

[REDACTED]
Hopkinton, MA

October 10, 2005

2005 OCT 25 AM 11: 29

Viking Recreational Vehicles, LLC
c/o Warranty Dept.
580 West Burr Oak Street
P.O. Box 549
Centerville, MI 49032

*Copy K
PMD*

Dear Sirs:

In July 2005, my wife [REDACTED] and I purchased your 2005 Saga model 2107 Camper from Rent 'N Roam, Shrewsbury, MA. Though some minor quality discrepancies had been encountered and rectified by myself, we have been generally pleased with it except for one significant issue - the roof's "Direct Drive Lift System".

After using the Saga 2107 for the first time, we experienced significant difficulty in raising the roof. When turning the lift crank handle, the mechanism abruptly skips with a loud noise - seeming as if the two helical gear shafts have momentarily separated. This occurs several times during raising of the roof and occasionally while lowering the roof. This was reported to Rent 'N Roam in late August who informed us of your pending recall notice of the defect in the roof lift system, which we would soon receive, and that parts were on order to correct the problem. We have not used the Camper since then.

Your August 30, 2005 recall notice, regarding the defect in the IDT roof lift system, states **"WARNING: DO NOT OPERATE LIFT SYSTEM. TRAILER ROOFS SHOULD BE KEPT CLOSED UNTIL LIFT SYSTEM IS REPAIRED BY AN AUTHORIZED VIKING DEALER."** This was received the first week in September. Last week I called Rent 'N Roam to learn the parts had still not arrived, apparently since a legal dispute on the issue was in process between Viking and Innovative Design Technologies, Inc. (IDT).

Of Viking Campers manufactured for model years 2004 through 2006, there are 3,624 potential units affected with this recall issue. It seems to me that Viking should have known of this before July and informed their dealers and potential customers. Until the lift system problem is resolved, a reasonable and fair action would have been to discontinue sales (with severe financial losses) or, to provide a temporary solution along with a customer rebate (less costly) as a incentive. A rebate is also warranted for customers suffering this inconvenience. Viking has maintained a good reputation. By reading comments on the internet, some customers will sadly accept this situation while others are outraged. Fortunately for Viking the camping season is coming to a close for many. For the moment, I'll await further events but not for too long before insisting something satisfactorily be done.

Viking is now informally providing additional safety posts as a temporary measure to support the roof in case of a collapse. If a collapse were to happen, can the unit be towed home safely afterwards? You owe it to these customers by directly informing them of the Viking/IDT legal issue and when to expect a solution.

Thank You
[REDACTED]

P.S. After many internet searches, I was unable to find information on Innovative Design Technologies, Inc. (manufacturer of roof lift systems) or mention of the recall within Viking or Coachmen Industries (your parent company) or their business report on the NYSE. These would also be means to inform your customers of what are the current events.

Cc: Steven Surprise, Rent 'N Roam R.V., Inc., Shrewsbury, MA
George H. Person, Chief, Recall Analysis Division, NHTSA, Washington, DC

*NARC
aao
10/27/05*