



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64758
Promised Date: 23 JUL 21

CUSTOMER WORK ORDER

WO #: 64758

Customer: 51080 - DIETZ, BRIAN M. -
812-760-0722

Tag:

Author: BH

Location: 0721 CAN THIS BE CLOSED

Stock #: 10992

Stock Desc: 2021 TT RIVERSIDE RV
RETRO 135

Chassis #: 59CCC1515ML004236

Serial #: 59CCC1515ML004236

Mileage:

Licence:

Invoice #:

Date In: 19 JUL 21

Promised: 23 JUL 21

Date Sched:

Completed: 22 JUL 21

Warr. Date: 11 JUN 21

Job #1 - Warranty

COMPLAINT: UNIT IS LEAKING WATER AND IT IS PULLING UP IN THE BATHROOM (SEE BEN
CUSTOMER SHOWED WEHRE HE THINKS IT IS COMING IN AT)

CORRECTION: TOOK PICS. REMOVED CORNER CAP ON TRIM ON REAR EDGE. SILICONE AND
PUT BACK. CLEAN OFF THERE MESS AND PUT BLACK SILICONE ON RIGHT. SEALED DOWN
WHOLE EDGE ABOVE GUTTER WITH WHITE DICOR. FIXED AND CLEANED UP FRONT CORNER ON
OFF DOOR SIDE. CLEAR SILICONED REAR CORNER TRIM WHERE THEY MISSED. TOOK PICS

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	169.00

Subtotal for Job #1: 169.00

Job #2 - Warranty

COMPLAINT: KITCHEN SINK DRAIN IT NOT STRIGHT

CORRECTION: LOOSEN DRAIN AND STRAIGHTEN UP

Labor

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

Subtotal for Job #2: 39.00

Job #3 - Warranty

COMPLAINT: THE CEILING HAS 2 SPOTS BY THE MICRO WAVE WANTS TO KNOW WHY THEY ARE
THERE

CORRECTION: REMOVED SILICONE ON CEILING .PUT PUTTY OVER SILICONED SPOTS.

Labor

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

Parts

Part #	Description	Qty	Price	Total
500629	SIKASIL N PLUS WHI	1.00	6.84	6.84

Subtotal for Job #3: 32.84

Job #4 - Warranty

COMPLAINT: THE TRIM ABOVE THE COUCH IS NOT FINSHED



Customer #: 51080
DIETZ, BRIAN M.



CORRECTION: TOUCHED UP TRIM WITH STAIN

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	26.00
Subtotal for Job #4:			26.00

Job #5 - Internal

THE A/C ON THE ROOF IS DIRTY FROM SOMEONE PUTTING THERE HANDS ON IT

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	N/C
Subtotal for Job #5:			0.00

Job #6 - Warranty

COMPLAINT: CUSTOMER WANT TO MAKE SURE THERE IS NO MOLD AT ALL IN THE UNIT IT HAS BEEN HERE FOR WATER LEAKS AND WANTS TO MAKE SURE NOTHING ELSE IS WRONG

CORRECTION: REPLACED PANEL AND CLEANED UP UNDER SHOWER

Subtotal for Job #6: 0.00

Job #7 - Warranty

COMPLAINT: WOOD DAMAGE NEAR THE BOTTOM OF THE SHOWER

CORRECTION: REMOVE WATER LINE TO TOILET. REMOVED PANEL UNDER SHOWER BASE. INSTALLED NEW PANEL AND PUT WOOD TRIM BACK AND PUTTY. PUT WATER LINE BACK

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	26.00
Subtotal for Job #7:			156.00

Job #8 - Warranty

COMPLAINT: FIX AWNING RAIL ON THE DOOR SIDE IT IS COMING OFF

CORRECTION: PEEL BACK INSERT. TOOK PICS. SCREWED EVERY 4 INCHS. PUT INSERT BACK. REMOVED CORNER CAP AND SILICONED PROPERLLY. PUT CAP BACK AND SILICONED.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	156.00
Subtotal for Job #8:			156.00

Job #9 - Warranty

COMPLAINT: SILICONE AROUND RUNNING LIGHTS ON REAR LOOKS LIKE 2 YEAR OLD SEALED IT.

CORRECTION: CLEANED OFF SILICONE AROUND RUNNING LIGHTS. TOOK PICS

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	39.00
Subtotal for Job #9:			39.00



W/O: 64758
Promised Date: 23 JUL 21

Parts Total:	6.84
Labour Total:	611.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	617.84

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.

Date: 22 Jul 2021

Customer Signature : _____

Customer #: 51080
DIETZ, BRIAN M.



RE: 10992 - 2021 TT RIVERSIDE RV RETRO 135 (Warranty Date: 11 JUN 21) Ser#: 59CCC1515ML004236,

Warranty @Riverside RV <warranty@goriversiderv.com>

Thu 7/22/2021 10:39 AM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

072221-3 – 4.7 hrs 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, July 21, 2021 4:30 PM

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

Cc: BJ Wright <bjwright@americanrvcenter.com>; Frank Doonan <fdoonan@americanrvcenter.com>

Subject: 10992 - 2021 TT RIVERSIDE RV RETRO 135 (Warranty Date: 11 JUN 21) Ser#: 59CCC1515ML004236,

1. UNIT IS LEAKING WATER AND IT IS PULLING UP IN THE BATHROOM

a. FOUND THAT THE CORNERS ON THE BACK OF THE UNIT WERE NOT PUT TOGETHER RIGHT

- i. TOOK PICS. REMOVED CORNER CAP ON TRIM ON REAR EDGE. SILICONE AND PUT BACK. CLEAN OFF THEIR MESS AND PUT BLACK SILICONE ON RIGHT. SEALED DOWN WHOLE EDGE ABOVE GUTTER WITH WHITE DICOR. FIXED AND CLEANED UP FRONT CORNER ON OFF DOOR SIDE. CLEAR SILICONED REAR CORNER TRIM WHERE THEY MISSED.

1. LABOR 1.3

2. KITCHEN SINK DRAIN IT NOT STRIGHT

a. LOOSEN DRAIN AND STRAIGHTEN UP

i. LABOR .3

3. THE CEILING HAS 2 SPOTS BY THE MICROWAVE WANTS TO KNOW WHY THEY ARE THERE

a. REMOVED SILICONE ON CEILING .PUT PUTTY OVER SILICONED SPOTS.

i. LABOR .2

4. THE TRIM ABOVE THE COUCH IS NOT FINSHED

a. TOUCHED UP TRIM WITH STAIN

i. LABOR .2

5. NOTHING

6. NOTHING

7. WOOD DAMAGE NEAR THE BOTTOM OF THE SHOWER

a. REMOVE WATER LINE TO TOILET. REMOVED PANEL UNDER SHOWER BASE. INSTALLED NEW PANEL AND PUT WOOD TRIM BACK AND PUTTY. PUT WATER LINE BACK

i. LABOR 1.2

8. FIX AWNING RAIL ON THE CURB SIDE IT IS COMING OFF

a. PEEL BACK INSERT. TOOK PICS. SCREWED EVERY 4 INCHS. PUT INSERT BACK. REMOVED CORNER CAP AND SILICONED PROPERLLY. PUT CAP BACK AND SILICONED.

i. LABOR 1.2

9. SILICONE AROUND RUNNING LIGHTS ON REAR LOOKS LIKE 2-YEAR-OLD SEALED IT.

a. CLEANED OFF SILICONE AROUND RUNNING LIGHTS. TOOK PICS

i. LABOR .3

BEN HOFFMAN

SERVICE EXPERT

AMERICAN RV CENTER

600 EAST BASELINE RD

EVANSVILLE, IN 47725

PH. 812-867-5200 EXT 263

FAX. 812-868-1012

EMAIL. BHOFFMAN@AMERICANRVCENTER.COM