Sched:
Completed: 30 MAY 21
Warr. Date: 13 MAY 21

Job #BUNKHOUSE - Internal

COMPLAINT: PRE DELIVERY INSPECTION NEW BUNKHOUSE

CAUSE: pdi

CORRECTION: filled lp tanks, ran lp leak test, checked tire pressure, running lights,brakes, interior lights, all appliances, electrical system, water and plumbing system for leaks, filled holding tanks, documented model and serial numbers for appliances, checked roof, dewinterized, installed battery and box.

Labor

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

Parts

Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY	1.00	N/C	N/C
55364	55364 REPLACEMENT	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

CAUSE: FINAL PDI

CORRECTION: running lights,brakes, interior lights, all appliances, electrical system, water and plumbing system for leaks,drained holding tanks

Labor

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

Parts

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

Subtotal for Job #BUNKFINAL: 0.00

Job #3002 - Internal

COMPLAINT: RECEIVER - UNIVERSAL SUV



Customer #: 51345
FRANCIS, JASON R.



CAUSE: reciever

CORRECTION: installed reciever and 7 way plug

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

Parts				
Part #	Description	Qty	Price	Total
13067	07-14 EDGE/08-15 M	1.00	N/C	N/C

Other Services				
Code	Description	Qty	Price	Total
PARTS	UNINVENTORIED PARTS	0.00	N/C	N/C
FRT	FREIGHT	1.00	N/C	N/C
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #3002: 0.00

Job #E2 - Internal
 10K E2 EQUALIZER HITCH

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

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

Subtotal for Job #E2: 0.00

Job #BCWV - Internal
 COMPLAINT: BRAKE CONTROL & WIRING - VAN, SUV & CAR

CORRECTION: helped wire in the brake control.

Labor			
Code	Description	Mechanic	Total
BCWV	BRAKE CONTROL & WIRING - VAN, SUV &	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	N/C

Parts				
Part #	Description	Qty	Price	Total
19-0938	9 WAY CONNECTOR -	1.00	N/C	N/C
19-1441	16-3030 30A CIRCUI	1.00	N/C	N/C
56121	11-15 MKX T-CONNEC	1.00	N/C	N/C
17-0081	#51120 BRAKE CONTR	1.00	N/C	N/C
51516	UNIVERSAL BRAKE HA	1.00	N/C	N/C
57184	7WAY CAR TO 4 WAY	1.00	N/C	N/C

Other Services				
Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C
FRT	UPS-WIRING	1.00	N/C	N/C

Subtotal for Job #BCWV: 0.00

Job #DELUXE - Internal
 DELUXE STARTER KIT

Parts				
Part #	Description	Qty	Price	Total
40052	40052 BRASS W.P. R	1.00	N/C	N/C





13-0181	40274 2-PLY TST TO	1.00	N/C	N/C
13-0115	41529 TST BLUE ENZ	1.00	N/C	N/C
10-0281	22793 50' 5/8" DRI	1.00	N/C	N/C
11-0018	39741 20' RHINOFLE	1.00	N/C	N/C
19-0381	30F/15M 12" ADAPTE	1.00	N/C	N/C

Subtotal for Job #DELUXE: 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
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C

Subtotal for Job #WALK: 0.00

Job #1 - Warranty

COMPLAINT: BLACK TANK FLUSH INLET WAS NOT INSTALLED AT FACTORY NEED TO DRILL THROUGH OUTSIDE WALL AND MOUNT INLET

CAUSE: balck tank flush inlet was not installed per factory

CORRECTION: drilled hole through outside panel. drilled hole on inside panel under the bathroom sink. secured inlet to outside wall. hooked up hose and tested for leaks

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	52.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	78.00

Parts Part #	Description	Qty	Price	Total
4850	WATER INLET, 2-3/4	1.00	8.05	8.05

Subtotal for Job #1: 138.05

Job #2 - Warranty

COMPLAINT: EXHAUST FAN FOR STOVE IS NOT WORKING

CAUSE: exhaust fan not working

CORRECTION: removed assembly to access fan motor. power wire for fan motor was not secured properly. crimped wire with pliers and fan is working,

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

Subtotal for Job #2: 26.00

Job #3 - Warranty

COMPLAINT: FRESH TANK FILL HOSE RUNS TOO LOW TANK WILL NOT FILL UP NEED TO CUT HOSE AND REPOSITION

CAUSE: fill hose is too low for fresh tank

CORRECTION: removed hose. cut hose to fit without sagging. secured hose to tank. filled tank to test

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



Z990 MISC LABOUR CODE (EXTERNAL) ZMS 39.00

Subtotal for Job #3: 78.00

Job #4 - Warranty

COMPLAINT: OVER FLOW LINE ON FRESH TANK IS PINCHED

CAUSE: over flow line for fresh tank is pinched

CORRECTION: removed damaged section of line. added small piece of hose and a 90 degree union to prevent line from pinching again.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	91.00

Parts

Part #	Description	Qty	Price	Total
88-8309	BARB ELBOW 1/2 X 1	1.00	0.86	0.86

Subtotal for Job #4: 91.86

Job #5 - Warranty

COMPLAINT: 3 WAY UNION UNDER BATHROOM SINK IS LEAKING

CAUSE: 3 way union leaking

CORRECTION: clamp ring on bottom was unable to close enough to provide proper seal. removed old clamp and replaced with new

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	91.00

Subtotal for Job #5: 91.00

Job #6 - Warranty

COMPLAINT: TOILET IS LEAKING AT THE FITTING

CAUSE: toilet leaking at fitting

CORRECTION: replaced cone washer and tightened fitting

Labor

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

Subtotal for Job #6: 65.00

Job #7 - Warranty

COMPLAINT: SHOWER DRAIN IS LEAKING

CAUSE: drain leaking on shower

CORRECTION: top side of drain has a large gap due to drain line being too long. butal tape was applied "per factory" and was not fixing the issue. removed drain, removed butal tape. resecured drain to tub. applied sealer around top of drain.

Labor

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

Subtotal for Job #7: 65.00

Job #8 - Warranty

COMPLAINT: ANTENNA FOR TV IS NOT WORKING. NEED TO PULL ANTENNA ON ROOF TO TEST





CAUSE: tv not picking up channels

CORRECTION: coax coming off antenna was not hooked up. resealed antenna.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	130.00

Parts Part #	Description	Qty	Price	Total
13-1320	PW HAPS FREE SELF-LEVELING DICOR	1.00	6.21	6.21

Subtotal for Job #8: 136.21

Job #9 - Warranty

COMPLAINT: COLD WATER LINE FOR OUTDOOR SHOWER IS LEAKING

CAUSE: cold water line is PINCHED, NOT LEAKING for outdoor shower

CORRECTION: removed damaged section of water line, installed 90 degree union and small piece of hose.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	91.00

Parts Part #	Description	Qty	Price	Total
88-8309	BARB ELBOW 1/2 X 1	1.00	0.86	0.86

Subtotal for Job #9: 91.86

Job #10 - Internal

FIND OUT WHY UNIT WILL NOT START
 SUBLET TO BARTON

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

Sublet Description	Total
REPAIR WIRING AND KEY	N/C

Subtotal for Job #10: 0.00

Parts Total: 15.98
 Labour Total: 767.00
 Sublet Total: 0.00
 Extras Total: 0.00
WORK ORDER TOTAL: 782.98

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: 09 Jun 2021

W/O: 64161
Promised Date: 30 JUN 21



Customer #: 51345
FRANCIS, JASON R.



Customer Work
Order



RE: 10665 - 2021 RIVERSIDE RV RETRO 179 Ser#: 59CCC2019ML003684

Warranty @Riverside RV <warranty@goriversiderv.com>

Wed 6/9/2021 1:39 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Cc: BJ Wright <bjwright@americanrvcenter.com>

Please attach photos.



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, June 9, 2021 1:08 PM

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

Cc: BJ Wright <bjwright@americanrvcenter.com>

Subject: 10665 - 2021 RIVERSIDE RV RETRO 179 Ser#: 59CCC2019ML003684

· BLACK TANK FLUSH INLET WAS NOT INSTALLED AT FACTORY NEED TO DRILL THROUGH OUTSIDE WALL AND MOUNT INLET

a. black tank flush inlet was not installed per factory

i. drilled hole through the outside panel. drilled a hole on the inside panel under the bathroom sink. secured inlet to the outside wall. hooked up the hose and tested for leaks.

1. labor 1.00

· THE EXHAUST FAN FOR THE STOVE IS NOT WORKING

a. The exhaust fan not working

i. removed assembly to access the fan motor. the power wire for the fan motor was not secured properly. crimped wire with pliers and fan is working,

1. labor .2

· FRESH TANK FILL HOSE RUNS TOO LOW TANK WILL NOT FILL UP NEED TO CUT HOSE AND REPOSITION

a. fill hose is too low for THE fresh tank

i. I removed the hose. cut the hose to fit without sagging. secured hose to the tank. filled the tank to test.

1. labor .6

· OVERFLOW LINE ON FRESH TANK IS PINCHED

a. overflow line for the fresh tank is pinched

i. removed damaged section of line. added a small piece of hose and a 90-degree union to prevent the line from pinching again.

1. labor.7

· 3 WAY UNION UNDER BATHROOM SINK IS LEAKING

a. 3-way union leaking

i. The clamp ring on the bottom was unable to close enough to provide a proper seal. removed the old clamp and replaced it with new

1. labor .7

· TOILET IS LEAKING AT THE FITTING

a. toilet leaking at the fitting

i. replaced cone washer and tightened the fitting

1. LABOR .5

• THE SHOWER DRAIN IS LEAKING

a. drain leaking on shower

i. the top side of the drain has a large gap due to the drain line being too long. butyl tape was applied "per factory" and was not fixing the issue. removed THE drain removed butyl tape. resecured drain to the tub. applied sealer around the top of the drain.

1. LABOR .5

• THE ANTENNA FOR TV IS NOT WORKING. NEED TO PULL ANTENNA ON ROOF TO TEST

a. tv not picking up channels

i. coax coming off antenna was not hooked up. resealed antenna.

1. LABOR 1

• COLDWATER LINE FOR THE OUTDOOR SHOWER IS LEAKING

a. cold water line is PINCHED, NOT LEAKING for outdoor shower

i. removed damaged section of water line, installed 90-degree union and a small piece of hose.

1. LABOR .7

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

RE: 10665 - 2021 RIVERSIDE RV RETRO 179 Ser#: 59CCC2019ML003684

Warranty @Riverside RV <warranty@goriversiderv.com>

Wed 6/9/2021 2:20 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

060921-8 – 5.9 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, June 9, 2021 2:52 PM

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

Cc: BJ Wright <bjwright@americanrvcenter.com>

Subject: 10665 - 2021 RIVERSIDE RV RETRO 179 Ser#: 59CCC2019ML003684

BEN HOFFMAN

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