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[Redacted]
Nappanee, Indiana [Redacted]

February 7, 2005

To whom it may concern,

I had purchased a new 2004 Friendship G7 on April 6, 2004 Model #8408fs, from Steve Casey's Recreational Sales. In September 2004 I had take the motor home in for service and the outside rear view mirrors replaced because the convex and the long mirror would not move to be adjusted after about 4 month the factory said ok to replace them, they sent a different set of mirrors and installed them the same problem is still there that the convex are not moveable and things you see in them is the front bumper on the left side and the inside of the coach on the right side they had called the factory for resetting the mirrors and was informed that is the way it work and nothing can be done to fix the problem, they said I would have to live with it.

The service writer Garry Buck looked at the problem and he asked the service tech manager Mark Vlcek to look at them also and the tech who installed the mirrors he is Jorge Zaragoza and then called the factory tech the tech said they couldn't adjust the convex mirrors and I would have to live with it the way they are. I believe the problem can be fixed by replacing them with adjustable mirrors for better vision like you have on the other motor homes you make.

If you were to try to see the traffic on either side of you would be in an accident waiting to happen if I may suggests and new pair of side mirror like on the rest of your coaches. In the month of June I'm taking time off of work and I'm planning to come to you factory to have your safety people see if the problem is safe or can be fix I would like to know if I need an appointment or is it ok to just drop in when I arrive there.

I feel with 20 plus years experience driving 40 and 45 ft. transit coaches and as an instructor the same for over 10 years I feel qualified to know a safety issue with having proper use of mirror. Please get back to me via e-mail or regular mail as soon as possible.

Thank You,

[Redacted]
Denver, Co. [Redacted]
[Redacted]

cc: Motor Home Magazine
Ron Limert V.P.
Steve Tobias Safety Dept.
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