



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64229

CUSTOMER WORK ORDER

WO #: 64229

Customer: 51058 - MORRIS, RONALD K.
- 270-831-0163

Tag:

Author: BH

Location: 0518 ASAP

Stock #: 10658

Stock Desc: 2021 TT RIVERSIDE RV
RETRO 135

Chassis #: 59CCC1511ML003861

Serial #: 59CCC1511ML003861

Mileage:

Licence:

Invoice #:

Date In: 18 MAY 21

Promised:

Date Sched:

Completed: 21 MAY 21

Warr. Date: 25 MAR 21

Job #1 - Warranty

COMPLAINT: THE STAY JACKS KEEP FALLING OFF NEED TO BOLT THEM ON

CAUSE: OVER-TIGHTENED BOLTS KEEP BREAKING

CORRECTION: REPLACED ALL FOUR JACKS HAD TO DRILL AND TAP 2 HOLES PER JACK AND
PUT 3 \ 8 BOLT IN THE OTHER HOLES WITH LOCK NUTS.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	260.00

Parts				
Part #	Description	Qty	Price	Total
15-1049	48830 SCISSOR JACK	2.00	83.69	167.38
Subtotal for Job #1:				427.38

Job #2 - Internal

COMPLAINT: MAKE SURE GRAY TANK WORK RIGHT

CORRECTION: FILLED UP GREY TANK IT SHOWED ALL LIGHT WHEN FULL .

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	N/C
Subtotal for Job #2:			0.00

Job #3 - Warranty

COMPLAINT: CHECK UNDER THE TRIALER TO MAKE SURE THERE IS NO DAMAGE FROM WHEN
THE JACK FELL

CORRECTION: CHECKED UNDER TRAILER AND DID NOT FIND ANY DAMAGE.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Subtotal for Job #3:			0.00



Customer #: 51058
MORRIS, RONALD K.



Parts Total:	167.38
Labour Total:	260.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	427.38

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: 21 May 2021

Customer Work Order



RE: 59CCC1511ML003861

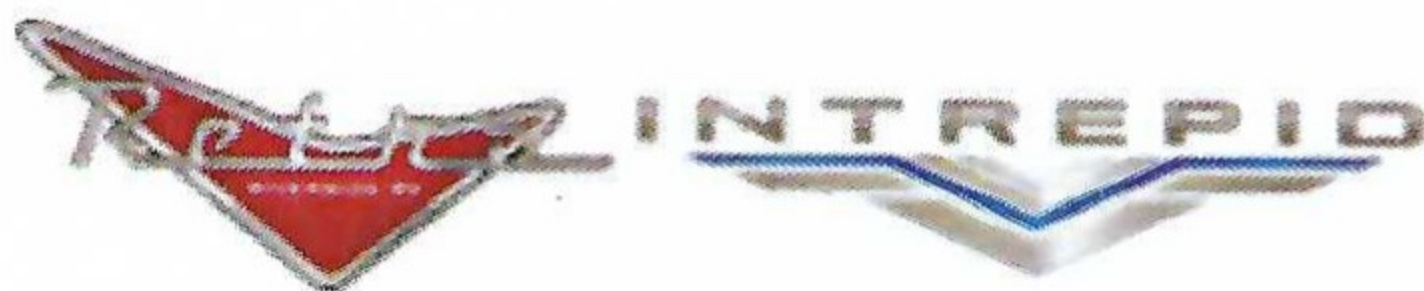
Warranty @Riverside RV <warranty@goriversiderv.com>

Wed 5/19/2021 2:08 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

We authorized and paid for this repair on the rear jacks already. We can authorize 1 hr on the front jacks.

051921-4 – 1.0



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: Wednesday, May 19, 2021 12:25 PM

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

Subject: 59CCC1511ML003861

1. ALL FOUR STAY JACKS BOLTS KEEP BREAKING BECAUSE THEY WERE OVER-TIGHTENED AND COMING OFF AND ONE OF THE STAY JACK FELL OFF GOING DOWN THE ROAD!! LUCKILY IT DIDN'T DAMAGE ANYTHING.

a. HAD TO REMOVE OLD JACKS AND TAP THE BOLTS OUT AND INSTALL NEW JACKS AND BOLTS TO MAKE SURE THIS WON'T HAPPEN AGAIN.

b. 1 OUT OF THE THREE JACKS THERE WAS ONE BOLT HOLDING ON THE JACK AND THE OTHER 2 THERE WAS ONLY 2 SELF TAPING SCREWS HOLDING THE JACKS ON

i. REPLACED ALL FOUR JACKS HAD TO DRILL AND TAP 2 HOLES PER JACK AND PUT 3 \ 8 BOLTS IN THE OTHER HOLES WITH LOCKNUTS.

1. LABOR 2.00

BEN HOFFMAN

SERVICE EXPERT

AMERICAN RV CENTER

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