



State of Wisconsin  
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection  
Rod Nilsestuen, Secretary

2004 DEC -3 PM 4:56

November 24, 2004

[REDACTED]  
THREE LAKES WI [REDACTED]

RE: File [REDACTED] (Refer to this number when contacting our agency)  
JAYCO RV MANUFACTURERS  
POST OFFICE BOX 480  
MIDDLEBURY IN 46540

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Jayco RV Manufacturers.

The issues in your complaint are within the authority of the agencies listed below, so we are forwarding your complaint directly to them:

WISCONSIN DEPARTMENT OF TRANSPORTATION  
DEALER REGULATION UNIT  
4802 SHEBOYGAN AVE RM 801  
PO BOX 7909  
MADISON WI 53707-7909

Telephone: 608 266-1425

✓ NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
US DEPARTMENT OF TRANSPORTATION  
400 7<sup>TH</sup> ST SW  
WASHINGTON DC 20950

Telephone: 800 424-9393 or 202 368-0123  
Website: www.nhtsa.dot.gov

If you have additional information or wish to follow-up on your complaint, please contact them at the telephone number or address listed above.

Sincerely,

Grace Yuen  
Consumer Information Specialist  
BUREAU OF CONSUMER PROTECTION  
FAX: 608-224-4939  
E-mail: Grace.Yuen@datcp.state.wi.us

Margaret  
12/7/04

Wisconsin Food and Agricultural Products - \$49 Billion for Wisconsin's Economy

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DIV. OF TRADE & CONSUMER PROTECTION

Motor Vehicle Repair

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisements, lease documents, telephone bills.

Name: (Mr) Mrs. Miss Ms. Home Phone: Work Phone: Phone use between 8:00 A.M. and 4:00 P.M. at: Home/Work Best time: 8-9am at home Address: City: Three Lakes State: WI Zip: County: Oneida

Name of business or repair shop: Jayco RV Manufacturers Address: 903 S. Main St. PO Box: 460 City: Middlebury State: IN Zip: 46540 County: 7 Phone: (574) 825-5861 Name of person you talked to: Title:

3. Date of transaction: Month: September/October Day: several Year: 2004 4. How old is the person who had contact with the business? Age: 0-7 18-61 62 or older 5. Type of vehicle involved: Make: Jayco Model: Designer Motorhome Year: 2000

- 6. At the time of the repair, was the vehicle covered by a salvage certificate? Yes No
7. How did you deliver your vehicle to the shop? Drove it in It was towed It was towed and I was along
8. What repair did you ask the shop to do? The vehicle is overweight
9. Were instructions written on the original repair order? Yes No
10. How did you first order the repairs? By telephone In person, by speaking to a shop representative By written instructions Other, explain
11. Did you receive a price estimate before the work was started? Yes No
12. Did you receive a copy of the original repair order before repairs were started? Yes No
13. Were additional repairs performed? Yes No
14. In your opinion, did the shop: Recommend repairs that were not needed? Yes No
Make repairs without permission? Yes No
Force you to pay for repairs that were done without your permission? Yes No
Fail to return replaced parts upon request? Yes No
Charge for repairs that were not made? Yes No
Charge for repairs that were not needed? Yes No
Fail to perform the repairs in a satisfactory manner? Yes No
Refuse to honor a written guarantee? Yes No

15. Was the final repair bill (including sales tax and towing) more than the amount you authorized? Yes  No
16. List the amount of the final repair bill: \_\_\_\_\_ \$ (excluding sales tax and towing)
17. When repairs were finished, did you receive a final invoice itemizing the parts and labor? (attach copy) Yes  No
18. Did you contact the business about your complaint? \_\_\_\_\_ Yes \_\_\_\_\_ No  
When? \_\_\_\_\_ What happened? \_\_\_\_\_
19. Have you filed this complaint with another agency?  Yes \_\_\_\_\_ No  
Agency name? Attorney General What happened? nothing yet
20. Have you contacted a private attorney?  Yes \_\_\_\_\_ No  
Have you started court action? \_\_\_\_\_ Yes  No  
for advice

21. Describe your complaint in detail. (Please provide two copies of any papers, including the invoices, contracts, proof of payment, warranties.) Attach additional sheets if necessary. I bought a motor home that is advertised with codes of storage space for 5 people. We are a family of 4 with 4 dogs. With a full tank of gas, only 2 family members can ride in the motor home - otherwise we are over weight - already blowing 2 tires - We paid more money for everything on our motor home. Jayco has offered to modify our motor home - devaluing it.

22. How do you feel your complaint should be resolved? (please be specific) I feel that Jayco has con-ned us into spending more \$ + now we can't use it! We'd like Jayco to compensate us to attain safety + useability.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return this form and two copies of your papers to our office located nearest to the business:

- |  |   |  |  |
|--|---|--|--|
| <b>NORTHWEST REGIONAL OFFICE</b><br>360 Oakwood Hills Pkwy<br>Eau Claire WI 54701<br>FAX: (715) 839-4645 | <b>SOUTHEAST REGIONAL OFFICE</b><br>10930 W Potter Rd Ste C<br>Milwaukee WI 53226-3450<br>(414) 266-4231<br>FAX: (414) 266-1735 | <b>NORTHEAST REGIONAL OFFICE</b><br>500 N Jefferson St Ste 145A<br>Green Bay WI 54301<br>(920) 448-5110<br>FAX: (920) 448-5118 | <b>CONSUMER INFORMATION CENTER</b><br>2381 Agriculture Dr PO Box 891<br>Madison WI 53708-891<br>(608) 224-4976<br>OFAX: (608) 224-4939 |
|--|---|--|--|

If the business is located outside of Wisconsin return this form to one Consumer Information Center.

Toll free in WI: (800) 422-7128

FAX: (608) 224-4939  
TDD: (608) 224-5058  
EMAIL: [dsctphdline@dsctcp.state.wi.us](mailto:dsctphdline@dsctcp.state.wi.us)  
WEBSITE: [www.dsctcp.state.wi.us](http://www.dsctcp.state.wi.us)



Dept. of Agriculture, Trade & Consumer Affairs  
Consumer Information Center

Box 8911

Madison, WI 53708-8911

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