



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2006 FEB 24 AM 9:25  
31-JAN-2008

Repository ☐

Reference No.  
10148094

**OWNER INFORMATION (Type or Print)**

Name

Address

City

LAKE KIALUSKA

State

NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4U788EZ19

Make

COUNTRY COACH

Model

INTRIGUE

Model Year

2005

Date Purchased

24-FEB-05

Dealer's Name and Telephone Number

LAZY DAYS RV SUPER CENTER 813-246-4555

Engine:

No. Cylinders

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

SEFFNER

State

FL

Zip Code

33584

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

131000 VISIBILITY:WINDSHIELD

Multiple Failure: 4

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

16-JAN-2008

Failure Mileage

17000

Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM1A8ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT\*: THE CONTACT STATED THE WINDSHIELD CRACKED WITHOUT WARNING ON BOTH THE PASSENGER AND DRIVERS SIDE FROM TOP TO BOTTOM. THE WINDSHIELD HAS BEEN REPLACED ONCE BY THE MANUFACTURER, TWICE BY THE LOCAL DEALER AND TWICE BY INDEPENDENT GLASS DEALERS. THE MANUFACTURER DETERMINED THE FAILURE IS CAUSED BY STRUCTURAL INTEGRITY. ONCE THE WINDSHIELD IS REPLACED IT SOON FAILS AGAIN BECAUSE THERE IS NOT ENOUGH SUPPORT IN THE STRUCTURE OF VEHICLE.

We had to have the front end replaced because Country Coach failed to assemble and/or torque the bearing assembly correctly. The bearings, the hub assembly, spindle and A-arm assemblies were all replaced. Country Coach has refused to send us the repair documents on this. We were

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

lucky our front end did not fall off while traveling to the Country Coach Factory in Oregon to have the coach repaired. Also, we have had the axle seals replaced several times, because the wheel bearings were not torqued properly in the rear axles. We are concerned about possible brake failure from the axle oil leaking onto the brake system. It is our understanding all the 2005 Country Coach Intrigue, Magna + Affinity's coaches w/CAT 525 engines have an excessive overheating problem. We are concerned about system failures due to excessive heat, i.e. hydraulic, air and electronic components breakdown. Temperatures reaching <sup>ATTACH ADDITIONAL SHEETS IF NECESSARY</sup> in the 300° mark. We have e-mails from other customers who are experiencing these same problems with their country coach.

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



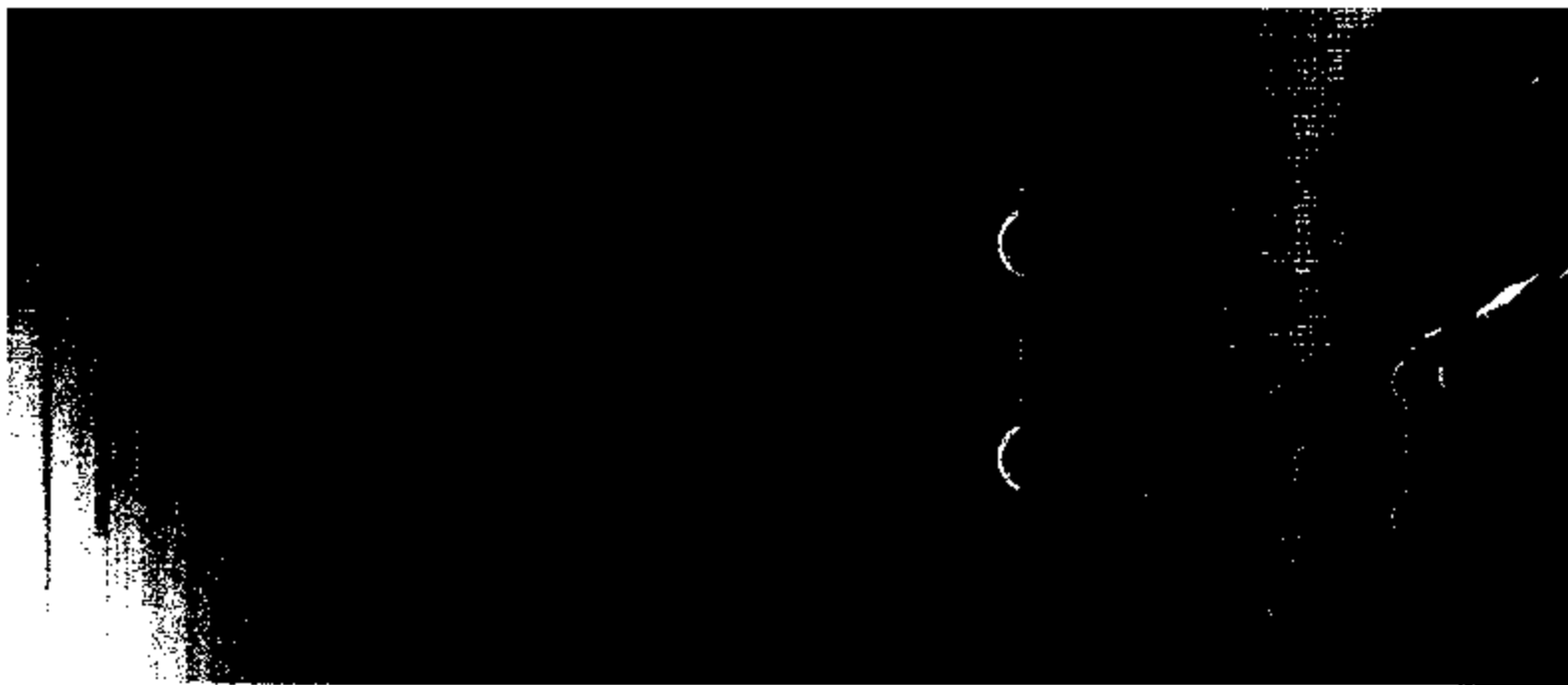
NO POSTAGE  
NECESSARY  
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IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73179 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th Street, SW  
Washington, DC 20590



March 15, 2005



[REDACTED]  
Lake Junaluska, NC [REDACTED]

Dear [REDACTED]:

Thank you for choosing Country Coach! We'd like to congratulate you on the purchase of your Country Coach Intrigue #11876. We understand the importance of this investment and we want to extend our appreciation for your business.

We take pride in the fact that our customer involvement goes far beyond manufacturing luxury motorcoaches. We know how important it is to have a reliable service system; someone you can count on after the sale. Our team of service professionals is dedicated to making your travels as trouble free as possible. For accurate and courteous assistance, we encourage you to call our Technical Advisors at (800) 547-8015, Monday-Friday, 8 a.m.-5 p.m. In addition, we've partnered with the largest RV emergency road service company in the country to develop what we call our *Customer Care Program*. With access to their 24-hour toll free number (800-759-6999), you'll receive dependable support from factory trained professionals when and where you need it, especially during our non-business hours and on weekends.

As you've had a chance to experience your new Country Coach, you will find a survey enclosed which gives you the opportunity to share your experience regarding your Country Coach dealer. In six months, you'll be receiving a survey in which you may evaluate your motorcoach and more. Because we are committed to building the finest motorcoaches in the world, we feel this is one of the best ways to continually improve our motorcoaches to best fit your needs. We encourage you to take a few minutes to complete the survey and let us know your impressions and observations. We are always happy to listen and respond to any suggestions you may have, and we appreciate your input. It helps us partner with our dealers to better serve you, our valued customer.

You can also expect to receive information pertaining to the Country Coach International Club and the many benefits that are offered to our members. Along with a 10% discount on parts purchased at Country Coach, a subscription to *Country Coach Destinations* magazine and a free, first-year membership to Family Motor Coach Association (FMCA), you will also come to know the camaraderie that is shared between club members. Several rallies are offered throughout the year and around the country, plus the annual Class Reunion in Eugene, Oregon. The fun times are endless, as are the memories you'll create with your new friends every time we get together at one of these events.

Above all, we sincerely hope that you will continue enjoying your motorcoach and the time you spend traveling in it. We look forward to seeing you on the road and possibly at a few rallies! If I may ever be of any assistance, please call me at 541-998-3720 or toll free at 800-547-8015.

Sincerely,

COUNTRY COACH, INC.

[REDACTED]  
Jay L. Howard  
President

Enclosure

THE WORLD'S FINEST MOTORCOACHES

135 East First Avenue | PO Box 400 | Junction City, OR 97448

## FOR OFFICE USE ONLY

Case No: \_\_\_\_\_  
 Filed: \_\_\_\_\_  
 Rejected: \_\_\_\_\_  
 Withdrawn: \_\_\_\_\_  
 70 days: \_\_\_\_\_

## Application to Florida RV Mediation and Arbitration Program

*Please read the Instruction Sheet before completing this application. Answer all questions that apply to you; do not answer "see attached" although you may attach a separate sheet if additional space is needed. Type or print legibly in black ink.*

1. Purchaser/Lessee Name(s): \_\_\_\_\_

2. Street Address: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

City: High Springs State: FL Zip: \_\_\_\_\_

Cell ( ) \_\_\_\_\_ cell ( ) \_\_\_\_\_ Best time to call? anytime

Daytime telephone: ( ) \_\_\_\_\_ For whom? \_\_\_\_\_

Fax: ( ) \_\_\_\_\_ E-Mail: \_\_\_\_\_

4. Selling Dealer's Name: Lazydays

Address: 6130 Lazy Days Blvd.

City: Seffner State: FL Zip: 33584-2968

5. Name of bank, finance company, lending institution or lessor to which loan or lease payments are made:

Lender's Name: Bank of America FL \_\_\_\_\_

Address: P.O. Box 45224

City: Jacksonville State: FL Zip: \_\_\_\_\_

6. RV Manufacturer: Country Coach

(Coachmen, Country Coach, Fleetwood, Monaco, Winnabago, etc.)

7. Chassis Manufacturer: Country Coach - Dynamax

(Ford, Freightliner, Spartan, Workhorse, etc.)

8. Other Component Manufacturers from which you received a warranty (e.g. Allison Transmission, Cummins Engine, Detroit Diesel, Pacbrake, etc.) DO NOT include living facility component manufacturers: Allison Transmission, 525 Cat Engine

9. Vehicle Model: Intrigue Limited Edition Year: 2005

10. Vehicle Identification Number (VIN) (A 17-character identifier usually consisting of letters and numerals that is listed on your vehicle registration):

4 U 7 B 8 E Z 1 9 [REDACTED]

11. Date you took delivery of the RV: February 25, 2005

12. Mileage on the odometer on Date of Delivery: 3804

Current Mileage (time of filing): 16,988

NOTE: Drove 3,500 miles to factory for service.

13. Please check all that apply:

|                                            |                                               |                                       |                               |
|--------------------------------------------|-----------------------------------------------|---------------------------------------|-------------------------------|
| Was the vehicle:                           | Purchased <input checked="" type="checkbox"/> | Leased <input type="checkbox"/>       |                               |
| Purchased In Florida?                      | Yes <input checked="" type="checkbox"/>       | No <input type="checkbox"/>           |                               |
| Purchased As:                              | New <input checked="" type="checkbox"/>       | Demonstrator <input type="checkbox"/> | Used <input type="checkbox"/> |
| If Leased, for a term of one year or more? | Yes <input type="checkbox"/>                  | No <input type="checkbox"/>           |                               |

14. If the vehicle was purchased as "Used," was the vehicle transferred to you by the original owner within 24 months after the date of delivery to the original owner?

Yes ☐ No ☐

15. Do you still own or possess the vehicle? Yes ☒ No ☐

In the following series of questions, please answer all that apply to your situation:

16. Did you notify the RV manufacturer (not the dealer) identified in Question 6 in writing after three or more repair attempts for the same problem(s)? Yes ☒ No ☐

If Yes, date the RV manufacturer received the notification: December 22, 2005

17. Did you notify the Chassis manufacturer identified in Question 7 in writing after three or more repair attempts for the same problem? Yes ☒ No ☐

If Yes, date the Chassis manufacturer received the notification: December 22, 2005

18. Did you notify any of the other Component manufacturer(s) identified in Question 8 in writing after three or more repair attempts for the same problem? Yes ☐ No ☒

If Yes, list component manufacturer(s) and date(s) notification received:

Name: \_\_\_\_\_ Date received: \_\_\_\_\_

Name: \_\_\_\_\_ Date received: \_\_\_\_\_

Name: \_\_\_\_\_ Date received: \_\_\_\_\_

Name: \_\_\_\_\_ Date received: \_\_\_\_\_

19. After receipt of written notification from you, did the manufacturer(s) make a final attempt to repair the recreation vehicle? Yes ☒ No ☐

If No, please explain:

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20. Did any of the problems continue to exist after the final repair attempt?

Yes ☒ No ☐

21. Did you notify the RV manufacturer (not the dealer) identified in Question 6 in writing after the vehicle was out of service for repair for 15 or more cumulative days?

Yes ☒ No ☐

22. Did you notify the Chassis manufacturer identified in Question 7 in writing after the vehicle was out of service for repair for 15 or more cumulative days? Yes ☒ No ☐

23. Did you notify the Component manufacturer(s) identified in Question 8 in writing after the vehicle was out of service for repair for 15 or more cumulative days?

Yes ☐ No ☒

24. After the manufacturer(s) received your written notification of the vehicle having been out of service for repair for 15 or more cumulative days, did you give the manufacturer(s) or authorized service agent(s) at least one opportunity to inspect or repair the recreation vehicle?

Yes ☒ No ☐

If No, please explain:

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25. Please briefly, legibly and to the best of your ability, describe the problems with the vehicle that were first reported by you to the manufacturer or authorized service agent during the first 24 months after the date of delivery of the vehicle to you, and for which you are requesting mediation/arbitration. If you kept a journal or diary of your ongoing experiences that describes the claimed problems, you may summarize the problems below and attach a copy of the journal. Please attach copies of all documents in your possession that you believe support your statement, such as: repair orders or invoices, correspondence sent and received by you, statements of witnesses, calendars, manufacturer technical bulletins, manufacturer recalls, etc.

See attachment:

We have never received any written decision from the Country Coach Consumer Appeals Board, which we mailed our application to them 12-13-05.

26. Please briefly state what resolution(s) you hope to obtain by participating in this mediation/arbitration program. If you are seeking a refund of monies paid, please attach copies of all documents that support your request, such as: Purchase contract, finance agreement or lease agreement; payment history reflecting the amount of interest and principal paid on the vehicle loan or lease; canceled checks and/or paid receipts, invoices or credit card statements; vehicle accessories and/or service agreements not included in the original financing; telephone bills, hotel bills, rental vehicle expenses, repair expenses not reimbursed by the dealer or manufacturer, etc.

1. We have asked Jack Fagan, Director Warranty and Consumer Affairs for a buy back.
2. A trade allowance for a new coach.
3. 1-year full extended warranty on our 2005 coach.

Jack Fagan has never given us a written response concerning this matter.

## Question #25

Lazy Days RV Super center never informed or gave us a disclosure statement concerning the over heating problem with the 525HP Caterpillar engine and the Allison transmission, along with the air intake system modification (See attached warranty bulletin WB04-23 and WB04-24). After investigating, we found that this information was available on December 21, 2004. We made our purchase on February 25, 2005. After numerous requests for the bulletin, we just received an incomplete copy on January 27, 2006.

The modification for the C-13 air intake system was performed and the retrofit unit installing a new filter assembly, air intake plenum made it inaccessible to change the air filter. Even after this modification our engine area and surrounding cargo bays get so hot they melt and/or are deformed by the excessive heat (see attached photos). We had to replace the engine battery because it got so hot it was destroyed. The house batteries have been replaced twice for the same reason plus they have melted. The engine electronic control module was changed out after we broke down, and had to be towed on I-81 in southern New York, November 2005 (see attached documents). Cause possible excessive heat. The bedroom floor area gets so hot it has buckled. The possibility of fire exist because of poor engineering. The wires, electronics, hydraulic and air lines in the engine bay area are of concern, for melting. The approximate life expectancy of the engine and transmission, depending upon the severity of overheating and other factors, has greatly been reduced (see attached technical data). We just had our 2<sup>nd</sup> radiator installed, January 2006.

Another safety issue is the windshield cracking from top to bottom at each radius (see attached photos). We had our fifth windshield installed on January 26, 2006. Cause is lack of structural integrity in the front of the coach putting stress on the windshield. At this time, we don't know if the plywood pieces glued and screwed in various places between the front fiberglass cap and steel structural frame will work or just a band aid (see attached photos). In addition, we are worried about the integrity of the roof.

While driving across the United States (June 2005) in order to have service performed at the manufacturing facility in Junction City, Oregon, I noticed a sluggish and/or lack of response in the steering system and an increase in vibration. While at Vehicle systems in Denver, Colorado having a recall performed on the hydro hot burner system, we were backing out of the service center when a loud squeaking noise and vibration was heard coming from the front end of the coach (witnessed by several employees). After investigating, believe it was coming from the front wheel bearing assembly. We recorded the noise and played it for various members of the staff at the Country Coach Manufacturing facility with no prevail in solving and/or cause of the noise. While at the Country Coach Manufacturing facility, upon their chassis shop department investigation, found the front bearings were never installed correctly causing them to disintegrate, also destroying the front spindle assemblies. When the service personal went to remove and replace the wheel assembly, they noticed the A-arm assembly was also installed incorrectly and it had to be replaced. We have never received a repair service report concerning this matter, even after numerous verbal and written requests. Our front tire still bottom out in the wheel well when we hit a bump in the road.

Attached you will find a journal as we traveled, noting the problems, along with other items that we have had work performed on, or just did ourselves. As work was performed, the damage that done to other items.

Note: We haven't received relevant repair orders from the manufacture concerning repair work performed, even after several requests, June thru August 2005.



### Verification

I verify that all statements made in connection with this application for mediation/arbitration are true and correct to the best of my knowledge and belief. I understand that this document and its attachments are public records, except any information that may be exempt or confidential by law.

Date: 02-01-06

Consumer #1 Signature

Consumer #2 Signature

### Document Checklist

Copies of the following documents are to be included with this Application. Failure to include the requested documents may delay the processing of your claim.

**Please check all that are included:**

- ☒ A copy of the warranty you received from each manufacturer identified in Questions 6-8
- ☒ A copy of the written notification (e.g.: Motor Vehicle Defect Notification form, letter, etc.) you sent to each manufacturer (Questions 16-18 and/or 21-23)
- ☒ A copy of the postal receipt(s), delivery confirmation(s) or other document(s) indicating when the manufacturer(s) received the written notification (Questions 16-18 and/or 21-23)
- ☐ Copies of relevant repair orders in your possession and other documents to support your response to Question 25.
- ☒ Copies of the (1) bill of sale from the dealer showing the purchase price and the trade in vehicle (if applicable), (2) bank contract showing the amount financed and the terms, (3) a current payoff amount from the bank, (4) lease agreement (if applicable), and (5) any paid receipts, invoices, canceled checks, loan/lease payment history or other documents to support your response to Question 26.

02-01-06 payoff good til 02-10-2006 = \$275,752.92

**Please mail this ORIGINAL form and COPIES of all attachments to:**

**Collins Center for Public Policy  
1415 E. Piedmont Drive, Suite 1  
Tallahassee, FL 32308  
888-505-8592 ext 102**

We asked for this bulletin  
many times. Received from  
Jimmy Assaid 01-27-06

**WARRANTY BULLETIN  
WB04-23**



**COUNTRY COACH**

135 East 1<sup>st</sup> Avenue • P.O. Box 400 • Junction City, Oregon 97448 • (800) 547-8015 • (541) 998-3720 • (541) 998-7303 [FAX]

**DATE:** 21 December 2004

**SUBJECT:** C-13 Air Intake System

**APPLICATION:** This Warranty Bulletin covers those Units as listed on the attachment to this notification

**Purpose:** Retrofit Applicable Units By Installing New Air Filter Assembly, Air Intake Plenum, Air Intake Grill And Air Cleaner Bracket

**ALLOWABLE REPAIR TIME:**

1. Retrofit not to exceed
  - a. Repair 4.0 hours
  - b. Paint 2.0 hours

**AS THE OWNER OF AN AFFECTED MOTOR HOME, WHAT ARE YOU  
SUPPOSED TO DO:**

1. Upon receipt of this Bulletin, contact the Country Coach Technical Service Department at 1 (800) 452-8015. A Service Representative will assist you in locating a Service Center to perform the necessary repair.
2. Take the enclosed Warranty Claim to the selected Service Center on the date that your work is to be completed. The Warranty Claim is to be completed by the Service Center and forwarded with an Itemized Invoice to the CCI Warranty Department in the postage paid, self-addressed envelope attached to the claim form.
3. If you have sold or traded your motor home, please complete and return the enclosed Vehicle Reply Card in the postage paid, self-addressed envelope attached to the form.
4. This repair will be performed at no charge to you for necessary labor and parts.

**THIS WARRANTY BULLETIN EXPIRES 1 January 2007**

01-27-06

Received From Jimmy Assaid

Danny  
WARRANTY BULLETIN  
WB04-24



**COUNTRY COACH**

135 East 1<sup>st</sup> Avenue • P.O. Box 400 • Junction City, Oregon 97448 • (800) 547-8015 • (541) 998-3720 • (541) 998-7303 [FAX]

**DATE:** 23 December 2004

**SUBJECT:** C-13 Engine Overheating

**APPLICATION:** This Warranty Bulletin covers those Units as listed on the attachment to this notification

**PURPOSE:** Certain Country Coach motor homes equipped with the CAT C-13 engine may have experienced overheating issues in hot weather.

This retrofit will modify and replace certain parts within the engine cooling system to help reduce this issue.

**ALLOWABLE REPAIR TIME:**

1. Magna & Affinity retrofit not to exceed 25 hours
2. Intrigue retrofit not to exceed 20 hours

**AS THE OWNER OF AN AFFECTED MOTOR HOME, WHAT ARE YOU SUPPOSED TO DO:**

1. Upon receipt of this Bulletin, contact the Country Coach Technical Service Department at 1(800) 452-8015. A Service Representative will assist you in locating a Service Center to perform the necessary repair.
2. Take the enclosed Warranty Claim to the authorized repair center when your coach is taken in for the repair. The Warranty Claim is to be completed by the Service Center and forwarded with an itemized invoice to the CCI Warranty Department. A postage-paid, self-addressed envelope is attached to the claim form for this purpose.
3. If you have sold or traded your motor home, please complete and return the enclosed Vehicle Reply Card in the postage-paid, self-addressed envelope attached to the form.
4. This repair will be performed at no charge to you for necessary labor and parts.

THIS WARRANTY BULLETIN EXPIRES 1 January 2007



COUNTRY COACH

**HOUSE/COACH WARRANTY****LIMITED WARRANTY COVERAGE AT A GLANCE**

| Coverage                               | Time      | Mileage   | Transferable |
|----------------------------------------|-----------|-----------|--------------|
| Basic Coverage - Recreational Use      | 12 months | Unlimited | Yes          |
| Basic Coverage - Business Use*         | 3 months  | Unlimited | No           |
| Structural Coverage - Recreational Use | 60 months | Unlimited | Yes          |
| Structural Coverage - Business Use*    | 3 months  | Unlimited | No           |

\* Rental and timeshare use is excluded.

Country Coach is the manufacturer of the coach portion of your motorhome. During the applicable warranty period, Country Coach will provide for repairs with respect to the coach it manufactured in accordance with the following terms, conditions, and limitations.

### **Warranty Applies To...**

This limited warranty is for Country Coach units sold by an authorized dealer, registered in the United States and normally operated in the United States or Canada. It is provided to retail owners of the motorhome during the Warranty Period. Original owners are asked to complete and return the product registration card found in this booklet. Subsequent owners who take possession during any remaining Warranty Period are asked to complete and return a Second Owner - Product Registration form also found in this booklet.

Please keep us apprised of your current address. This will enable us to reach you with any important notices about your motorhome. Change of address cards can be found in this booklet.

### **Repairs Covered**

The warranty covers the cost of parts and labor needed to correct Covered Defects related to materials or workmanship that are presented by you to Country Coach or a Country Coach authorized service facility within the Warranty Period and within a reasonable time after discovery. Warranty repairs will be performed at one of Country Coach's authorized servicing facilities using new or remanufactured parts, at the sole discretion of Country Coach. You must deliver the motorhome to the service facility at your own expense.

### **Covered Defects**

Basic Coverage applies to all portions of the motorhome manufactured by Country Coach. It also applies to Country Coach's installation of separately warranted component parts; however, it does not cover any problems with the separately warranted components themselves. Structural Coverage applies to the welds on the roof and sidewall steel structure on the coach.

## **COUNTRY COACH'S LIMITED WARRANTY — WHAT IS COVERED**

### **Warranty Period**

The Warranty Period for all coverage begins on the date the motorhome is delivered to the first retail owner by an authorized Country Coach dealer and ends at the expiration of the applicable coverage period. Performance of repairs under this warranty does not extend the Warranty Period, unless required by law.

### **Coverage Period for Basic Coverage**

If you use your motorhome only for recreational travel and family camping purposes, the coverage period for basic coverage is 12 months. If you use your motorhome for any commercial or business purposes whatsoever, the coverage period for basic coverage is 3 months. If you use your motorhome for any rental or timeshare purposes, all coverage is excluded.

### **Coverage Period for Structural Coverage**

If you use your motorhome only for recreational travel and family camping purposes, the coverage period for structural coverage is 60 months. If you use your motorhome for any

commercial or business purposes whatsoever, the coverage period for structural coverage is 3 months. If you use your motorhome for any rental or timeshare purposes, all coverage is excluded.

As to both coverages, a conclusive presumption that your motorhome has been used for commercial or business purposes arises if you or a business have filed a federal or state tax form claiming any business tax credit or benefit related to the motorhome.

If you use or plan to use your motorhome for business, commercial, rental or timeshare purposes please notify us in writing at the following address:

Country Coach, Inc.  
Business/Commercial Division  
P.O. Box 400  
Junction City, OR 97448



COUNTRY COACH

**DYNOMAX CHASSIS WARRANTY****LIMITED WARRANTY COVERAGE AT A GLANCE**

| Coverage                               | Time      | Mileage   | Transferable |
|----------------------------------------|-----------|-----------|--------------|
| Basic Coverage - Recreational Use      | 24 months | Unlimited | Yes          |
| Basic Coverage - Business Use*         | 6 months  | Unlimited | No           |
| Structural Coverage - Recreational Use | 60 months | 50,000    | Yes          |
| Structural Coverage - Business Use*    | 12 months | 12,000    | No           |

\* Rental and timeshare use is excluded.

## THE COUNTRY COACH - DYNOMAX CHASSIS LIMITED WARRANTY — WHAT IS COVERED

Country Coach is the manufacturer of the chassis portion of your motorhome. During the applicable warranty period, Country Coach will provide for repairs with respect to the chassis it manufactured in accordance with the following terms, conditions, and limitations.

### **Warranty Applies To...**

This limited warranty is for DynoMax chassis sold by an authorized dealer, registered in the United States and normally operated in the United States or Canada. It is provided to retail owners of the Country Coach or National RV motorhome, to which the chassis is affixed, during the Warranty Period. Original owners are asked to complete and return the product registration card found in this booklet. Subsequent owners who take possession during any remaining Warranty Period are asked to complete and return a Second Owner - Product Registration form also found in this booklet.

Please keep us apprised of your current address. This will enable us to reach you with any important notices about your chassis. Change of address cards can be found in this booklet.

### **Repairs Covered**

The warranty covers the cost of parts and labor needed to correct Covered Defects related to materials or workmanship that are tendered by you to Country Coach or a Country Coach authorized service facility within the Warranty Period and within a reasonable time after discovery. Warranty repairs will be performed at one of Country Coach's authorized chassis servicing facilities using new or remanufactured parts, at the sole discretion of Country Coach. You must deliver the motorhome to the service facility at your own expense.

### **Covered Defects**

Basic Coverage applies to all portions of the chassis manufactured by Country Coach. It also applies to Country Coach's installation of separately warranted component parts; however, it does not cover any problems with the separately warranted components themselves. Structural Coverage applies to the welds on the frame and substructure.

## THE COUNTRY COACH - DYNOMAX CHASSIS LIMITED WARRANTY — WHAT IS COVERED

### **Warranty Period**

The Warranty Period for all coverage begins on the date the motorhome, to which the chassis is affixed, is delivered to the first retail owner by an authorized dealer and ends at the expiration of the applicable coverage period. Performance of repairs under this warranty does not extend the Warranty Period, unless required by state law.

### **Coverage Period for Basic Coverage**

If you use your motorhome only for recreational travel and family camping purposes, the coverage period for basic coverage is 24 months. If you use your motorhome for any commercial or business purposes whatsoever, the coverage period for basic coverage is 6 months. If you use your motorhome for any rental or timeshare purposes, all coverage is excluded.

### **Coverage Period for Structural Coverage**

If you use your motorhome only for recreational travel and family camping purposes, the coverage period for structural

coverage is 60 months. If you use your motorhome for any commercial or business purposes whatsoever, the coverage period for structural coverage is 12 months. If you use your motorhome for any rental or timeshare purposes, all coverage is excluded.

As to both coverages, a conclusive presumption that your motorhome has been used for commercial or business purposes arises if you or a business have filed a federal or state tax form claiming any business tax credit or benefit related to the motorhome.

If you use or plan to use your motorhome for business, commercial, rental or timeshare purposes please notify us in writing at the following address:

Country Coach, Inc.  
Business/Commercial Division  
P.O. Box 400  
Junction City, OR 97448

## Automatic Transmission Fluid Oxidation

Automatic transmission fluid will provide about 100,000 miles of service before oxidation occurs when used under normal operating temperatures (about 175°F). Above normal operating temperatures, the oxidation rate doubles, and the useful life of the fluid is cut in half with every 20°F increase in temperature.

The approximate life expectancy of petroleum-based automatic transmission fluids at various temperatures is as follows:

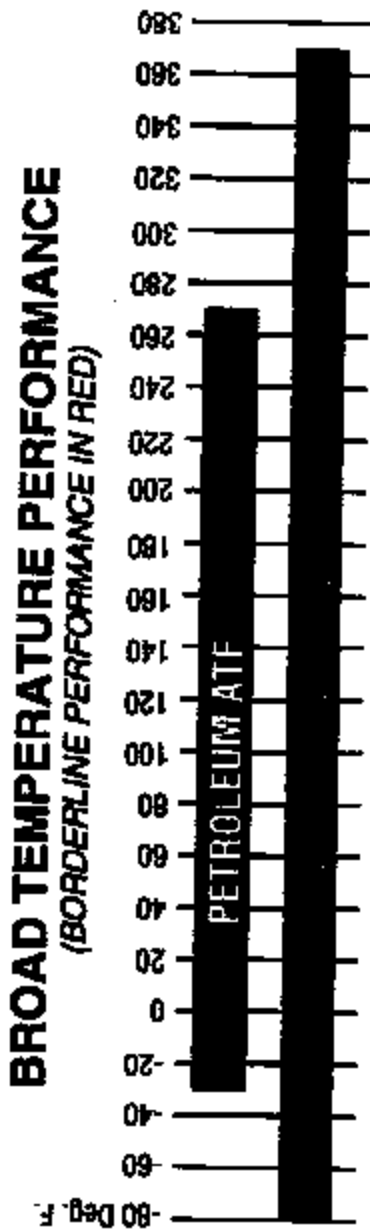
|       |                       |
|-------|-----------------------|
| 175°F | 100,000 miles         |
| 195°F | 50,000 miles          |
| 212°F | 25,000 miles          |
| 235°F | 12,000 miles          |
| 255°F | 6,000 miles           |
| 275°F | 3,000 miles           |
| 295°F | 1,500 miles           |
| 315°F | 750 miles             |
| 335°F | 375 miles             |
| 355°F | 187 miles             |
| 375°F | 94 miles              |
| 390°F | 47 miles              |
| 415°F | less than 30 minutes! |

This data clearly shows why transmission oil coolers and the various maintenance intervals are recommended for severe usage applications.

Above approximately 300°F, the metal parts inside the transmission will most likely warp and distort in varying degrees, depending upon the severity of overheating and other factors. Because this damage occurs and fluid life is so seriously impaired, "rocking" out of snow, mud, or sand should never exceed a very few minutes!

High Temperature Fluid Life Tests such as General Motors' THOT and Ford's ABOT, which measure TAN (Total Acid Number) increase, indicate the life of petroleum-based ATF at 300 hours, while AMSOIL 100% Synthetic Universal Automatic Transmission Fluid will last 900+ hours under these severe conditions. AMSOIL Universal Automatic

Transmission Fluid resists oxidation and thermal degradation, provides low temperature and anti-wear protection, and offers extended drain intervals over conventional petroleum-based automatic transmission fluids.



AMSOIL 100% Synthetic Universal Automatic Transmission Fluid [ATF] offers outstanding performance in transmissions, power steering, and hydraulic applications. It meets or exceeds performance specifications for: GM Dexron II & III; Ford Mercon & Mercon V; Chrysler ATF+ through ATF+4; Allison C-3 & C-4; Caterpillar TO-2 & TO-3; Voith Commercial; and Opel & GM Strasbourg.

#### **Resists Oxidation and Thermal Degradation**

AMSOIL 100% Synthetic Universal ATF resists thermal and oxidative degradation up to three to five times longer than conventional transmission fluids do. It protects clutches, planetary gears, valves, pumps and seals from damaging sludge and varnish deposits. AMSOIL 100% Synthetic Universal ATF helps prevent component overheating and ensures cooler, smoother transmission operation.

#### **Provides Low Temperature Protection**

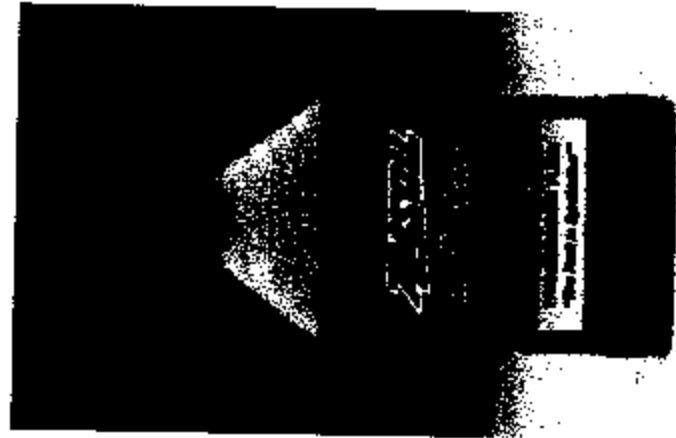
AMSOIL 100% Synthetic Universal ATF outperforms petroleum fluids in low temperature fluidity. In fact, AMSOIL 100% Synthetic Universal ATF offers three times the cold temperature fluidity required by current automatic transmission fluid specifications. AMSOIL 100% Synthetic Universal ATF provides easier starting, faster warm-ups, smoother shifting and improved fuel economy.

#### **Anti-Wear Protection**

AMSOIL 100% Synthetic Universal ATF provides smooth shifting and long, trouble-free transmission life. In addition, the anti-wear additive package makes AMSOIL 100% Synthetic Universal ATF an excellent lubricant in other hydraulic systems. In tests designed to measure wear characteristics under severe service and high pressure operating conditions, AMSOIL 100% Synthetic Universal ATF far exceeds the requirements of hydraulic equipment manufacturers.

#### Extended Drain Intervals

AMSOIL 100% Synthetic Universal ATF is formulated for extended drain intervals. Transmissions usually operate under severe service conditions. They are subjected to extensive idling, frequent short trips, cold temperature driving, sustained hot weather driving or trailer towing. When conventional transmission fluid is used, it should be changed every 15,000 to 30,000 miles. AMSOIL 100% Synthetic Universal ATF should be changed at intervals up to three times longer than the recommendations of the vehicle manufacturer.



| TYPICAL TECHNICAL PROPERTIES                                                        |              |
|-------------------------------------------------------------------------------------|--------------|
| AMSOIL 100% Synthetic Universal ATF                                                 |              |
| Kinematic Viscosity @ 100°C, cSt (ASTM D-445)                                       | 7.5          |
| Kinematic Viscosity @ 40°C, cSt (ASTM D-445)                                        | 36.0         |
| Viscosity Index (ASTM D-2270)                                                       | 182          |
| Noack Volatility, % weight loss (DIN 51581)                                         | 10.8         |
| Flash Point °C (°F) (ASTM D 92)                                                     | 222 (432)    |
| Pour Point °C (°F) (ASTM D 97)                                                      | -56 (-69)    |
| Four Ball Wear Test (ASTM D 4172B):<br>40 kg, 75°C, 1200 rpm,<br>1 hour, Scar in mm | 0.40         |
| Brookfield Visc (CP)                                                                | -10°C = 465  |
|                                                                                     | -20°C = 1030 |
|                                                                                     | -30°C = 2505 |
|                                                                                     | -40°C = 7150 |

**TYPICAL STANDARD EQUIPMENT**

- Dynalox chassis: semi-monocoque construction w/ welded components
  - 10,000 lb. Class III receiver hitch w/ electrical connector & chrome cover
  - 2-year / unlimited mile chassis warranty
- GVWR: 45,200 lbs.
- GCWR: 55,200 lbs.
- 42" tag axle chassis: 283"
- Jacobs 2-stage engine compression brake
- Alternator: 180 amps
- Electronic Control Module (ECM) for engine diagnostics
  - 5-year / 100,000 mile engine warranty
- Transmission: Allison 3000 M-H
  - 8th speed automatic w/ 2 overdrive gears
- Keypad electronic shifter w/ digital display
- Holland / Neway independent front suspension - full air suspension system, IPD anti-dive bar, and Konig adjustable shock absorbers
- Full air brakes with ABS and automatic slack adjusters
- Automatic Traction Control
- Tires: Steel belted radials - 12 R x 22.5" (8)
- Aluminum alloy wheels
  - Inner dual steel wheels
- Fuel capacity: 135 gallons (dual fuel tank, driver and passenger sides)
- 102" wide body construction
- Tube steel cage structure
- One-piece fiberglass roof cap
- Exterior riding height: 12' 1" (including roof air)
- Finished interior height: 7'8"
- Sound and vibration damping material under floor deck
- 8-way power-operated driver and passenger seats (driver seat offers a sliding seat cushion and the passenger seat provides a power footrest)
- Burl wood dash panels
- Wrap-around one piece windshield with shade band
- Consoleable color rear-view monitor with AM/FM/XM stereo and compact disc controls with remote CD changer
- Pre-wired for CB radio
- 16" SmartWheel multiplexed burst wood steering wheel
- Parquet vinyl ceiling
- Custom designed elliptical ceiling light
- 24" flat screen remote-control color stereo TV
- VCR with remote control
- Integra home theater system with DVD
- Remote operational switching for front and rear TV, VCR, and DVD
- Burglar alarm (inside / outside protection) with key fob controlled keyless entry
- Power step slide cover
- Euro design recliner with ottoman and occasional table
- Sculptured carpet
- 12 cu. ft. Norcold four door refrigerator / freezer with icemaker
- Microwave / convection oven with power hood
- Recessed 2-burner electronic ignition gas cook top with solid-surface cover
- Electric china cabinet
- Thermostatically-controlled variable speed fan with rain sensor, insulated cover and dormer stop switch
- Insulated skylight
- Etched glass shower enclosures
- Remote switching for generator and hydrolic heat fan in bedroom
- Diesel-fired hydronic central heating system (50,000 BTU) w/ zone control
- A/C & heating system with driver controls (40,000 BTU heating, 19,000 BTU cooling)
- Onan 8.0 kW "quiet" liquid-cooled diesel generator with remote start / stop on roll-out
- 2000 watt inverter / converter
- Heated and insulated fiberglass plumbing bay
- Water filtration system
- 89 gallons fresh water
- 47 gallons black water
- 63 gallons gray water
- 19.4 gallon LP tank
- 135 gallons diesel fuel
- Full wiring package: patio is automatic with wind sensor
- HWH CAN auto air leveling system
- Sikona full body exterior paint

**STANDARD**

- OPTIONS II
- 525HP C
- Travel Jr
- Radiant
- Décor pa
- Single C
- Light Ch
- King Bar
- Safe
- 3M nose
- Washer
- Dual din
- Metric W
- Universal
- 32" LCD
- 15K BTU
- 3rd Roof
- Tire Moir
- 8D AGW
- Metal Sl

FAX- 828-724-9057

marty-828-238-

marty-828-238-

John-Marty

Bobby

from

**TOTAL CP**  
State Insur



# ODOMETER DISCREPANCY STATEMENT

I, the undersigned, hereby certify that the odometer reading of the vehicle described below is correct to the best of my knowledge and belief. I am the owner of the vehicle, or I am an authorized agent of the owner, or I am a dealer in the vehicle.

☐ I am the owner of the vehicle.

☐ I am an authorized agent of the owner.

☐ I am a dealer in the vehicle.

WARNING - DO NOT SIGN THIS STATEMENT IF YOU ARE NOT THE OWNER, AN AUTHORIZED AGENT OF THE OWNER, OR A DEALER IN THE VEHICLE.

VEHICLE IDENTIFICATION NUMBER (VIN) \_\_\_\_\_

YEAR \_\_\_\_\_ MAKE \_\_\_\_\_ MODEL \_\_\_\_\_

ODOMETER READING \_\_\_\_\_

DATE OF SALE \_\_\_\_\_

SELLER'S NAME \_\_\_\_\_

BUYER'S NAME \_\_\_\_\_

AUTHORIZED SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

REGISTRATION NUMBER \_\_\_\_\_

TITLE NUMBER \_\_\_\_\_

UNDER PENALTY OF PERJURY, I declare that the foregoing document and the facts stated in it are true.

TRADES: 3884 PERCH  
VIN 1F TWL33  
2003 JXANL SURAGUE  
VIN 4TRFW36

**Lazydays**  
NUMBER ONE IN RV'S

## BILL OF SALE

JOSEPH STEVENER SHELLEY J STEVENER

The undersigned herewith bargains, transfers and sells to \_\_\_\_\_

for the sum of \$ \_\_\_\_\_ minus \$ \_\_\_\_\_

for trade-in, the following described property.

MAKE: COUNTRY COACH MODEL: INTRIGUE YEAR: 85 VIN#: 4U7B8EZ195

And the seller does hereby warrant his ownership therein, possessing full right and title thereto, and that he possesses the right to sell and dispose of the same, and that the said described property is now free and clear of all liens and encumbrances of every kind except as follows:

Lienholder: BANK OF AMERICA, N.A.  
P.O. BOX 2759  
JACKSONVILLE, FL 32203-2759

Address: 02/25/2005

Dated:

Signed this 25TH day of FEBRUARY, 20 85

In the presence of

LAZY DAYS R.V. CENTER, INC.

Witness

Seller

Seller

On the 25TH day of FEBRUARY, 20 85 personally appeared before me, the signer of the above instrument, who acknowledged to me that he executed the same.

Notary Public

My commission expires



sending confirmation  
letter

3-18-05  
Set up Automatic Payment Program  
for 4/10/05  
3-4 weeks to process  
Bank of America



LAKE JUNALUSKA NC

Date of Notice: 02/28/2005  
Account Number: [REDACTED]  
Loan Date: 02/25/2005



DEALER: LAZYDAYS RV C

Dear [REDACTED]

Congratulations on your recent purchase. Your finance contract has been assigned to Bank of America. Welcome to our family of companies and services. We are proud to have this opportunity to serve you.

Please read the enclosed Privacy Policy brochure for an explanation of how information about you is protected and used by Bank of America.

Each month you will receive a billing statement with a remittance coupon. Should you have any questions about your account, call us at 1.800.948.2616. Our professional customer service representatives are ready to assist you. Please have your account number available when you call and include it in any correspondence. Take a moment to review your account information below. In the event there are any discrepancies between the information listed here and the contract you signed, please contact us immediately at the number referenced above.

|                        |            |
|------------------------|------------|
| First Payment Due Date | 04/10/2005 |
| Monthly Payment Amount | [REDACTED] |

Looking for an easy and convenient way to make your monthly payment? Take advantage of our Automatic Payment Program. You can choose from a number of plan options, including which day of the month you would like to have your payment deducted or have additional funds applied to your principal balance. Simply complete and return the enclosed payment authorization form along with a voided check or savings deposit slip in the envelope provided. You'll receive a confirmation letter before the first payment is deducted from your account. See the enclosed form for details.

Thank you for your business.

Sincerely,

Bank of America  
Customer Service



02/26/05

The following items listed below "We Owe" to [REDACTED] Customer number [REDACTED]  
 [REDACTED] Stock number 811876 Coach Number 11876, as per JR Bolton. The following  
 are agreed to be repaired by LazyDays RV SuperCenter or Manufacturer at a later  
 date.

- LO ~~X~~ Door slide awning cover broken
- LO ~~X~~ door side slide bottom right plastic corner missing
- 3. cargo bay door hydro hot cracked
- ok ~~X~~ awning pull string missing *see item # 43*
- 5. generator door opening stress cracks
- 6. mark on windshield passenger side top right corner
- LO ~~X~~ halogen light over sink loose/hanging
- LO ~~X~~ hole bedroom ceiling vinyl
- 9. area between tile and dash needs to be caulked
- JHS ~~X~~ carpet glue all over entry step threshold *cleaned*
- LO ~~X~~ knobs on dash missing
- LO ~~X~~ knobs on chair missing
- JHS ~~X~~ nails sticking out from bottom of chair & ottoman *Fixed*
- JHS ~~X~~ grease/glue on bottom side of ottoman *Fixed*
- LO ~~X~~ scratch behind drivers seat on wood
- LO ~~X~~ parking brake loose
- 17. O D slide near latch, wallpaper strip missing near ceiling
- 18. passenger headlight loose
- JHS ~~X~~ ottoman leg broken *Fixed*
- LO ~~X~~ windshield washer line broken
- LO ~~X~~ entrance door wire cut
- 22. steering wheel collar missing
- 23. O D slide carpet stained with oily substance
- JHS ~~X~~ black marks on pocket door near floor *Fixed*
- JHS ~~X~~ front ceiling, grease marks *cleaned*
- 26. bed side slide, paint bubbled
- JHS ~~X~~ table by recliner marked up *New Table*
- JHS ~~X~~ drivers seat belt greasy
- 29. drivers seat area dirty and greasy
- JHS ~~X~~ candles, towel, etc missing from décor package
- JHS ~~X~~ low battery voltage fault, LED on in hydro hot bay *AGM batteries defective*
- JHS ~~X~~ Stereo speakers not working

Tech Report  
Road Side

1-877-797-7160

- 33. grout missing bath tile, left side of back splash, former of pocket door
- ~~34~~ Corian counters need cleaning *we cleaned*
- 35. Corian counters need buffing, top & edges
- ~~36~~ saw dust in ceiling lights
- 37. back drivers side rear cap seal bottom needs caulk
- 38. carpet through out coach is excessively stained with grease and has buckled from steam cleaning
- 39. carpet needs to be replaced
- 40. WE need to inspect roof
- ~~41~~ Speakers in ceiling shorting/hums/whines
- ~~42~~ DVD player whines when on
- 43. Carefree awnings- Rubber grommets missing
- ~~44~~ Drivers side slides awning legs wont lock in bedroom
- ~~45~~ Key locks do not work *Fixed*
- ~~46~~ O D S blinds fall. *Fixed*
- ~~47~~ Bath blind fasteners broken, lower right side *I installed new piece*
- 48. Call before sending, Drivers Matt

The noted items above are agreed to by:



2-26-05  
Date



2-26-05  
Date

2-25-05 ~~House~~ batteries charge only to 80%.  
within 20 minutes drop to 55% with no  
drain. In order to start generator, need  
to jump off engine battery.

ok ~~Paperwork~~ on radiant floor heat, operating  
instructions missing. Unable to figure out  
... system

③ Hydro-hot system inoperative. Could be  
caused by: low house batteries.

④ Generator has excessive hours  
189 hours of operation and never serviced.

over

- ~~8~~ Tile floor covered with shop grease. Told  
ok Lazy Days, but floor was never cleaned.
- ~~9~~ Steering column Boot - missing - can see road as  
ok we drive same as #22
- 10 Bedspread - greasy - sent to Lazydays att. Danny martin service
- ~~11~~ Drivers console - rocker Switch indicator LED's  
not working - loose wire
- 12 Coach has a vibration at approx 65 mph
- 13 Entry door whistles approx 57 mph - adjusted door need to tel  
drive
- 14 Front suspension squeaks on rough roads
- 15 Chip in windshield - drivers side bottom
- ~~16~~ Crystal glass cabinet - can't put glasses on  
ok top due to clip in the way
- 17 Ceiling dropping in bedroom + bath + over driver seat
- 18 Green paint on florescent lighting driver side
- 19 water leak Passenger side - by mirror
- ~~20~~ clip broke on Ref service panel  
ok
- ~~21~~ 2nd AC unit missing filter - installed filter on 3-28-05  
ok
- ~~22~~ Oil Gage not working - replaced sending unit  
ok 3-28-05
- 23 water temp Gage not working
- 24 Trans Temp Gage not working
- 25 water leak driver side slide slide needs adj

Stag ptkw

keese  
1-800-326-1090



Coach 11876

As per your request, I am sending you the excerpts of the entry that was added to your file,

called me and asked me to document some items in his file.

- Missing steering column boot (can see road from drivers seat)
- Smart tire readings incorrect
- house batteries drop too fast
- hydrohot problems (ongoing)
- bedroom ceiling material loose and sagging
- 190 hours on generator at time of purchase (dealer issue)

DJR )

Talk to you later ☺

After our last conversation I added;

- ( - Oil Pressure Gauge Pegged
- water leak in ft near Pass Mirror
- Driver side L/R slide water leak when closed (Traveling)

DJR

Ref. Incident # IP50793

THE WORLD'S FINEST MOTORCOACHES

135 East First Avenue | PO Box 400 | Junction City, OR 97448

Page 1 of 1

LIFELINE DISTRIBUTORS  
935 TODD STREET  
AZUSA, CA [REDACTED]Date : 3/03/05  
Time : 09.10.22\*\*\*\*\*  
P A C K I N G   L I S T  
\*\*\*\*\*

Packing list no.: 14782-01

Bill to:  
COUNTRY COACH  
325 E 187 AVE  
P.O. BOX 400  
JUNCTION CITY OR [REDACTED]SPACE 21 TO  
DENVER CO [REDACTED]Purchase order no.: WARRANTY  
Bill of lading no.: \_\_\_\_\_  
Proc. No.: \_\_\_\_\_  
Date Shipped: \_\_\_\_\_FOB: ROCKINGHAM  
Ship Via: ESTES  
Terms: NET 30 DAYS  
Customer no.: 00574

| Quantity         | Item Description | Requested Ship Date: |
|------------------|------------------|----------------------|
| Ordered/Shipped: |                  | 3/03/05              |

|     |           |                         |
|-----|-----------|-------------------------|
| 2 * | GPL-8D LT | 12V 255A MARINE BATTERY |
|-----|-----------|-------------------------|

Received by: \_\_\_\_\_

March 31, 2005

Fax: [REDACTED]

Attention: [REDACTED]

Found the following, as per your tech manual and what should be installed

- 1 - Wire #39 (red) from engine temperature sending unit goes to dash engine temperature gauge signal input on wire #39 (red).
- 2 - Wire #38 (red) from transmission temperature sending unit goes to dash transmission temperature gauge signal input on wire #38 (red).

After extensive trouble shooting found the following.

- 1 - Wire #39 (red) from engine temperature sending unit goes to transmission temperature gauge.
- 2 - Wire #38 (red) from transmission sending unit goes to engine temperature gauge.

PS: talk about pulling my hair out.

Phone: [REDACTED]

Photos being sent by e-mail

MESSAGE CONFIRMATION

MAR-31 15:38 THU

FAX NUMBER :

NAME : 1

FAX NUMBER :

PAGE : 01

ELAPSED TIME : 00'18"

MODE : 63 STD ECM

RESULTS : O.K

4:00 pm

04-07-05 called Country Coach (Jim)

told him our transmission temp,  
running over 280°.

~~There~~ There has been problems with  
other units.

AB13

June 1<sup>st</sup>, 2005 - Contacted CC  
Tech Support concerning problem  
with front end. Excessive Steering  
to keep vehicle straight. <sup>Had to</sup> Turn  
steering wheel excessively to keep  
vehicle on road.

[REDACTED]  
Lake Junaluska, NC [REDACTED]

June 02, 2005

Country Coach  
135 East 1<sup>st</sup> Ave.  
PO Box 400  
Junction City, OR 97448

To Whom It May Concern:

On February 25, 2005 purchased coach (#11876). Compiled the following list of items that have been found to be defective, broken, misadjusted, improperly installed, wired incorrectly, loose and/or over tightened fasteners to the point of stripping the fasteners ability to secure. Wires that were never secured by there attended fastener. Wire terminals or connectors that were lose or failed all together to secure due to improper crimping techniques or applicator. Wires that the outer jacket and/or insulator were never cleared from the wire prior to installing the terminal end and/or attempting to secure it.

- 1 - ~~Transmission oil sending unit wired to engine temperature gauge.~~ - we fixed
- 2 - ~~Engine temperature sending unit wired to transmission gauge.~~ - we fixed
- 3 - ~~Engine temperature sending unit defective.~~ - we fixed
- 4 - ~~Hydro hot 110V hot water element switch wired to engine preheat switch.~~ - we fixed
- 5 - ~~Hydro hot engine preheat switch wired to 110V hot water element switch.~~ - we fixed
- 6 - ~~Eye brow dash lights ground wire wired into the instrumentation ground, even though your own instruction manual advises agents such a practice. (Will cause feed back from rheostat).~~ - we fixed
- 7 - ~~RCR GS remote control generator starting wires when wiggled system will shut down because of loose wires.~~ - we fixed
- 8 - ~~Wires to the oil pressure, engine temperature, transmission temperature, fuel and volt gages were never crimped properly and/or improper tool used not securing the wire.~~ - we fixed
- 9 - ~~Grounding wires in the circuit breaker panel were never tightened.~~ - we fixed
- ⑩ - Fuel line into the fuel filter never seated properly causing fuel leak. Need to have Country Coach Technician look at fuel line, it's pulled extremely tight.
- 11 - ~~Stereo switcher defective.~~ - we fixed
- 12 - ~~Hydro hot bay main connector plugs, wires were never striped before they were put under the terminal and/or securely fastened.~~ - we fixed
- 13 - ~~Bed slide misadjusted.~~
- 14 - ~~Dining slide snaps when retracting.~~
- 15 - ~~12V water pump would not pressurize adjusted pressure down.~~ - we fixed
- X - Excessive swirl marks in exterior clear coat.
- X - Paint bubbling on the bed room slide exterior.



- Tire vibration at about 62 MPH
- 19 - Coach will not level, about one inch low on drivers side.
- ~~24~~ - Fiberglass stress cracks around generator door.
- ~~X~~ - Front passenger head light fasteners broke, Lazy days caulk in place.
- 22 - At speeds around 50 MPH and above entrance door whistles, adjusted but still whistles.
- ~~X~~ - Vinyl ceiling de-laming in several locations, fixed some locations.
- ~~X~~ - Shower floor stress cracked.
- ~~X~~ - Water under shower pan never caulked shower valve.
- 26 - Grout missing by vanity sink.
- ~~X~~ - Excessive amount of saw dust in ceiling florescent lights. - we fixed
- 28 - Drive tires rubbing frame.
- \*29 - Front end shakes excessively and makes grinding noises in reverse while turning the steering wheel and brake applied lightly. We made a recording.
- 30 - Generator had 189 hours of operation without any service being performed upon delivery. Rumored unit was used to power up Lazy-days complex after Hurricanes.
- 31 - Entrance door screen door opening cut to large.
- ~~X~~ - Exterior driving mirrors never sealed, water running on floor. We ran bead of silicone around mirrors. - we fixed
- 33 - Steering collar missing able to watch road as driving.
- ~~X~~ - Bed window blind defect in material and won't stay up.
- 35 - Driver side slide leaks water when driving in the rain.
- ~~X~~ - Battery bay compartment overheating causing door to de-laminate and will cause coach batteries to premature deteriorate due to the high heat.
- ~~X~~ - Window blinds will not stay up. - we fixed
- 38 - Hydro hot heat exchanger noisy under pantry.
  - Bed spread stained with grease.
- ~~X~~ - Middle AC unit missing filter. - we fixed
- ~~X~~ - Check headlight alignment, Lazy day's put silicone on passenger side light to hold it in place.
- ~~X~~ - Hydro hot Cargo bay door interior cracked.
- 43 - Carefree awnings rubber grommets missing.
- ~~X~~ - Halogen light over sink loose/hanging.
- ~~X~~ - Hole in bedroom ceiling vinyl.
- ~~X~~ - AGM batteries defective, rumored that this unit was used by Lazy-days to power up the complex during and after the Hurricanes - we fixed
- ~~X~~ - Performed service on Generator 189 hours of operation on unit. - we fixed performed the service
- ~~X~~ - Grease stains on driver seat. - we fixed
- ~~X~~ - Grease stains on driver side Curtin. - we fixed
- ~~X~~ - Grease stains on dash. - we fixed
- ~~X~~ - Grease stains on passenger seat. - we fixed
- ~~X~~ - Grease imbedded on floor tile and grout. - we fixed
- ~~X~~ - Carpet through out coach is excessively stained with grease. - we ~~fixed~~ tried to clean
- ~~X~~ - Transmission fluid spilled on drivers' side slide carpet. - we tried to clean
- \*~~X~~ - Left tag axle leaking fluid. Seal damaged, replaced and leaking again.
- ~~X~~ - Door slide awing cover broken.

- ~~72~~ - Door side slide bottom right rubber corner missing.
- ~~73~~ - Carpet glue all over entry step threshold - we cleaned
- ~~74~~ - Numerous knobs on dash missing.
- ~~75~~ - Knob on chair missing.
- ~~76~~ - Nails sticking out from bottom of chair and ottoman - we fixed
- ~~77~~ - Scratches behind drivers seat on wood.
- ~~78~~ - Parking brake loose.
- ~~79~~ - ~~Minette slide wallpaper strip missing~~ - we fixed
- ~~80~~ - Ottoman leg broke - we fixed
- ~~81~~ - Windshield washer line cut into.
- ~~82~~ - Entrance door wire cut.
- ~~83~~ - Grease marks on ceiling - we cleaned
- ~~84~~ - Grease all over drivers seat belt - we cleaned
- ~~85~~ - Numerous items missing from décor package.
- ~~86~~ - Stereo speakers not working and static.
- ~~87~~ - ~~Corian counter top chipped~~
- ~~88~~ - Key broke off in entrance door.
- ~~89~~ - Bath blind fastener broke lower right side. Removed old clip and replaced.
- ~~90~~ - Area between tile and dash needs to be caulked.
- ~~91~~ - Table by recliner scratched and marked up.
- ~~92~~ - Carpet has buckled from steam cleaning.
- ~~93~~ - Front suspension squeaks on rough roads.
- ~~94~~ - ~~Chapman radio broke driver's side bottom~~ - cc fixed
- ~~95~~ - Crystal glass cabinet, unable to put glasses on top wire support clip in way - we fixed
- ~~96~~ - Green paint on florescent lighting driver's side.
- ~~97~~ - License plate light not working. Purchased new light bulb and installed.
- ~~98~~ - Stereo cabinet swings open when driving. Purchased and installed new dual magnetic lock.
- ~~99~~ - Hydro hot bay door locking mechanism cover broke.
- ~~100~~ - ABS Light comes on and stays on.
- ~~101~~ - Steering wheel sloppy, linkage loose.
- ~~102~~ - ~~Windshield deteriorating~~ - cc fixed
- ~~103~~ - Passenger side slide mechanism loose and rattles behind seat. We sprayed with silicone.
- ~~104~~ - Drivers side steering and/or drive linkage will not take grease.
- ~~105~~ - Power cord reel will not recoil power cord.
- ~~106~~ - Compass shows incorrect direction.
- ~~107~~ - ABS warning light on dash comes on. MHC Kenworth - Denver, Co. Technician pushed in on sensor driver's side wheel. Light went off
- ~~108~~ - Transmission temperature on silver leaf reading 252 degrees with ambient outside temperature at 70 degrees.
- ~~109~~ - Mark on dash by steering column.
- ~~110~~ - Two seals by radiator coming off.
- ~~111~~ - Driver side slide screw fell out of bottom while driving.
- ~~112~~ - Silver leaf 10 generator comm. Faults.
- ~~113~~ - Passenger seat leather tearing by seat belt.

- 92 - Driver and passenger seats uncomfortable sitting on metal bar.  
100 - Couch uncomfortable back cushions overstuffed.  
101 - ~~Service bay door won't stay up~~ - we installed new strut  
102 - Service center bay a red LED stays lit - 2<sup>nd</sup> from far end.  
103 - When backing and turning the steering wheel you can feel a pulsing sensation.  
104 - ~~Parking brake losing air when applying~~ - we installed new clip  
105 - ~~steering wheel must be turned to the left in order for the coach to go straight.~~  
106 - Steering wheel must be turned to the left in order for the coach to go straight.  
107 - Paint buffed off by drivers window.  
108 - Main LP fill valve might be leaking.  
109 - Hydraulic fluid leakage, driver's side rear.  
110 - Parking brake losing air when applying.  
111 - AC unit recycling often 1<sup>st</sup> unit.  
112 - Engine warning light coming on.  
113 - While driving generator turns on.  
114 - Tires bottom out on frame of coach.  
115 - Front service bay stress cracked.  
116 - Drivers mirror arm discoloring.  
117 - Engine access warped - due to excessive heat - bedroom floor  
Key - ~~Service bay door needs to be fixed~~ - we rebuilt.  
Green numbers - We cleaned, fixed, repaired, rewired and serviced at our expense.  
Red numbers - We paid to have a service center fix at our expense.  
Blue numbers - Lazy day's service fixed.  
- Lazy day's tried to fix.  
Black numbers - Not fixed

**NOTES:**

- 1 - Can you program generator start when volts drop below 10 volts?
- 2 - Will AC units run on inverter?
- 3 - Can you program fuel level on silver leaf?
- 4 - Need spare engine belt.
- 5 - Need grease on terminals for house batteries.
- 6 - We need stain to touchup cabinetry.
- 7 - Can back mud guard be mounted differently so it will swing freely?

Sincerely,

~~Received by Country Coach Representative (4 pages)~~

7<sup>th</sup> or 8<sup>th</sup>  
June, 2005 8:00 am

Appointment at Vehicle Systems  
to change out burner in Hydrohot  
System.

After techs finished with Hydrohot  
System modification/update,  
we backed the coach from the  
service bay. A loud squeeling  
noise was heard coming from our  
front wheel assembly (heard by  
several technicians). Stopped the  
coach, wife got out to see if  
everything was okay. Put coach  
in reverse, let off the brake. A  
loud squeal again from front wheel  
assembly. Stopped the coach again,  
grabbed our tape recorder, put  
the coach in reverse and recorded  
the loud squeeling noise.

Contacted CC Tech Support &  
Paulette McCullen. Played recording  
for Paulette on her answering machine.  
Later received call back from CC Tech  
Support explained to them our concern  
about the front end. We need to get  
to a service center immediately.

CC Tech Support had us drive  
to MHC Kenworth in Denver, Colorado  
for an inspection.

June 21, 2005

Items that were worked on from our original punch list (dated June 02, 2005) that were never fixed properly and/or damage occurred to other items.

1 – Technician adjusted driver's side slide because it was jumping out of its track upon retraction.

Upon inspection

- A – Slide twist upon retraction and mechanism rubs underneath storage cabinet behind driver's seat.
- B – Scratched cabinet behind driver's seat.
- C – Scratched cabinet under pantry.
- D – Left screw loose on cover for slide mechanism under pantry.

2 – Technician removed toe kick under sink put retainer on plumbing and electrical chase cleaned tile.

Upon inspection

- A – Toe kick under sink not installed properly, misaligned and the joints were never filled with putty.
- B – Screw under sink cabinet drawer attaching toe kick never installed all the way in.
- C – Plumbing and electrical chase still drags across floor tile.

3 – Front door rise scratched and marked up.

4 – Entry door front molding piece missing.

5 – Awning arms wrong color.

June 22, 2005

Items that were worked on from our original punch list (dated June 02, 2005) that were never fixed properly and/or damage occurred to other items.

- 1 - Someone stood upon the cabinet behind the driver's seat and bent the top. I re-adjusted
- 2 - When the driver delivered the unit back to the parking space the coach would not level.
- 3 - Front end of coach lost all its air and is setting on its tires.
- 4 - End table marked up.
- 5 - Shower how will you handle the dust?
- 6 - Transmission fluid low.
- 7 - Front door molding missing or knocked off.
- 8 - Rear cap cracked.
- 9 - Water fill broke - CC installed new fill and forgot to hookup overflow pipe.

July 04, 2005

Items that were worked on from our original punch list (dated June 02, 2005) that were never fixed properly and/or damaged occurred to other items.

- 1 - Drivers side rim was hit with a welder during construction.
- 2 - Bay #2 passenger side cracked.
- 3 - Generator door rubbing passenger side.
- 4 - Cargo bay doors separating by strut (need two per bay). Per the Director of warranty, (Paulette McCullen).
- 5 - Light broke in plumbing bay. Wires were pulled from fixture.

1 - Engine belt

~~2 - Medium cherry wood paneling 2 x 2 ft~~

3 - Engine coolant

~~X~~ Wallpaper Strip - Received

~~X~~ Sewer plumbing pipe - Received and installed

~~X~~ AC unit w/vent - Received and installed

~~X~~ Dash air AC vents - Received two - need two more

~~X~~ Marked light cover - Received and installed

~~X~~ Porch light cover - Received and installed

~~X~~ Pantry shelves need 2cs ~~OK~~ CC

~~PX~~ Driver and passenger mirrors

~~X~~ Driver and passenger seats

13 - Program remote for DSS satellite

~~14 - Medium cherry wood plugs 12cs~~

~~X~~ Rain sensor bath fan

~~X~~ Price on freezer and Joey dolly

17 - Price on two piece ladder

18 - Install 3M on front stairs

~~X~~ Cargo bay doors locking mechanism covers

20 - Coolant level sight gage

21 - Burl wood for dash and drivers side switches

22 - Need to fix cuts in dash vinyl driver's side and by steering column

~~X~~ ~~Where is the switch for hydroboost fan in bedroom? OK NONE~~

~~X~~ Plumbing bay light

25 - 4 tube self leveling caulk

26 - wiring diagram

~~X~~ clips for shelves

28 - nails for couch

June/July 2005

CC Factory  
Oregon

- ✓ Both front end rims damaged from impact wrench
- Drivers side awning - won't retract/damaged
- ✓ Drivers side (Bay 1) ~~door~~ hit with something
- ✓ Drivers side (Bay 2) ~~hit~~ damaged.
- Drivers side (under rear awning) Scratch in paint
- Bay 3 drivers side - chips in paint
- Driver side rear axle rubbed fender
- Drivers side tag bolt left out
- Drivers side / lowered vent bent & scratched
- Battery Bay door scratched
- Tag axles don't look like they are riding correctly
- ~~Ree~~ Distance between axle & tag varies  $3/4"$
- Passenger side - above 3<sup>rd</sup> cargo Bay scratches
- Scratches on rear bumper
- Drivers side awning has been hit (bedroom)

Brian C & H

541-914-9007

- Bolts for doors
- New seals on door handles
- Found compass hookup
- Having passenger side grill rear painted

pet cock

e @

3-M Film

Green paint on Florescent light.

Power cord reel -

Marks on dash

Program generator on/off

Service Bay - Red Led

Burl wood

\* Engine Coolant  $\Rightarrow$  Leak Sight Gauge

\* Engine belt

Front right headlight - ~~not~~  
needs adjusting ~~to setting~~

\* Smart tire Driver side

~~Back right tire~~ not reporting in

\* Left drive tire

AC Controller

9-drawer handles - pewter

Airbag line rubbing frame

How do you change air Filter?

Need new petcock

Take sample of engine coolant - looks like  
contaminated fluid put back or wrong fluid.

Hydrohot insulation

Tile

Trim cap by ~~front~~ <sup>middle</sup> door / missing

\* Shim pas ~~Lazy Days?~~

\* 1/51 <sup>slide</sup> AC Not working

\* Overheating transmission parts

\* ~~Fires / Smart Tire / <sup>Drive Side</sup> Front not working~~

Awning arm covers

\* Computer Desk-Top

X Computer Desk-Hardware

New software updates for Silverleaf

\* Ladder

\* Battery Bay door security switch

\* Door Bell

\* Pop rivets / Gun / Seals

\* Bay 1 + 5 covers

Re-align Headlights - Passenger Side

\* Rear axle seals leaking

Squeak in front end

Passenger Side slide + ~~Drive Side~~

\* Fuel line - hydro hot

Fuel line engine

Dining slide

\* Coach won't level

Grout missing by sink

Entrance door rubbing - gaps open when <sup>driving</sup>

Screen door opening too large

Steering collar

Bedspread

Dining slide Strap too short

First week of July, OS-Spoke  
to Frank in <sup>cc</sup> chassis dept.

Played the recording of front end  
noise. After their inspection

found that the front end was  
assembled wrong from the A-Arms  
out. Hub assembly had to be  
replaced due to excessive wear  
of improper bearing assembly.

Also, showed Frank where  
tires were hitting air bag  
supports, sway bar and wheel  
~~base~~ well. Also, contacted  
Holland Neway & played the tape  
for their techs.

July 12 2005

- 1 - Both front rims damaged from impact wrench.
- 2 - Drivers side awning won't retract.
- ~~X~~ - Drivers side bay door #1 scratched.
- ~~X~~ - Drivers side bay door #2 scratched.
- ~~X~~ - Drivers side (under rear awning scratched.
- ~~X~~ - Drivers side bay door #3 scratched.
- ~~X~~ - Bed slide awning front arm damaged.
- 8 - Drivers side rear axel rubbed fender.
- 9 - Drivers side tag axel bolt left out.
- 10 - Passenger side tag axel bolt loose.
- ~~X~~ - Drivers side air intakeouver bent and scratched.
- ~~X~~ - Battery bay door scratched.
- 13 - Tag axels don't look like they are riding correctly.
- 14 - Distance between rear and tag axle vary about 1/4 inch.
- ~~X~~ - Passenger side above #3 bay door scratched.
- ~~X~~ - Scratches on rear bumper.

Video Out Port

(HP)

91 Routing Code

Work done on Joe Stelener's coach From 7/14/05 - 7/22/05

Pecked off 1/2 of 3m on front of coach to repair damage under, repaint most of front above bumper Fiberglass work around mirrors

Paint frame of entry door w/ graphics

Paint molding above Dr. side window & below

Fix stress cracks by generator door

Fix crack under front Dr. side slide out

OTO PLS rear & DLS front wheelwells

& repaint

Repaint DLS bay door & blend to

surrounding areas

DLS bedroom slide out repair damage under paint & repaint all colors

repaint DLS moldings between slide out

repaired & re-painted peeling paint above

& below radiator covers & red stripe

brush touch back cap wherever needed

repaint entry door panel insert

P/S door # 2 - repaint

remove awning / paint arm & replace

removed & replace silicone on all

areas as needed

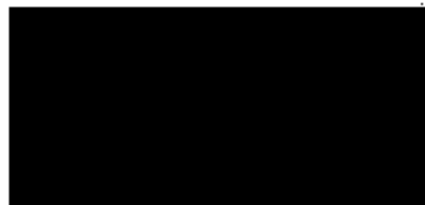
repair & paint scratch on P/S sidewall

Coloursand & Buff all spots in &

overspray that was originally on coach (alot)

8/3/05 Repaired & repainted scratches above

windshield



Friday 07-29-05 -- <sup>ce</sup> Brought coach back late from service after test drive. They told us it was driven hard. After they parked it, we ~~I~~ went to hookup sewer & heard pinging noises & noticed smoke/steam coming from engine bay. Power cord was hot to handle. I ask my wife to get key for engine hatch. We opened the engine hatch, steam/smoke & pinging noise was coming from the engine. We looked at sight gauge for radiator tank (which the day before had a beautiful blue color) it ~~was~~ now had a cloudy, thick type substance in the sight gauge. Temp on the silver leaf display was 215° engine temp. I let engine cool, then closed engine hatch. Friday nite

~~Went to Dan's tests~~  
~~discussed~~ discussed/showed Gill & Brent (3-M Guy) engine overheating. Showed them the sight glass & asked for their opinion & what would cause the discoloration.

Sat. 07-30-05 - Went to Dune Fest in Winchester, OR. Discussed with Jeremy (works for Monaco) & ask for his opinion on what it could be.

Sun. 07-31-05 opened radiator cap, syphoned fluid into glass jar, noticed black debris in fluid. When I removed the syphoned tube, noticed a scum, sticky substance, brown in color stuck all over the syphone tube. I removed sight gauge,

continued on back

cleaned a green/brown sticky jelly substance from sight gauge.

Monday 08-01-05

Discussed with Site #2 customer & customers waiting for service in lobby on what the substance was in the radiator.

08-01-05

Called Paulette Monday morning, told her about our findings and that we were concerned about someone contaminating the radiator fluid. She said no one would do such a thing. We told her we were afraid to start the engine until someone took a look at it and advised us. She sent over Jake + 2 other techs along with Larry. We showed them the sight glass and the fluid we syphoned from the radiator tank. Jake went to get a sample bottle. Returned + took the sample from a drain plug from new piping that was installed Friday. Jake refused to take a sample from radiator petcock, purge ~~tank~~ tank, radiator sight glass and refused to accept any of our samples showing the contaminant. I asked if there was an in-line radiator filter, he said yes. I asked if he would pull the filter to inspect for contaminants, Jake flatly refused to do so. We discussed with him that if the radiator fluid was contaminated it could destroy the engine.

Since Jake refused to change the filter, we told him we would take the coach elsewhere to have it checked. Jake said do whatever you want to, it's

your coach.

Tues. <sup>08-02-05</sup> We contacted Cummins to get a service appointment but Service was a week out. Contacted Mfg. of ~~radiators~~ <sup>transmission cooler</sup> to see if contaminants may have come from them. They said they would call me back but never did.

08-02-05  
11:00pm Contacted Cat said they told us to bring it in. Removed Filter. Filter Full of green/brown sticky substance. Removed purge tank, pressure cleaned it & replace. We have <sup>plugs</sup> samples from filter, the filter & padding use to cut open filter. We drained the Fluids from the filter container. This was all done in the presence of Cat employees & myself. ~~the~~ Cat Service employee took everything to Wayne & other employees & showed them what he had found in the system.

Contacted Panlette of the Findings. They still insisted that nothing was wrong with the Fluid & their sample from Jake came back good & no contaminants.

08/08/05 Tues. 11:59 am - Wyoming  
Hwy 80- Exit 323

Off the road due to engine  
Shut down/over heated 231°F

Windshield cracked from top to bottom  
drivers side (85° outside)

Called Jack Fagan + Paulette -- left  
msg on voice mail

08/08/05 4:59 pm - Generator shut-down  
while A/c's were running -- Started  
it again -- Shut-down again -- Started  
again -- A/c went on -- We filled up  
at 4:30 pm with diesel. Tank is full.

08/08/05 - 5:05 pm Tim Cooley / Country Coach  
RC reversed direction of ~~air flow~~ and  
replaced fan relay.

08/09/05 - 9:30 am - called CC Tech Support  
concerning RC7 programming - Left msg.  
no call back

08/09/05 - 11:30 am - called CC Tech Support  
Left msg - ~~discussed~~ w/receptionist <sup>will</sup> call

12:00 noon - rcvd a call from Russ - Tech Support  
RC7 was reprogrammed - discussed overheating  
problems and cracked windshield  
New engine hatch? ~~✗~~

ues 12:35 pm - [redacted] - CC Tech Support  
called us back

If it has 3 wires or 2 connectors / 2 wire +  
~~to wire~~ Russ discussed with Mr. Cooley -  
Wanted me to disconnect 6-pin  
wiring harness to fan controller  
to get fan to spin at a higher  
speed.

Possibility Fan controlled is defective.

8/11/05 9:00 CT - called CC Doug Tech Support

VMS - 168 - 1-1 Batt Low Voltage

151-14-1 ESS Trans stuck IN 6E  
577 MI 188 F 31 PL 648 R ~~PM~~

Asked if Doug could get Smart Tire ID  
#s some are not checking in. Also, Tag  
axles are locking up when we stop.  
Leaving 10-20 ft long skid marks on pavement

8/11/05 Tire ID # Smart tire

Inside of tire [redacted]

Silver leaf Phone [redacted]

JIB Version of software  
How do you tell?  
How do you update?

LF

RF

Version 1.05

~~21630~~ 21630~~21194~~ 21194

Axle 1

Axle 1

Pos 1

Pos 4

Group 0

Group 0

21115

24442

24444

24698

Axle 2  
Pos 1  
Group 12  
2  
1Axle 3  
Pos 3  
Group 13  
3  
1

23320

Group 21520

Axle 3

Axle 3

Pos 1

Pos 4

Group 2

Group 2

| Grp | PSI <sup>new figures</sup> | DEG <sup>new figures</sup> | PSI <sup>new figures</sup> | DEG <sup>new figures</sup> |
|-----|----------------------------|----------------------------|----------------------------|----------------------------|
| 0   | 108-100                    | 190                        | 102-95                     | 200                        |
| 1   | 85                         | 190                        | 81-80                      | 200                        |
| 2   | 85                         | 190                        | 81-80                      | 200                        |
| 3   | 29-85                      | 185-190                    | 27-80                      | 198-200                    |

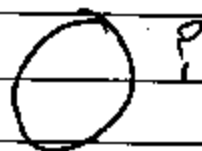
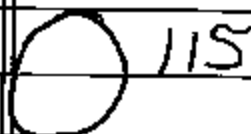
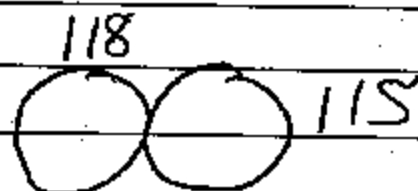
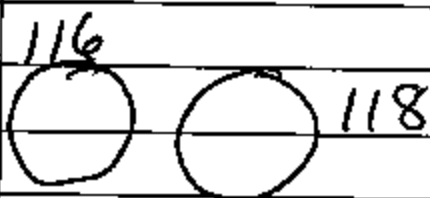
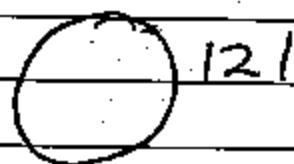
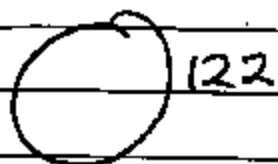
AUG 15 changed Radiator  
Filter fluid discolored  
Able Dirty saved fluid  
from filter & filter

Generator oil/fuel filter change  
08-16-05 (471 hours)

08-24-05 - ABS light on continuously

- 3 boxes damaged / out of the 3 boxes there are  
10 damaged tiles  
all bar/wood damaged

# Tire Pressure



8/20/05 called Jack left  
message on machine

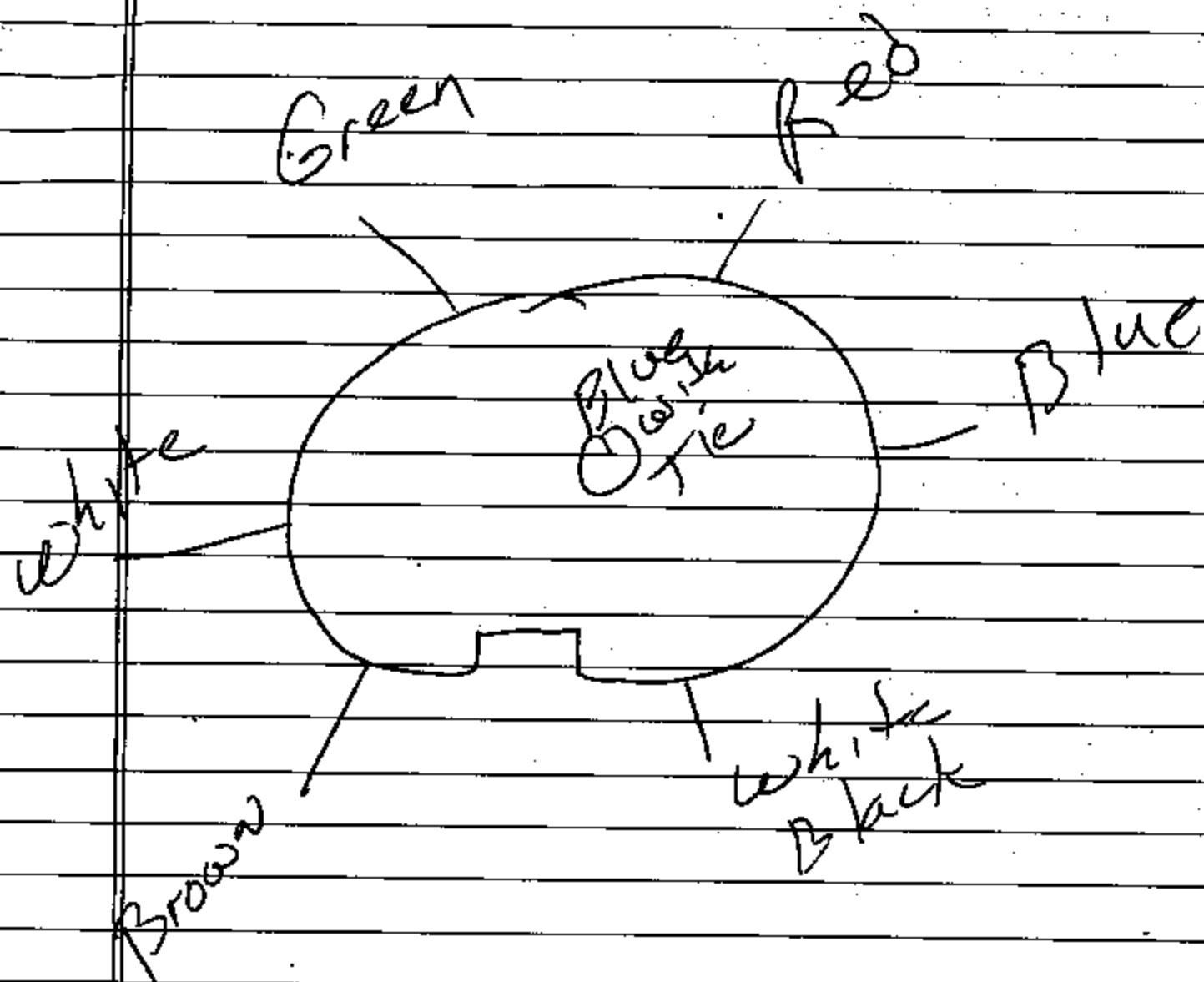
called Paulest talked with her  
about Tile & Radiator &  
TRANSMISSION &  
tag Axel  
the smart not programmed

Floor Tile & Thin set  
Bull nose  
Batteries coach + Engine

Yellow fight TUG  
ships

DIS say

eat a unch.



**SHIP JOB NUM:**

**Seaside City, OR 97448-0400**

**FAX:** ( ) 800-8387  
**PHONE:** ( ) 800-5720

**LEAD-PLATE TYPE, ON**

COMPANY NAME: COUNTRY COACH INC.  
 EQUIPMENT: EQUIP NO: [REDACTED]  
 EQUIPMENT NAME: TRANSMISSION  
 SERIAL NUMBER: [REDACTED]  
 MANUFACTURER: UNKNOWN  
 MODEL: UNKNOWN  
 JOB SITE:  
 EXT MARK NUMBER:

SHOP JOB NUM  
 CUSTOMER PO NUM  
 CROP SEASON NUM  
 COMPARTMENT LABEL  
 CROP MANUFACTURER  
 SAMPLE LABEL NUM  
 PLANT BRAND/TRETT  
 EXT WALL BOARD DATE

**Peterson Fluid Analysis Lab**  
**841-488-8410**

**641-488-8470**

**LAB CONTROL NUMBER:**

**BALANCE DATE**

## PROCESSES

## COMPLETING THE JOURNALS

# THE NEW YORK TIMES

## STUDY CHAIR

**WASH**

100

# 1

1

### No Action Required

ALL ASPECTS OF THIS SAMPLE ARE NORMAL, CONTINUE TO DEVELOP/ESTABLISH TREND BY TRAINING FREQUENT SAMPLES.

## **Unidades**

[illegible]

**H-3670-262814-10358**

| W | A | Y100 | ISO    | 4p    | 8p    | 10p  | 14p | 16p | 20p | 28p | 70p | PR    |
|---|---|------|--------|-------|-------|------|-----|-----|-----|-----|-----|-------|
| N | N | 7.4  | 250277 | 00702 | 22007 | 4704 | 971 | 449 | 202 | 23  | 0   | N. 05 |

[illegible]

COUNTRY COACH INC.

**P.O. Box 406**

**Portland, OR 87468-2400**

**Notice:** This warranty is intended as an aid in predicting annual wear. No guarantee, expressed or implied, is made against failure of this piece of equipment, or a component thereof.

**TABLE**

AUG 03 2005





[REDACTED] Radiator -- [REDACTED]  
[REDACTED]

called them concerning external  
transmission cooler debris found.  
Said he would get back with  
us --- he never did call back.

# Cat Electronic Technician 2005A-01 Warranty Report

\* 8/2/2005 11:52 AM

Eugene, OR.

**Summary Information**

Peterson CAT

|                                            |                                  |
|--------------------------------------------|----------------------------------|
| Engine Serial Number                       | KCB14169                         |
| ECM Date/Time                              | 8/2/2005 12:50:10 PM             |
| Report file Creation PC Date and Time      | 02/08/05 11:49:22 AM             |
| Report file Last Modified PC Date and Time | 02/08/05 11:52:28 AM             |
| Total Distance                             | 10618 Miles                      |
| Total Time                                 | 323:30 hours                     |
| Total Fuel                                 | 1717 Gal                         |
| Vehicle ID                                 | 4U7B8E                           |
| ECM Serial Number                          |                                  |
| Personality Module Part Number             | 2598897-00                       |
| Personality Module Release Date            | jun04                            |
| Personality Module Code                    | 96                               |
| Service Tool Version                       | 2005A-01                         |
| Service Tool Serial Number                 | WB083609                         |
| Service Tool Subscription                  | JERD2129 Full Service Dealer ET  |
| Default Report file name                   | WRPTXXXXXXXXKCB14169050802114921 |
| Report Version                             | 1.1                              |

**User Information**

|                                    |                |
|------------------------------------|----------------|
| Caterpillar Dealer Code            | H360           |
| Dealer Code where repair performed | H360           |
| Repair Date                        | 02 August 2005 |
| Part Number(s) Causing Failure     |                |
| Work Order# or Dealer Claim#       |                |
| Technician Name                    |                |
| Customer Complaint(s)              |                |

|                        |  |
|------------------------|--|
| Comments               |  |
| Explanation of Problem |  |
| Cab Type               |  |
| Truck Make and Model   |  |

**ECM Information****Critical Events**

| Description         | Start Time | Elapsed | Extreme | Average |
|---------------------|------------|---------|---------|---------|
| No Critical Events. |            |         |         |         |

**Logged Diagnostic Codes**

| Code                       | Description | Occ. | First | Last |
|----------------------------|-------------|------|-------|------|
| No Logged Diagnostic Codes |             |      |       |      |

**Logged Event Codes**

| Code             | Description | Occ. | First | Last |
|------------------|-------------|------|-------|------|
| No Logged Events |             |      |       |      |

**Active Diagnostic Codes**

| Code            | Description |
|-----------------|-------------|
| No Active Codes |             |

**Current Totals**

| Description    | Value  | Unit  |
|----------------|--------|-------|
| Total Time     | 323:30 | hours |
| Total PTO Time | 0:00   | hours |

|                                   |          |       |
|-----------------------------------|----------|-------|
| Total Idle Time                   | 89:33    | hours |
| Total Distance                    | 10618    | Miles |
| Total Fuel                        | 1717     | Gal   |
| Total PTO Fuel                    | 0        | Gal   |
| Total Idle Fuel                   | 64       | Gal   |
| Total Max Fuel                    | 4109     | Gal   |
| Average Load Factor               | 40       | %     |
| Lifetime Total Engine Revolutions | 21596000 |       |

### Configuration

| Description                             | Value                 | Unit   |
|-----------------------------------------|-----------------------|--------|
| Rating Number                           | 1                     |        |
| Rating Type                             | Standard              |        |
| Multi-Torque Ratio                      | Unavailable           |        |
| Advertised Power                        | 525 HP                |        |
| Governed Speed                          | 2100 RPM              |        |
| Rated Peak Torque                       | 1650 lb-ft @ 1200 RPM |        |
| Top Engine Speed Range                  | 2120 - 2120 RPM       |        |
| Test Spec                               | 0K6293-00             |        |
| Test Spec with BrakeSaver               |                       |        |
| Vehicle ID                              | 4U7B8EZ               |        |
| Engine Serial Number                    |                       |        |
| ECM Serial Number                       |                       |        |
| Personality Module Part Number          | 2598897-00            |        |
| Personality Module Release Date         | jun04                 |        |
| Total Tattletale                        | 24                    |        |
| Last Tool to change Customer Parameters | WB083604              |        |
| Last Tool to change System Parameters   | WB073189              |        |
| ECM Wireless Communications Enable      | No                    |        |
| Vehicle Speed Calibration               | Unavailable           | PPM    |
| Vehicle Speed Cal (J1939-Trans)         | 2099                  | R/Mile |
| Vehicle Speed Cal (J1939-ABS)           | Unavailable           | Ratio  |
| Vehicle Speed Limit                     | 100                   | MPH    |

|                                                  |                     |       |
|--------------------------------------------------|---------------------|-------|
| VSL Protection                                   | 2120                | RPM   |
| Tachometer Calibration                           | 12.0                | PPR   |
| Soft Vehicle Speed Limit                         | No                  |       |
| Two Speed Axle - Low Speed Range Axle Ratio      | Unavailable         |       |
| Nominal Axle Ratio - High Speed Range Axle Ratio | Unavailable         |       |
| Low Cruise Control Speed Set Limit               | 30                  | MPH   |
| High Cruise Control Speed Set Limit              | 70                  | MPH   |
| Engine Retarder Mode                             | Coast               |       |
| Engine Retarder Minimum VSL Type                 | Hard Limit          |       |
| Engine Retarder Minimum Vehicle Speed            | 0                   | MPH   |
| Auto Retarder in Cruise (0 = Off)                | 5                   | MPH   |
| Auto Retarder in Cruise Increment                | 2                   | MPH   |
| Cruise/Idle/PTO Switch Configuration             | Set/Accel-Res/Decel |       |
| SoftCruise Control                               | No                  |       |
| Adaptive Cruise Control Enable                   | Disabled            |       |
| Idle Vehicle Speed Limit                         | 1                   | MPH   |
| Idle RPM Limit                                   | 2120                | RPM   |
| Idle/PTO RPM Ramp Rate                           | 50                  | RPM/s |
| Idle/PTO Bump RPM                                | 20                  | RPM   |
| PTO Configuration                                | Off                 |       |
| PTO Top Engine Limit                             | Unavailable         | RPM   |
| PTO Engine RPM Set Speed (0 = Off)               | Unavailable         | RPM   |
| PTO Engine RPM Set Speed A (0 = Off)             | Unavailable         | RPM   |
| PTO Engine RPM Set Speed B (0 = Off)             | Unavailable         | RPM   |
| PTO to Set Speed                                 | Unavailable         |       |
| Maximum PTO Enable Speed                         | Unavailable         | RPM   |
| PTO Cab Controls RPM Limit                       | Unavailable         |       |
| PTO Kickout Vehicle Speed Limit                  | Unavailable         | MPH   |
| Torque Limit                                     | Unavailable         | lb-ft |
| PTO Shutdown Time (0 = Off)                      | Unavailable         | min   |
| PTO Shutdown Timer Maximum RPM                   | Unavailable         | RPM   |
| PTO Activates Cooling Fan                        | Unavailable         |       |
| Lower Gears Engine RPM Limit                     | 2120                | RPM   |
| Lower Gears Turn Off Speed                       | 3                   | MPH   |

|                                                 |                    |       |
|-------------------------------------------------|--------------------|-------|
| Intermediate Gears Engine RPM Limit             | 2120               | RPM   |
| Intermediate Gears Turn Off Speed               | 5                  | MPH   |
| Gear Down Protection RPM Limit                  | 2120               | RPM   |
| Gear Down Protection Turn On Speed              | 40                 | MPH   |
| Low Idle Engine RPM                             | 650                | RPM   |
| Transmission Style                              | Automatic Option 1 |       |
| Eaton Top 2 Override with Cruise Switch         | Unavailable        |       |
| Top Gear Ratio                                  | 0.000              |       |
| Top Gear Minus One Ratio                        | 0.000              |       |
| Top Gear Minus Two Ratio                        | 0.000              |       |
| Governor Type                                   | Min/Max            |       |
| Idle Shutdown Time (0 = Off)                    | 0                  | min   |
| Idle Shutdown Timer Maximum RPM                 | 2120               | RPM   |
| Allow Idle Shutdown Override                    | Yes                |       |
| Minimum Idle Shutdown Outside Temp              | Not Installed      | Deg F |
| Maximum Idle Shutdown Outside Temp              | Not Installed      | Deg F |
| A/C Switch Fan On-Time (0 = Off)                | 0                  | Sec   |
| Fan with Engine Retarder in High Mode           | No                 |       |
| Engine Retarder Delay                           | 0.0                | Sec   |
| Battery Monitor and Engine Control Voltage      | 0.0                | Volts |
| Engine Monitoring Mode                          | Shutdown           |       |
| Engine Monitoring Lamps                         | Warning Lamp       |       |
| Coolant Level Sensor                            | 4-pin              |       |
| Engine Coolant Temperature Derate Enable Status | Disabled           |       |
| Maintenance Indicator Mode                      | Off                |       |
| PMI Interval                                    | 0                  | Miles |
| Engine Oil Capacity                             | 40                 | Qts   |
| Fuel Correction Factor                          | 0.0                | %     |
| Dash - Change Fuel Correction Factor            | No                 |       |
| Dash - PMI Rset                                 | No                 |       |
| Dash - Fleet Trip Reset                         | No                 |       |
| Dash - State Selection                          | Yes                |       |
| Theft Deterrent System Control                  | No                 |       |
| Theft Deterrent Password                        | ****               |       |

|                                              |               |       |
|----------------------------------------------|---------------|-------|
| Quick Stop Rate                              | 0             | MPH/S |
| Vehicle Overspeed Threshold                  | 127           | MPH   |
| Minimum Idle Time (0 = Off)                  | 0             | min   |
| Driver Reward Enable                         | Disabled      |       |
| Fan Override Switch                          | None          |       |
| Transmission Neutral Switch                  | None          |       |
| Ignore Brake/Clutch Switch                   | Unavailable   |       |
| Torque Limit Switch                          | Unavailable   |       |
| Diagnostic Enable Switch                     | None          |       |
| PTO On/Off Switch                            | Unavailable   |       |
| Remote PTO Set Switch                        | Unavailable   |       |
| Remote PTO Resume Switch                     | Unavailable   |       |
| PTO Engine RPM Set Speed Input A             | Unavailable   |       |
| PTO Engine RPM Set Speed Input B             | Unavailable   |       |
| Starting Aid On/Off Switch                   | None          |       |
| Two Speed Axle Switch                        | None          |       |
| Cruise Control On/Off Switch                 | J1/P1:59      |       |
| Cruise Control Set/Resume/Accel/Decel Switch | J1/P1:35 & 44 |       |
| Cruise Control Pause Switch                  | None          |       |
| Clutch Pedal Position Switch                 | J1/P1:22      |       |
| Retarder Off/Low/Med/High Switch             | J1/P1:23 & 40 |       |
| Service Brake Pedal Position Switch #1       | J1/P1:45      |       |
| Accelerator Pedal Position                   | J1/P1:66      |       |
| Vehicle Speed Input                          | J1939 - Trans |       |
| Engine Running Output                        | None          |       |
| Engine Shutdown Output                       | None          |       |
| Auxiliary Brake                              | J1/P1:12      |       |
| Starting Aid Output                          | None          |       |
| Fan Control Type                             | None          |       |
| PTO Active Output                            | Unavailable   |       |
| Customer Password #1                         | *****         |       |
| Customer Password #2                         | *****         |       |
| Powertrain Data Link                         | J1939         |       |
| Personality Module Code                      | 96            |       |

|     |     |  |
|-----|-----|--|
| FLS | 3   |  |
| FTS | -12 |  |

### Histogram - Total Time vs Engine Speed

| Engine Speed (RPM) | Total Time (hours) |
|--------------------|--------------------|
| 0-599              | 0.70               |
| 600-699            | 42.10              |
| 700-799            | 2.15               |
| 800-899            | 2.05               |
| 900-999            | 2.25               |
| 1000-1099          | 4.15               |
| 1100-1199          | 7.20               |
| 1200-1299          | 13.35              |
| 1300-1399          | 43.30              |
| 1400-1499          | 53.65              |
| 1500-1599          | 29.65              |
| 1600-1699          | 17.90              |
| 1700-1799          | 4.25               |
| 1800-1899          | 1.80               |
| 1900-1999          | 1.35               |
| 2000-2099          | 0.50               |
| 2100-2199          | 0.25               |
| 2200-2299          | 0.10               |
| 2300-2399          | 0.00               |
| 2400-2499          | 0.00               |
| 2500-2599          | 0.00               |
| 2600-2699          | 0.00               |

### Cylinder Cutout Reports

Cylinder Cutout - Not OK

Not Included

Cylinder Content - OK

Not Included

Additional Service Tool Reports

**CAROLINA TRACTOR CHARLOTTE  
BARRYL WYATT  
TRUCK ENGINE**

**COMPANY NAME:** CHARLOTTE ENGINE/ TRUCK B/H

CUSTOMER EQUIP NUM: 118278C13

COMPARTMENT NAME: RAINWATER

**SERIAL NUMBER: 142243**

MANUFACTURER: CATHERM 140

Model: C93

**2008年11月**

**ENT WARD NUMBER:**

**7. MAIN BODY**

**CUSTOMER PD NUM:**

**COMP SERIAL NUM:**

### COMPARIMENT MODEL:

**COMP MANUFACTURER:**

**SAMPLE LABEL NUM:**

**FLUID BRANDS ONLY:**

**POST WARR BIRTH DATE:**

Fluids Analysis Laboratory

**2000 Starville Road**

**Charlotte, NC 28289-7880**

704-596-8700 OR 800-277-1212

**www.carrollna-tractor.com**

**GET**

**SAMPLE TYPE: COOLANT**

**PAK:**

## FROM:

| LAB CONTING. NUMBER | SAMPLE DATE | PROCESS DATE | EQUIPMENT METER | METER ON FLUID | FLUID CHANGED | MAKE UP FLUID | MAKE UP FLUID UNITS |
|---------------------|-------------|--------------|-----------------|----------------|---------------|---------------|---------------------|
| 0000-35200-0002     | ATENS       | GRINX        |                 |                |               |               |                     |

WWW.CARTRIDGE-TRACER.COM

**2025-07-27-0000**

## SUBJECT

**2015**

**Member Commitment**

SAFETY DATA SHEET  
SECTION 10 - STABILITY AND REACTIVITY  
10.1 Stability  
Stable under normal conditions.  
10.2 Reactivity  
No known reactive hazards.  
10.3 Incompatibility  
No known incompatible materials.  
10.4 Hazardous decomposition products  
No known hazardous decomposition products.  
10.5 Polymerization  
No known polymerization hazards.  
10.6 Other hazards  
No other hazards identified.

**1. Introduction**

**LEADER**

**Further Comment**

7712400  
3715063  
Unknown  
SAMPLE IS SLIGHTLY CLOUDY. FLAKY BLACK BODIES IN SAMPLE. ALL OTHER TEST RESULTS ARE NORMAL. REBARN E AT THE NEXT EXCHANGE BECAUSE TWO LACK EXCHANGE

|                  | MP  | FP  | GL | pH  | CON  |
|------------------|-----|-----|----|-----|------|
| D000-35284-35292 | 100 | -41 | 52 | 5.5 | 2500 |
| D000-35293-35301 | 100 | -41 | 52 | 5.7 | 2500 |

|   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |     |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 100 |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|

105-69285-5401 100 41 24 200

| MCN             | Color | Crysis | Color | Age | Name | Height | Weight | Foot    | Prints  |
|-----------------|-------|--------|-------|-----|------|--------|--------|---------|---------|
| D060-55205-3572 | 1900  | white  | blue  | 16  | man  | 6'00"  | 160    | 10 1/2" | 10-1/2" |
| D060-55205-3571 | 1400  | black  | blue  | 41  | man  | 5'00"  | 160    | 10 1/2" | 10-1/2" |

**Note:** This analysis is handled as an aid in predicting uncontrolled wear. No guarantee, expressed or implied, is made against failure of this piece of equipment or its component thereof.

Al = Aluminum, Cu = Copper, Fe = Iron, K = Potassium, Mg = Sodium, Pb = Lead, Sn = Tin, V = Vanadium, Zn = Zinc, BGS = Boron, Csc = Ca as CaCO<sub>3</sub>, MGS = Mg as CaCO<sub>3</sub>, MoO<sub>4</sub> = Molybdenum, PO<sub>4</sub> = Phosphorus, SiO<sub>2</sub> = Silica, SIO<sub>2</sub> = Silica, TH = Total Hardness, Cl = Chloride, CO<sub>2</sub> = Carbonate, GLD = Glycolates, NCS = Nitrate, MCS = Manganese, SAC = Sulfuric Acid, SO<sub>4</sub> = Sulfate, IT = Toluene, BT = Butyl Alcohol, P/P = Precipitate Property, CType = Coolant Type, CON = Conductivity, App = Appearance, Phat = Precipitate Appearance, POC = Precipitation Color, FPhat = Precipitate Property, CType = Coolant Type

**Notice:** This analysis is intended as an aid in predicting medication wear. No guarantee, expressed or implied, is made against failure of this piece of equipment or a component thereof.

CAROLINA TRACTOR CHARLOTTE  
DARRYL WYATT  
TRUCK ENGINE

**CAROLINA TRACTOR CHARLOTTE**  
**DARRYL WYATT**  
**TRUCK ENGINE**

COMPANY NAME: CHARLOTTE ENGINE/TRACTOR SH  
 CUSTOMER EQUIP NUM: 11878C13  
 COMPARTMENT NAME: RADIATOR  
 SERIAL NUMBER: 11878C13  
 MANUFACTURER: CATERPILLAR  
 MODEL: C13  
 JOB SITE:  
 EXT WATER NUMBER:  
 SHOP JOB NUM:  
 CUSTOMER PO NUM:  
 COMP SERIAL NUM:  
 COMPARTMENT MODEL:  
 COMP MANUFACTURER:  
 SAMPLE LABEL NUM:  
 FLUID BRAND/WEIGHT:  
 EXT WATER EXPIRE DATE:

Fluids Analysis Laboratory  
 9000 Statesville Road  
 Charlotte, NC 28269-7890  
 704-598-6700 OR 800-377-1212  
 www.carolina-tractor.com

**CAT**

LAB CONTROL NUMBER: 0000-85268-3501  
 SAMPLE DATE: 7/13/05  
 PROCESS DATE: 07/13/05  
 EQUIPMENT NUMBER: UNKNOWN  
 METER ON FLUID: UNKNOWN  
 FLUID CHANGED: UNKNOWN  
 MAKE UP FLUID: UNKNOWN

Monitor Compartment  
 SAMPLE IS SLIGHTLY CLOUDY. FLAKY BLACK SOLIDS IN SAMPLE. ALL OTHER TEST RESULTS ARE NORMAL. RESAMPLE AT THE NEXT ENGINE SERVICE TO MONITOR.

| BP  | TH  | GL | pH  | COH  |
|-----|-----|----|-----|------|
| 100 | -41 | 82 | 8.7 | 2500 |

| NO2  | Color | Chlor | Color | App | Phos | Phos | PCol | PTrip |
|------|-------|-------|-------|-----|------|------|------|-------|
| 1465 | None  | None  | None  | 41  | None | None | None | None  |

CAROLINA TRACTOR CHARLOTTE  
 DARRYL WYATT  
 TRUCK ENGINE

Al = Aluminum, Ca = Calcium, Fe = Iron, K = Potassium, Mg = Magnesium, Na = Sodium, Pb = Lead, Sn = Tin, V = Vanadium, Zn = Zinc, B20 = Barite, CaC = Ca as CaCO3, MgC = Mg as CaCO3, MeO4 = Molybdenum, PO4 = Phosphate, SiO2 = Silica, Ti = Total Hardness, Cl = Chloride, CO3 = Carbonate, GLD = Glycol, NO3 = Nitrate, PO4 = Phosphate, SAC = Sulfuric Acid, SO4 = Sulfate, TT = Total Hardness, BP = Barite, PCol = Precipitate Color, PTrip = Precipitate Property, CType = Coolant Type  
 COH = Conductivity, App = Appearance, Phos = Phosphate Amount, PCol = Precipitate Color, PTrip = Precipitate Property, CType = Coolant Type  
 Notes: This analysis is intended as an aid in predicting mechanical wear. No guarantee, expressed or implied, is made against failure of the piece of equipment or a component thereof.



08-06-05 - Left Junction City

10 com faults on generator on VMS

Bolt missing on tag axle

1<sup>st</sup> stop (400 miles) radiator fluid low

Front end low 1 1/2" in travel/mode

Passenger drive axle seal leaking.

Send thin set with tile

Tag axle/drives side/not reporting in

Engine/lost power/different shift patterns

Reprogrammed 1<sup>st</sup> day of service @ Country Coach

Air Filter - still can't change it

Engine overheating

Battery Bay doors so hot on the inside you

can't touch metal struts/burns. Doors

are starting to melt again

Engine batteries are boiling over--all cells

Engine Fan controller - not shifting

~~Need~~ Need paperwork from front end shop showing

what was wrong, front end modifications &

engine/transmission modifications that were made.

Passenger Side Slide - Bushings - rattles

Both tag axles are locking up badly.

After traveling 620 miles -

Stopped at Mile Marker 132 (Hwy 84) - opened

engine access hatch - wire tied in open

position - resumed driving. On first hill

temp prior for engine were 217-220, with

eng. hatch open max temp was 210. Hill length

approx. 1-mile with steady incline. Outside temp

10\$° per dash thermometer.

Temp. 217° Silverleaf goes into large display

Temp. 232° 2-engine warning lites with buzzers come on

|      |       |       |      |       |       |
|------|-------|-------|------|-------|-------|
| Sat. | 440   | miles | Tues | 2,036 | miles |
| Sun. | 1,048 | "     | Wed  |       |       |
| Mon. | 1,538 |       |      |       |       |

11:59 AM  
Tues

110 11 1 Very High Coolant Temp  
8/8 11882 MI 231F 78PL 1933 RPM  
110 0 1 11882 MI

S

11:59 AM  
Tues

8/8/05 - Hwy 80-exit 323 Wyoming  
off the road/Engine shut down/overheated 231°F  
Windshield cracked from top to bottom  
drivers side (85° outside)  
called Jack Fagan + Paulette -- Left msg on  
Voice mail

08/08/05 - Monday - 7:50 am / Rock Springs, Wyoming  
called Paulette concerning overheating of engine. I told her we pulled the mud off and wire tied engine bay door open to get better air circulation. Engine has no power -- not shifting properly. Paulette said she would talk to their engineers and will get back with us as soon as possible.

She said there was a modification done on our transmission & engine fan relay was changed out. We also told her that the fan was not spinning as fast as it use to. It doesn't have the high pitched whistle it use to have.

Also, told Paulette our engine is getting so hot you can smell it burning. Batteries are boiling over / melting.

08/08/05 - <sup>4:50 pm</sup> Generator Shut-down while A/C's were running - Started it again - Shut-down again - Started again - A/C went on - We just filled up with fuel at 4:30 pm.

VP-Service / Warrant  
Paul Kellerman - out of state 863-398-0726

08-30-05 1:30 est

Called country coach

Doug Rutherford

Dir. Service

Transmission Fluid needs changing  
because its burnt + all filters  
2-3 filters need changing  
+ engine oil

Tan Johnson

needs to be done because  
of overheating

no fault of ours

sample analysis first - then call

Transmission cooler may have  
leak - leak from transmission  
into radiator  
thats where brown fluid is  
coming from

Transmission Fluid - green  
Radiator - blue

Windshield

bull nose tile thinset

- instrument burlwood

Left msg for

Paulette, Jack Fagan, Jim Howard  
Doug Rutherford

can check speed

Fan controller / Relay = CatShop  
can address

lost programming  
or bad } can fax info  
to cat shop

Fan still draws air in  
changed pitch to move  
air

battery bay door  
don't disturb integrity of door  
Rear axles locked up

Jack Fagen - returned  
our call, 08-30-05  
2:05 pm

Told us to find Cat  
dealer in Concord, take  
sample analysis of fluids  
& call him

Bullnose @ 1/2 hook  
Corian ends  
of 1/2 in

Original Receipt. Clerk: KBOST

Carolina Tractor Charlotte  
9000 Statesville Road  
Charlotte, NC 28269  
PHONE: 704-596-8880

*logged  
in checkbook*

Name: [REDACTED]  
Card Number: XXXXXXXXXXXX  
Card Exp Date: XX/XX Card Not Present  
Transaction Type: VISA SALE  
Transaction Amount: \$27.36  
Auth Code: 170301  
Invoice #: HCC997790  
AVS Reply: (Y) ZIP/ADDRESS MATCH  
CVV2 Card Code: (M)MATCH  
Ticket #: [REDACTED]  
Date: 09/12/05 12:00:32 PM

CARDMEMBER ACKNOWLEDGES RECEIPT OF  
GOODS AND/OR SERVICES IN THE AMOUNT OF  
THE TOTAL SHOWN HEREIN AND AGREES TO  
PERFORM THE OBLIGATIONS SET FORTH BY  
THE CARDMEMBER'S AGREEMENT WITH ISSUER

*X* \_\_\_\_\_

SIGNATURE

CUSTOMER COPY

*tick*  
*000003*

*980-241-9380*

10-04-05 / Tuesday / 7:30 am

Carolina CAT  
9000 Statesville Rd  
Charlotte, NC



- oil change
- Install + program new fan controller

Duplicate Receipt. Clerk: MBATTS

Carolina Tractor Charlotte  
9000 Statesville Road  
Charlotte, NC 28269  
PHONE: 704-596-8880

Name: [REDACTED]  
Card Number: XXXXXXXXXXXX [REDACTED]  
Card Exp Date: XX/XX Card Present  
Transaction Type: VISA SALE  
Merchant ID: 0000 [REDACTED]  
Transaction Amount [REDACTED]  
Auth Code: 183682 [REDACTED]  
Invoice #: ec53226  
Ticket #: 1392188  
Date: 10/4/2005 4:38:00 PM

CARDMEMBER ACKNOWLEDGES RECEIPT OF  
GOODS AND/OR SERVICES IN THE AMOUNT OF  
THE TOTAL SHOWN HEREIN AND AGREES TO  
PERFORM THE OBLIGATIONS SET FORTH BY  
THE CARDMEMBER'S AGREEMENT WITH ISSUER

X \_\_\_\_\_

SIGNATURE

MERCHANT COPY

Lab - [REDACTED]  
[REDACTED]

Lab will send sample to CAT  
for further testing -- about one  
week for results. Will also send 1<sup>st</sup>  
test to house address.

Monday 10-04-05 - Some solid  
material found

**Cat Electronic Technician 2005A v2.2.0  
Configuration**

\* 10/4/2005 3:33 PM

Comments: COUNTRY COACH

*Charlotte, NC.  
Caroline Cat*

C13 Truck (KCB14169)

| Parameter                       | Value                |
|---------------------------------|----------------------|
| Vehicle ID                      | 4U7B8E2 [REDACTED]   |
| Engine Serial Number            | KCB14169             |
| ECM Serial Number               | 12946458JJ           |
| Personality Module Part Number  | 2598897-00           |
| Personality Module Release Date | jun04                |
| Personality Module Code         | 96                   |
| ECM Date/Time                   | 10/4/2005 1:31:44 PM |

| Description                     | Value                 | Unit | TT |
|---------------------------------|-----------------------|------|----|
| C13 Truck (KCB14169)            |                       |      |    |
| Selected Engine Rating          |                       |      |    |
| Rating Number                   | 1                     |      | 0  |
| Rating Type                     | Standard              |      |    |
| Multi-Torque Ratio              | Unavailable           |      |    |
| Advertised Power                | 525 HP                |      |    |
| Governed Speed                  | 2100 RPM              |      |    |
| Rated Peak Torque               | 1650 lb-ft @ 1200 RPM |      |    |
| Top Engine Speed Range          | 2120 - 2120 RPM       |      |    |
| Test Spec                       | 0K6293-00             |      |    |
| Test Spec with BrakeSaver       |                       |      |    |
| ECM Identification Parameters   |                       |      |    |
| Vehicle ID                      | 4U7B8E2 [REDACTED]    |      | 1  |
| Engine Serial Number            | KCB14169              |      |    |
| ECM Serial Number               | 12946458JJ            |      |    |
| Personality Module Part Number  | 2598897-00            |      |    |
| Personality Module Release Date | jun04                 |      |    |
| Security Access Parameters      |                       |      |    |
| Total Tattletale                | 26                    |      |    |

|                                                  |                     |        |   |
|--------------------------------------------------|---------------------|--------|---|
| Last Tool to change Customer Parameters          | BT118092            |        |   |
| Last Tool to change System Parameters            | WB073189            |        |   |
| BCM Wireless Communications Enable               | No                  |        | 0 |
| Vehicle Speed Parameters                         |                     |        |   |
| Vehicle Speed Calibration                        | Unavailable         | PPM    |   |
| Vehicle Speed Cal (J1939-Trans)                  | 2099                | R/Mile | 1 |
| Vehicle Speed Cal (J1939-ABS)                    | Unavailable         | Ratio  |   |
| Vehicle Speed Limit                              | 100                 | MPH    | 1 |
| VSL Protection                                   | 2120                | RPM    | 0 |
| Tachometer Calibration                           | 12.0                | PPR    | 1 |
| Soft Vehicle Speed Limit                         | No                  |        | 0 |
| Two Speed Axle - Low Speed Range Axle Ratio      | Unavailable         |        |   |
| Nominal Axle Ratio - High Speed Range Axle Ratio | Unavailable         |        |   |
| Cruise Control Parameters                        |                     |        |   |
| Low Cruise Control Speed Set Limit               | 30                  | MPH    | 1 |
| High Cruise Control Speed Set Limit              | 70                  | MPH    | 2 |
| Engine Retarder Mode                             | Coast               |        | 1 |
| Engine Retarder Minimum VSL Type                 | Hard Limit          |        | 0 |
| Engine Retarder Minimum Vehicle Speed            | 0                   | MPH    | 0 |
| Auto Retarder in Cruise (0 = Off)                | 5                   | MPH    | 1 |
| Auto Retarder in Cruise Increment                | 2                   | MPH    | 0 |
| Cruise/Idle/PTO Switch Configuration             | Set/Accel-Res/Decel |        | 0 |
| SoftCruise Control                               | No                  |        | 1 |
| Adaptive Cruise Control Enable                   | Disabled            |        | 0 |
| Idle Parameters (Old PTO)                        |                     |        |   |
| Idle Vehicle Speed Limit                         | 1                   | MPH    | 0 |
| Idle RPM Limit                                   | 2120                | RPM    | 0 |
| Idle/PTO RPM Ramp Rate                           | 50                  | RPM/s  | 0 |
| Idle/PTO Bump RPM                                | 20                  | RPM    | 0 |
| Dedicated PTO Parameters                         |                     |        |   |
| PTO Configuration                                | Off                 |        | 0 |
| PTO Top Engine Limit                             | Unavailable         | RPM    |   |
| PTO Engine RPM Set Speed (0 = Off)               | Unavailable         | RPM    |   |
| PTO Engine RPM Set Speed A (0 = Off)             | Unavailable         | RPM    |   |
| PTO Engine RPM Set Speed B (0 = Off)             | Unavailable         | RPM    |   |

|                                            |                    |       |   |
|--------------------------------------------|--------------------|-------|---|
| PTO to Set Speed                           | Unavailable        |       |   |
| Maximum PTO Enable Speed                   | Unavailable        | RPM   |   |
| PTO Cab Controls RPM Limit                 | Unavailable        |       |   |
| PTO Kickout Vehicle Speed Limit            | Unavailable        | MPH   |   |
| Torque Limit                               | Unavailable        | lb-ft |   |
| PTO Shutdown Time (0 = Off)                | Unavailable        | min   |   |
| PTO Shutdown Timer Maximum RPM             | Unavailable        | RPM   |   |
| PTO Activates Cooling Fan                  | Unavailable        |       |   |
| <b>Engine/Gear Parameters</b>              |                    |       |   |
| Lower Gears Engine RPM Limit               | 2120               | RPM   | 0 |
| Lower Gears Turn Off Speed                 | 3                  | MPH   | 0 |
| Intermediate Gears Engine RPM Limit        | 2120               | RPM   | 0 |
| Intermediate Gears Turn Off Speed          | 5                  | MPH   | 0 |
| Gear Down Protection RPM Limit             | 2120               | RPM   | 0 |
| Gear Down Protection Turn On Speed         | 40                 | MPH   | 1 |
| Low Idle Engine RPM                        | 650                | RPM   | 1 |
| Transmission Style                         | Automatic Option 1 |       | 1 |
| Eaton Top 2 Override with Cruise Switch    | Unavailable        |       |   |
| Top Gear Ratio                             | 0.000              |       | 0 |
| Top Gear Minus One Ratio                   | 0.000              |       | 0 |
| Top Gear Minus Two Ratio                   | 0.000              |       | 0 |
| Governor Type                              | Min/Max            |       | 1 |
| <b>Timer Parameters</b>                    |                    |       |   |
| Idle Shutdown Time (0 = Off)               | 0                  | min   | 0 |
| Idle Shutdown Timer Maximum RPM            | 2120               | RPM   | 0 |
| Allow Idle Shutdown Override               | Yes                |       | 0 |
| Minimum Idle Shutdown Outside Temp         | Not Installed      | Deg F |   |
| Maximum Idle Shutdown Outside Temp         | Not Installed      | Deg F |   |
| A/C Switch Fan On-Time (0 = Off)           | 0                  | Sec   | 0 |
| Fan with Engine Retarder in High Mode      | No                 |       | 2 |
| Engine Retarder Delay                      | 0.0                | Sec   | 0 |
| <b>Smart Idle Parameters</b>               |                    |       |   |
| Battery Monitor and Engine Control Voltage | 0.0                | Volts | 0 |
| <b>Engine Monitoring Parameters</b>        |                    |       |   |
| Engine Monitoring Mode                     | Shutdown           |       | 1 |

|                                                 |              |       |   |
|-------------------------------------------------|--------------|-------|---|
| Engine Monitoring Lamps                         | Warning Lamp |       | 0 |
| Coolant Level Sensor                            | 4-pin        |       | 1 |
| Engine Coolant Temperature Derate Enable Status | Disabled     |       | 0 |
| Maintenance Parameters                          |              |       |   |
| Maintenance Indicator Mode                      | Off          |       | 0 |
| PM1 Interval                                    | 0            | Miles | 0 |
| Engine Oil Capacity                             | 40           | Qts   | 0 |
| Trip Parameters                                 |              |       |   |
| Fuel Correction Factor                          | 0.0          | %     | 0 |
| Dash - Change Fuel Correction Factor            | No           |       | 0 |
| Dash - PM1 Reset                                | No           |       | 0 |
| Dash - Fleet Trip Reset                         | No           |       | 0 |
| Dash - State Selection                          | Yes          |       | 0 |
| Theft Deterrent System Control                  | No           |       | 0 |
| Theft Deterrent Password                        | ****         |       |   |
| Quick Stop Rate                                 | 0            | MPH/S | 0 |
| Vehicle Overspeed Threshold                     | 127          | MPH   | 0 |
| Vehicle Activity Report Parameters              |              |       |   |
| Minimum Idle Time (0 = Off)                     | 0            | min   | 0 |
| Driver Reward                                   |              |       |   |
| Driver Reward Enable                            | Disabled     |       | 1 |
| Input Selections                                |              |       |   |
| Fan Override Switch                             | None         |       | 0 |
| Transmission Neutral Switch                     | None         |       | 0 |
| Ignore Brake/Clutch Switch                      | Unavailable  |       |   |
| Torque Limit Switch                             | Unavailable  |       |   |
| Diagnostic Enable Switch                        | None         |       | 0 |
| PTO On/Off Switch                               | Unavailable  |       |   |
| Remote PTO Set Switch                           | Unavailable  |       |   |
| Remote PTO Resume Switch                        | Unavailable  |       |   |
| PTO Engine RPM Set Speed Input A                | Unavailable  |       |   |
| PTO Engine RPM Set Speed Input B                | Unavailable  |       |   |
| Starting Aid On/Off Switch                      | None         |       | 0 |
| Two Speed Axle Switch                           | None         |       | 0 |
| Cruise Control On/Off Switch                    | J1/P1:59     |       | 0 |

|                                              |                             |  |   |
|----------------------------------------------|-----------------------------|--|---|
| Cruise Control Set/Resume/Accel/Decel Switch | J1/P1:35 & 44               |  | 0 |
| Cruise Control Pause Switch                  | None                        |  | 0 |
| Clutch Pedal Position Switch                 | J1/P1:22                    |  | 0 |
| Retarder Off/Low/Med/High Switch             | J1/P1:23 & 40               |  | 0 |
| Service Brake Pedal Position Switch #1       | J1/P1:45                    |  | 0 |
| Accelerator Pedal Position                   | J1/P1:66                    |  | 0 |
| Vehicle Speed Input                          | J1939 - Trans               |  | 1 |
| Output Selections                            |                             |  |   |
| Engine Running Output                        | None                        |  | 0 |
| Engine Shutdown Output                       | None                        |  | 0 |
| Auxiliary Brake                              | J1/P1:12                    |  | 1 |
| Starting Aid Output                          | None                        |  | 0 |
| X Fan Control Type                           | Variable Speed Fan Option S |  | 2 |
| PTO Active Output                            | Unavailable                 |  |   |
| Passwords                                    |                             |  |   |
| Customer Password #1                         | *****                       |  |   |
| Customer Password #2                         | *****                       |  |   |
| Data Link Parameters                         |                             |  |   |
| Powertrain Data Link                         | J1939                       |  | 0 |
| System Parameters                            |                             |  |   |
| Personality Module Code                      | 96                          |  | 2 |
| FLS                                          | 3                           |  | 0 |
| FTS                                          | -12                         |  | 0 |

January 2006 Lazydays Tampa, FL

- ✓ - Windshield on #4 cracks @ corners
- ✓ - on both sides
- ✓ - Radiator leaking 1<sup>st</sup> time, but in service for numerous overheating problems (spent 7 wks @ plant for service)
- ✓ - Fuel line still leaking
- ✓ - hydro hot leaks coolant
- ✓ - entrance door still whistles
- ✓ - Entrance door awning not working
- ✓ - pocket doors broken cracked
- ✓ - battery bay doors off & melting
- ~~heat pumps when on 3-4 hrs + compressors lock up~~
- ✓ - other cargo bay doors delaminating
- ✓ - concern about eng & trans. long term damage due to excessive heat, multiple times
- ✓ - Still don't have ~~copies~~ <sup>docs pertaining to the</sup> removal & replacement of both front axles - service performed at Factory Service Oregon
- ✓ - Paint still bubbling on bed side slide
- ✓ - coach will not level properly

Holiday Camper

Columbia S.C.

because of the #'s problems we've  
encountered, & many are reoccurring  
our patience w/ the product have worn  
thin. Requesting that someone put  
together figures for a buy back

~~And maybe we can take~~

01-24-06

2:45 pm

Call from:

Country Coach Consumer Appeals Board

He asked for our e-mail address so that he could send us some documents. Gave him the e-mail address. He committed about the 40-day response time. Paperwork made it to his desk today--didn't know if he would have enough time to complete his end by the 40<sup>th</sup> day.

01-25-06

Checked our e-mail--we never received documents from Larry Brown. Called Larry Brown approx. 11:30 am. Spoke with him concerning <sup>the</sup> e-mail he was suppose to send us. ~~He~~ He yelled to his secretary asking her if she e-mailed us some documents. He said he would send today, it didn't get done yesterday. I asked for his e-mail address to send him some documents, he would not give it to me. He told me to

wait for the documents he  
was sending me via e-mail,  
I asked him if he was going  
to contact Lazydays to have the  
current service records sent, because  
another windshield had cracked.  
He said he would do that thru  
Country coach.

I asked if I could send a  
bunch of documents that I have  
concerning service on our coach.  
He said that ~~his~~ I'm not your  
attorney and you can send what  
ever you want.

# Country Coach Consumer Appeals Board Application

Please print in black ink or type

Case No. \_\_\_\_\_

Customer Name \_\_\_\_\_

Home Phone (\_\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_

Bus. Phone (\_\_\_\_\_) \_\_\_\_\_

City Lake Junaluska State NC Zip 28626 Vehicle ID No. \_\_\_\_\_

Vehicle Year 2005 Make Country Coach Model Intrigue

Acquired: New ☒ Used ☐ Leased ☐ Date Purchased 02-25-05 Current Mileage 16,372

Selling Dealer Lazydays

City Seffner, FL

Servicing Dealer Country Coach Factory

City Junction City, OR

Lazydays

City Seffner, FL

1. Briefly describe your unresolved service concern(s) below. Attach legible copies of applicable repair orders or other documents that support your complaint. Keep the originals for your records.

-Fuel line still leaking - radiator leaking 1<sup>st</sup> time, but in for service numerous times for engine overheating problems (spent 2 wks at Oregon Factory for service)  
Still don't have documents pertaining to the removal + replacement of both front axles at Oregon Factory - going on our 4<sup>th</sup> windshield, they crack at corners on both sides - hydro hot leaks coolant - battery bay door overheating + melting - other cargo bay doors delaminating - concerned about engine + transmission long term damage due to excessive heat, multiple times - coach will not level properly - paint still bubbling on bedside slide, pocket doors cracked - entrance door whistles + awning doesn't work.

2. How many times has the vehicle been in for the same repair? multiple times

First repair attempt: Date 02-25-05 Mileage 3,864

Last repair attempt: Date 11-14-05 Mileage 15,344

3. Have you recently contacted your dealer about this concern? Yes ☐ No ☒

Individual's Name \_\_\_\_\_ Director Warranty / Sales / Customer Retention

4. Describe what you want done to resolve your concern: Because of the numerous problems we've encountered (and many are recurring) our patience with the product have worn thin. Requesting that someone put together figures for a buy back.

Signature \_\_\_\_\_

Date 12-13-05

Mail this completed form and any supporting documents to:

COUNTRY COACH, INC. CONSUMER APPEALS BOARD

P.O. Box 685

Junction City, OR 97448

7005 1820 0000 0825 9797

U.S. Postal Service

## CERTIFIED MAIL RECEIPT

(Domestic Mail Only: No Insurance Coverage Provided)

For delivery information visit our web site at [www.usps.com](http://www.usps.com)

OFFICIAL USE

|                                                   |                 |
|---------------------------------------------------|-----------------|
| Postage                                           | \$ 40.37        |
| Certified Fee                                     | \$2.80          |
| Return Receipt Fee<br>(Endorsement Required)      | \$1.75          |
| Restricted Delivery Fee<br>(Endorsement Required) | \$0.00          |
| <b>Total Postage &amp; Fees</b>                   | <b>\$ 44.92</b> |

0913  
83Postmark  
Here

12/13/2005

Send To

CC Consumer Appeals  
PO Box 655  
Junction City, OR 97448

## SENDER: COMPLETE THIS SECTION

- Complete Items 1, 2, and 3. Also complete Item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

## 1. Article Addressed to:

CC Consumer Appeals  
P.O. Box 655  
Junction City, OR  
97448

## 2. Article Number

(Transfer from service label)

7005 1820 0000 0825 9797

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-00-1040

## 3. Signature

☐ Agent  
☐ Addressee

## B. Received by (Printed Name)

## C. Date of Delivery

1. Is delivery address different from Item 1? ☐ Yes  
 If YES, enter delivery address below: ☐ No

## 3. Service Type

☒ Certified Mail ☐ Express Mail  
☐ Registered ☐ Return Receipt for Merchandise  
☐ Insured Mail ☐ C.O.D.

## 4. Restricted Delivery? (Extra Fee)

☐ Yes



COUNTRY COACH

**Consumer Appeals Board**

Country Coach, Inc.  
November, 2001

# Country Coach Consumer Appeals Board

The Country Coach Consumer Appeals Board (the "Board") is a voluntary, cost-free, independent dispute-settlement program established pursuant to federal law for owners of qualified Country Coach motor homes and DynoMax Chassis. Service or product performance complaints on Country Coach motor homes and DynoMax Chassis that are within the terms of any applicable express written warranty offered by Country Coach are eligible for review. This program offers an important benefit to you in your efforts to seek resolution of disputes. We encourage you to use this program.

**Important:** As a Country Coach motor home or DynoMax Chassis owner, you must use the Board prior to seeking remedies available to you through a court action pursuant to the Magnuson-Moss Warranty Act (the "Act"). In addition, some states may require you to use the Board prior to seeking certain state law remedies. However, if your state law permits and if you choose to seek remedies which are not created by the Act, you are not required to use the Board, although that option is still available to you.

If you have a service or product performance complaint, we suggest you:

## 1. Talk to Country Coach.

Country Coach wants to maintain good customer relations and tries to satisfy any concerns you may have about your motor home or DynoMax Chassis. We recommend that you attempt to resolve your concern with the Country Coach Service Manager or Service Department. If you feel that has not helped or that the matter has not been resolved to your satisfaction, ask to speak with the general manager for additional help. You may reach the Country Coach offices at the following addresses and phone numbers: *Jay Howard - GM*

Country Coach, Inc. Service Dept.  
P.O. Box 400  
Junction City, OR 97448  
(541) 998-9202  
Fax: (541) 998-5161

Country Coach, Inc.  
P.O. Box 400  
Junction City, OR 97448  
(541) 998-3720  
Fax: (541) 998-8687

## 2. Contact the Board.

If you are still dissatisfied, you may wish to contact the Board. The Board reviews all product performance and service complaints arising under a written Country Coach Warranty, except those involving:

- A non-Country Coach product.
- Disputes arising in connection with your sales transaction.

- 
- A complaint arising from repairs not specifically authorized by the terms of a Country Coach warranty.
  - A request for reimbursement for consequential expenses unless incidental to a service or product complaint being reviewed.
  - Items which should be handled by your insurance company.
  - Personal injury or property damage.
  - Cases in litigation.
  - Motor homes or DynoMax Chassis used in motor homes, which are used for commercial purposes, (unless the "Lemon Law" of your state covers vehicles used for commercial purposes).

Please note: Complaints involving those items in Country Coach motor homes or parts and components of DynoMax Chassis, which are not expressly warranted in writing by Country Coach, and motor homes or DynoMax Chassis on which applicable express written warranties have expired (except as otherwise provided by the "Lemon Law" of your state), are not eligible.

### ***3. How to Request a Board Review.***

If you believe your concern qualifies for review by the Country Coach Consumer Appeals Board, you need to complete the following:

1. Fill out the enclosed Country Coach Consumer Appeals Board Application form.
2. Complete all information requested.
3. Attach legible copies of any documents, including repair receipts for maintenance and repair, and work orders related to your problem.
4. Mail to:  
Country Coach Consumer Appeals Board  
P.O. Box 655  
Junction City, OR 97448

### ***4. Program Operation.***

Your application will be reviewed and if it is determined eligible, you will receive an acknowledgment of eligibility. Your file will be identified by your name, so be sure to put your name on all communications with the Board.

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The Board is composed of several members, and one of those members will be selected at random by the Board staff to serve as the Board Arbitrator to review and decide your dispute. None of the members is an employee or agent of Country Coach, and the Board member selected to serve as the Board Arbitrator for your dispute must not have any direct involvement in the manufacture, distribution, sale or service of any product. All Board members are respected leaders in the business and professional community.

To assess your situation, the Board Arbitrator assigned to your dispute will request written statements from various persons involved, including a Country Coach representative. These statements, along with your application, will be used by the Board Arbitrator in his or her decision-making process. Should your request not qualify for review, you will promptly receive an explanation of why your complaint is not eligible.

You may request a copy of the Board's Written Operating Procedures and information about the qualifications of all Board members by writing to the Board at the above address.

## ***5. The Decision.***

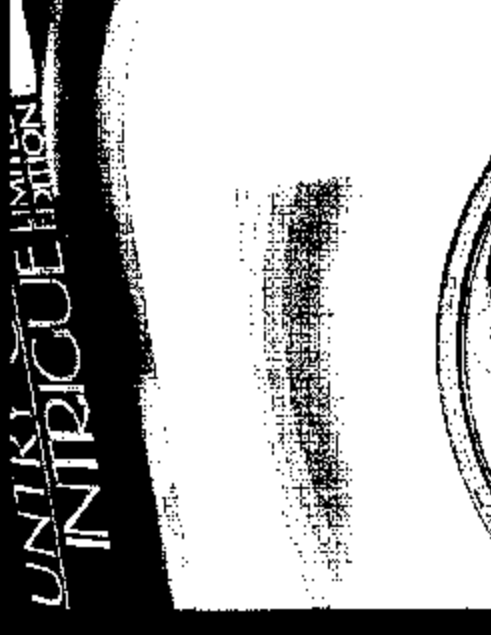
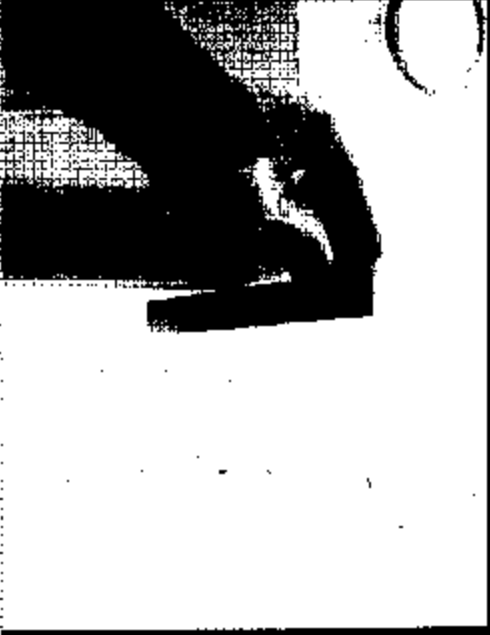
The decision of the Board Arbitrator is based on the written statements submitted by each of the involved parties. Personal presentations by the parties are made only if requested and both Country Coach and the consumer agree (in some states, state law requires that an option to make an oral presentation be made available to consumers). The program is designed to render a decision within 40 days from the Board's receipt of a request for Board review.

Shortly after your complaint has been reviewed, you will receive the Board's written decision. If you receive an award, you will also receive a form to notify the Board of your acceptance or rejection of the award. Country Coach has agreed in advance to be bound by decisions of the Board. Board decisions are not binding on consumers, and you are free to reject the Board decision and seek remedies that may be available under state or federal law. The decisions of the Board, however, may be introduced into evidence by any party in subsequent legal proceedings that may be initiated.

**NOTE:** This program may not be available in all states. Your legal rights under this program may vary from state to state. Country Coach reserves the right to change eligibility limitations, modify procedures and/or discontinue this program at any time without notice and without incurring obligations.

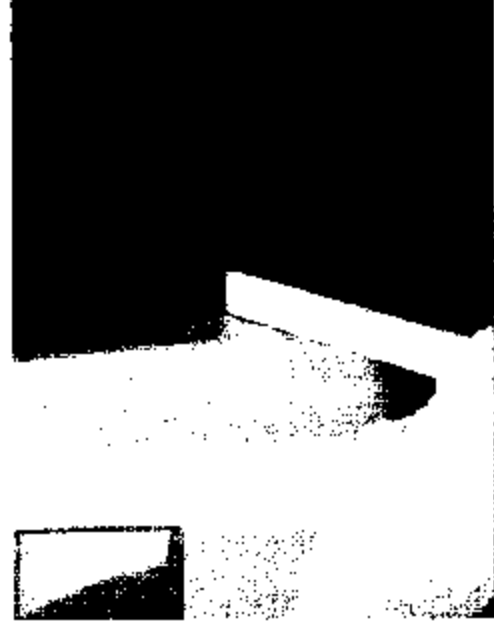
March, 2005  
North Carolina  
Wheel Seal leaking





June, 2005 -- Oregon

front tires rubbing Sway bar,  
rubbing airbag mounting support  
also bottoming out in wheel well.



June, 2005  
at Vehicle Systems  
Colorado

## ABS Warning Indicator

Vehicle vibrated so severely  
it knocked the sensors ~~out~~ loose  
causing warning indicator to  
come on.



July, 2005

Grey + Black water main  
dump assembly glued + assembled  
improperly -- leaking



Paulette McCullen gave us  
new parts at the factory  
and we installed ourself.



Cabinet over entry door cracked open

July, 2005



July, 2005

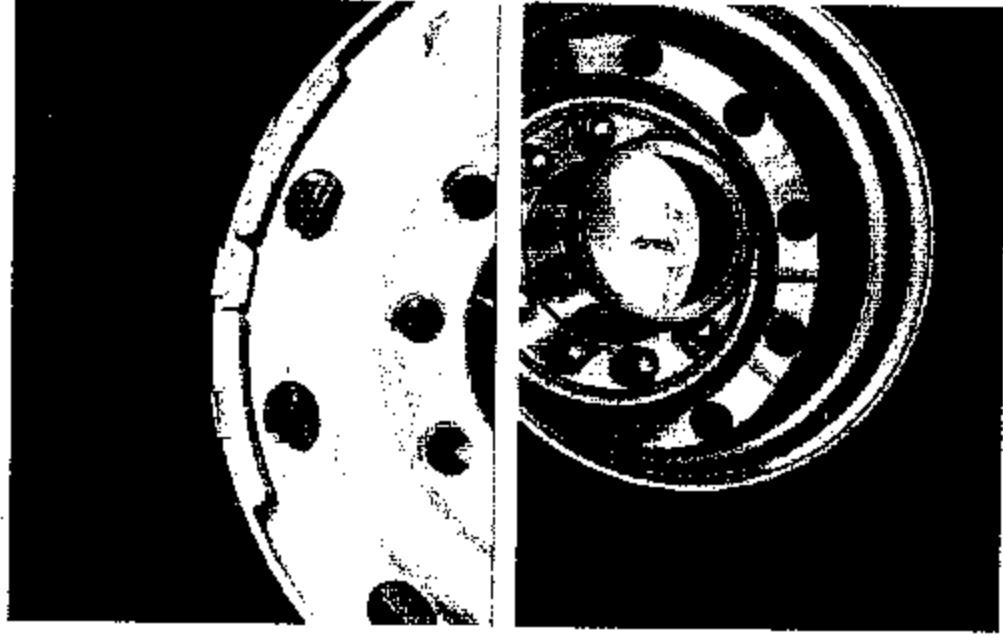


Engine overheating + transmission  
101° outside

July, 2005

Oregon

Wheel Seals leaking

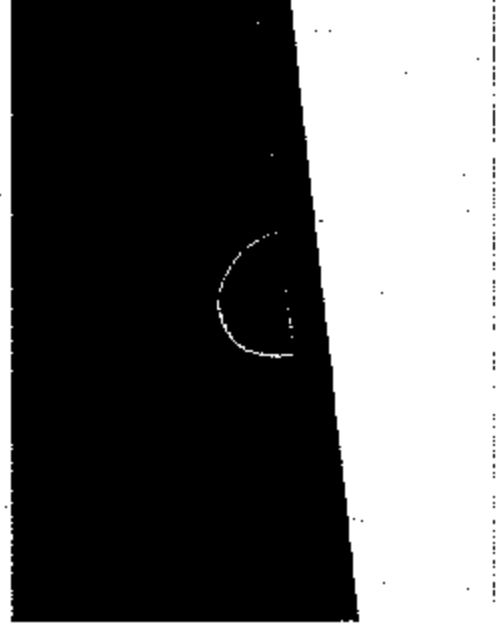
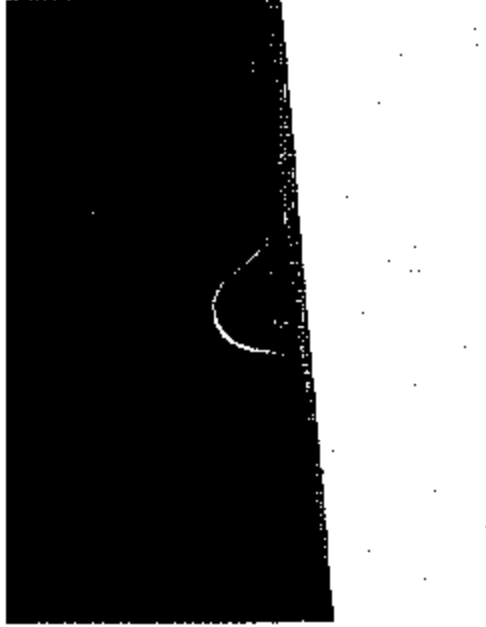
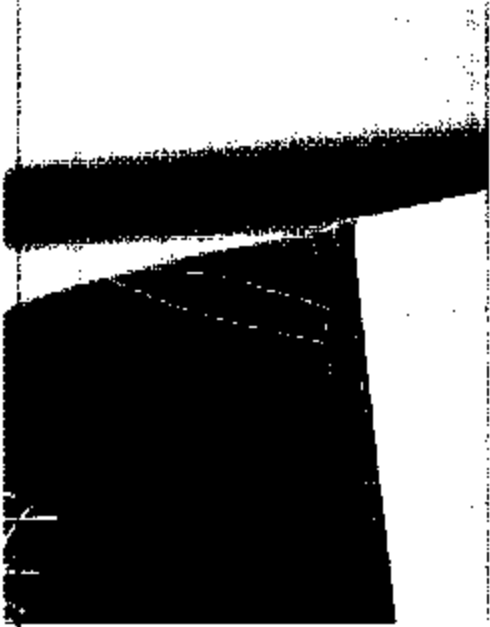
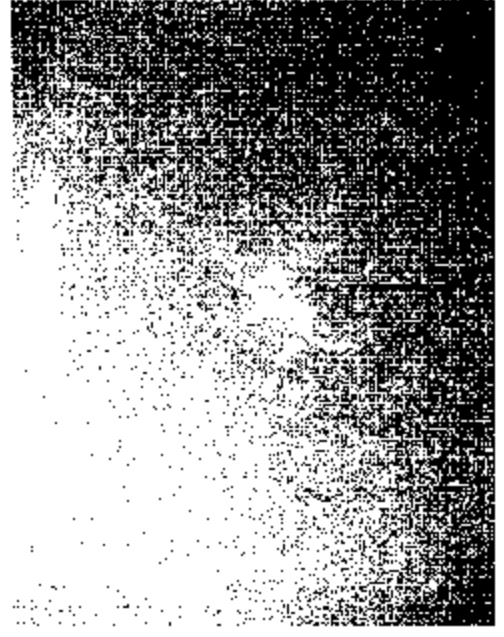


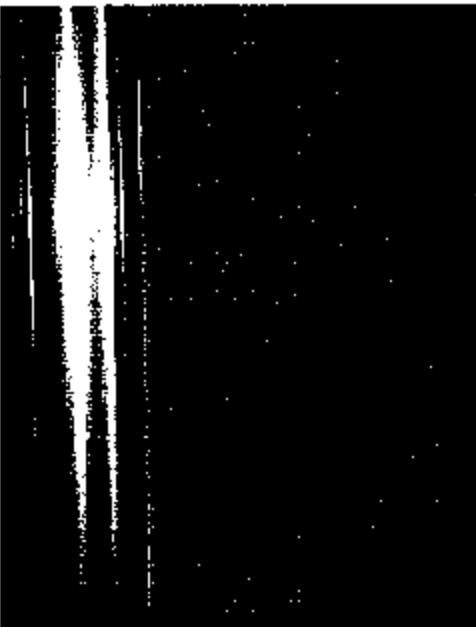
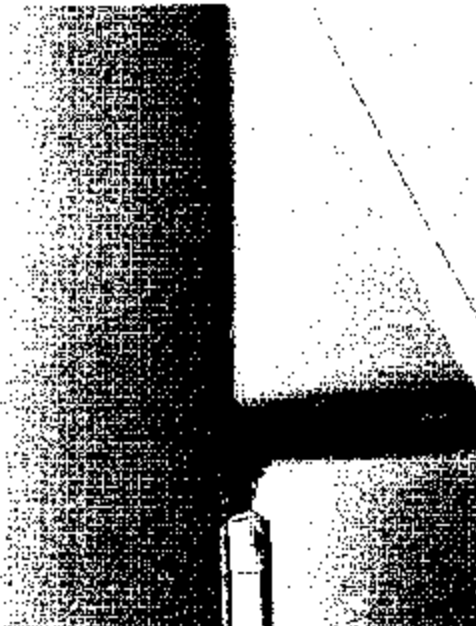


July 14, 2005

Damage done to the  
coach at Country  
Coach Factory, Junction  
City, Oregon

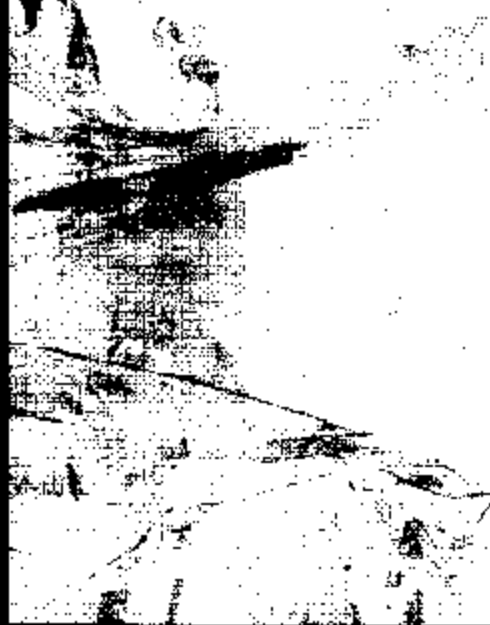
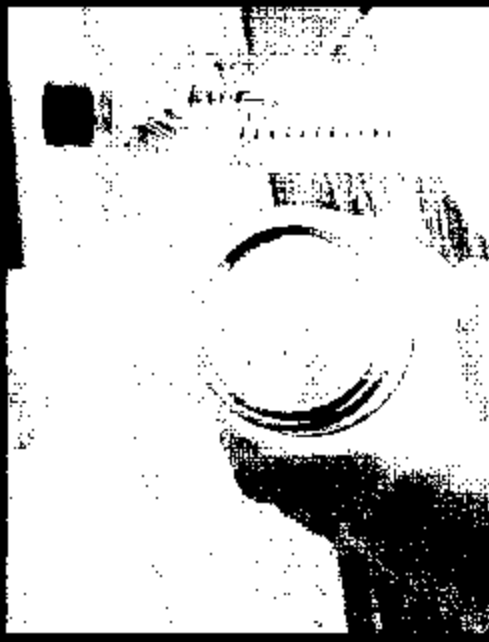
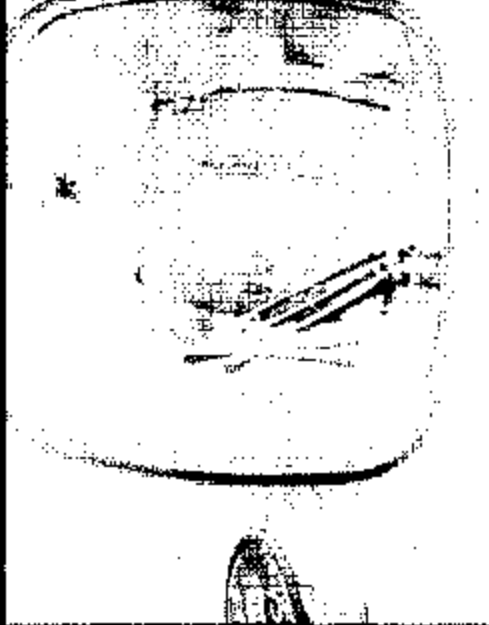
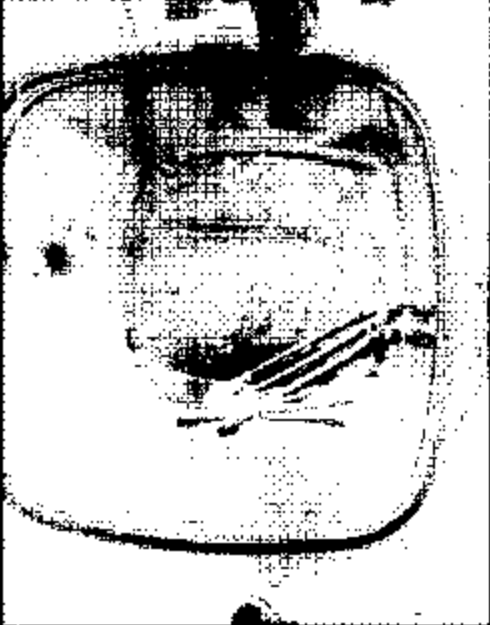
Page 1 of 2





July 31, 2005

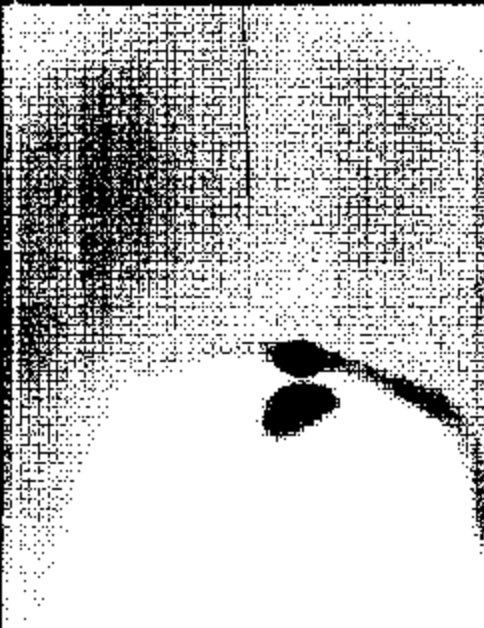
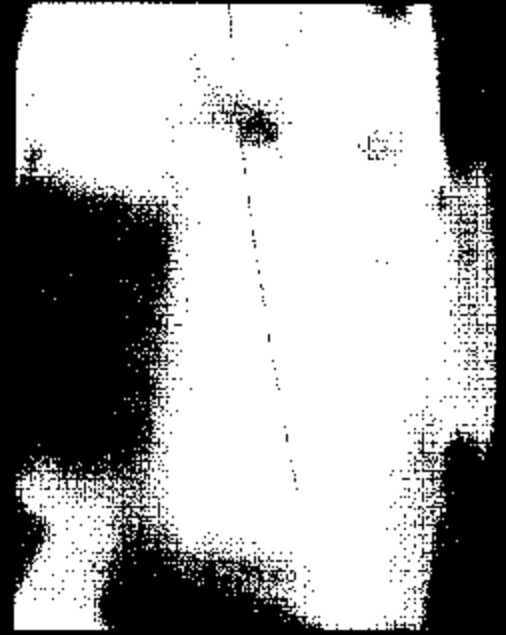
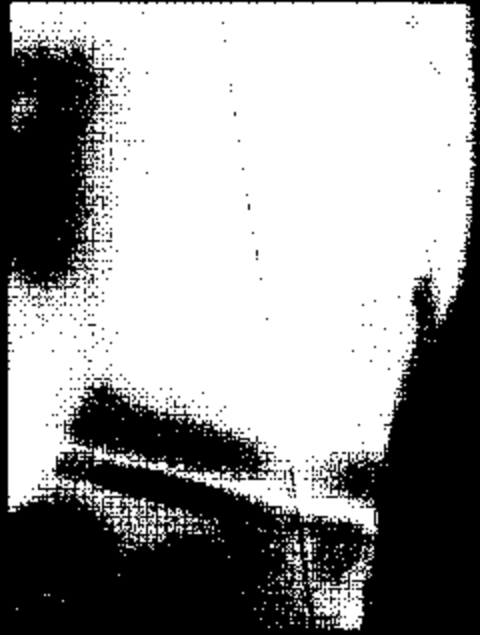
Contaminated  
radiator fluid  
Country Coach Factory  
Oregon



August 8, 2005

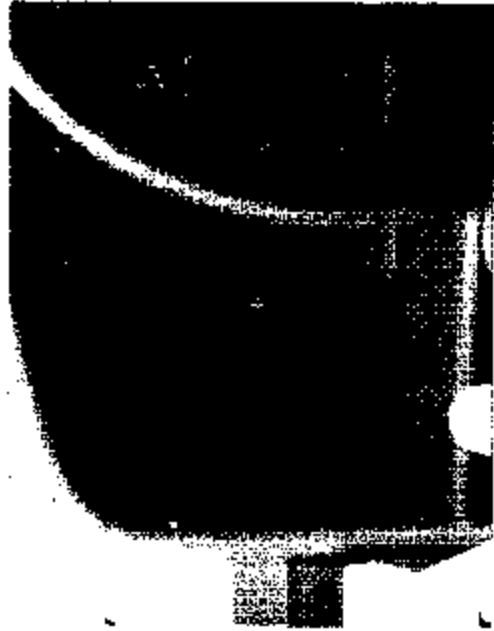
#2 windshield





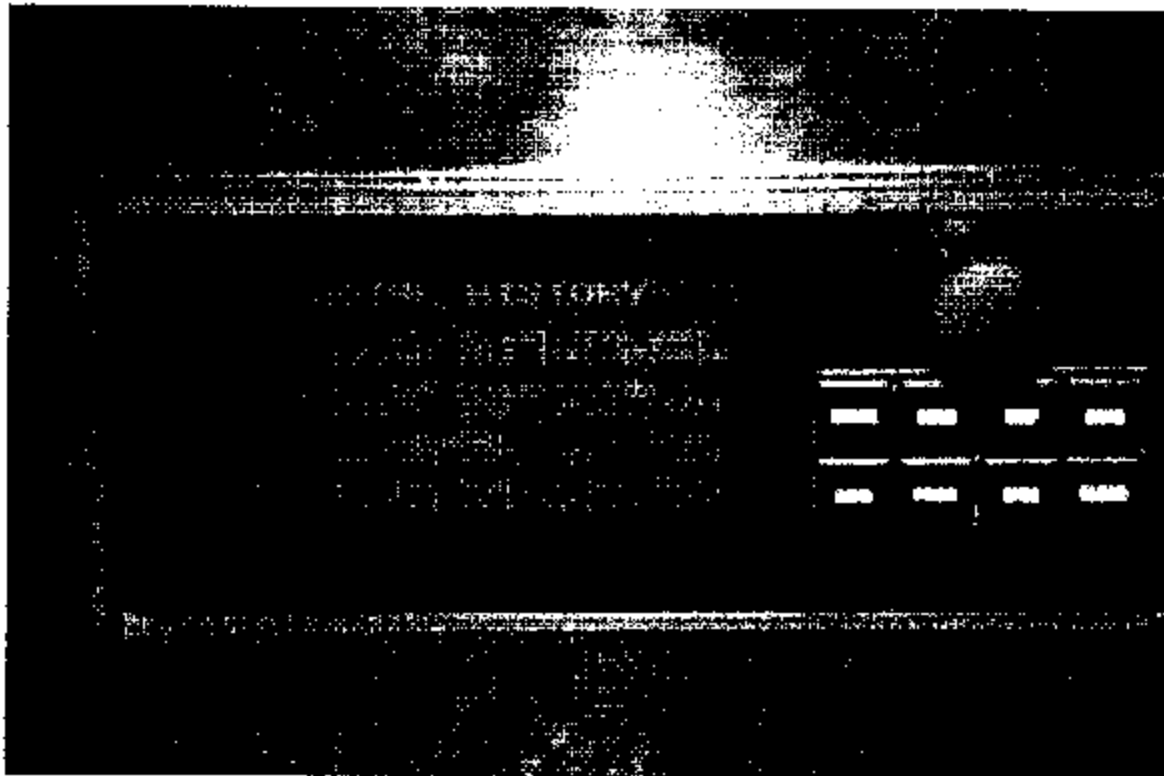
August, 2005

Engine overheating  
Warning Indicator



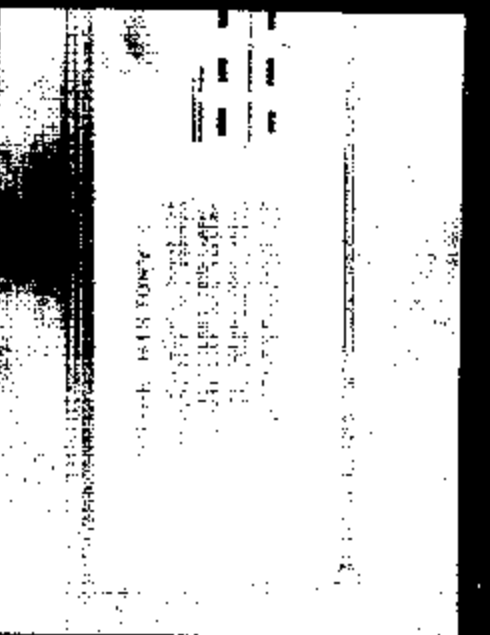
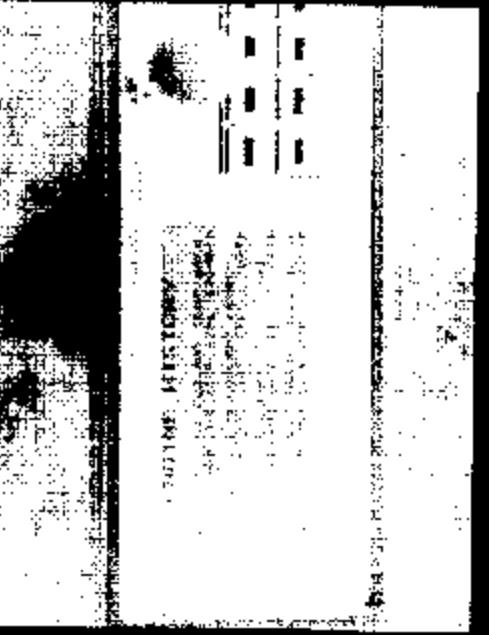
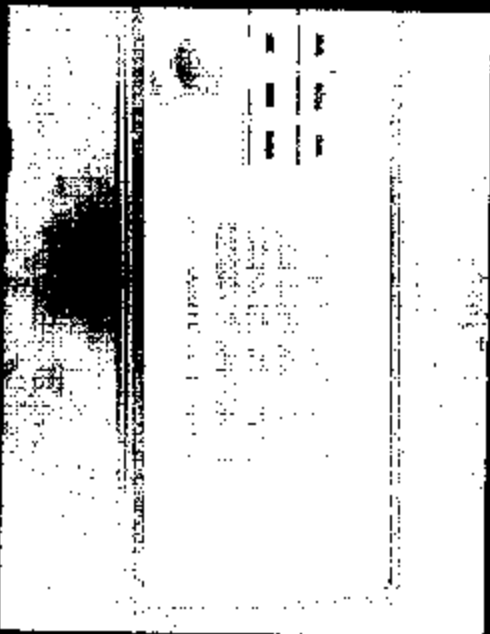
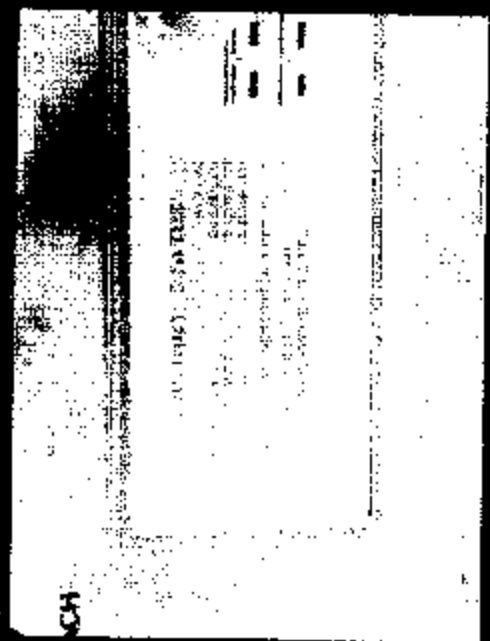
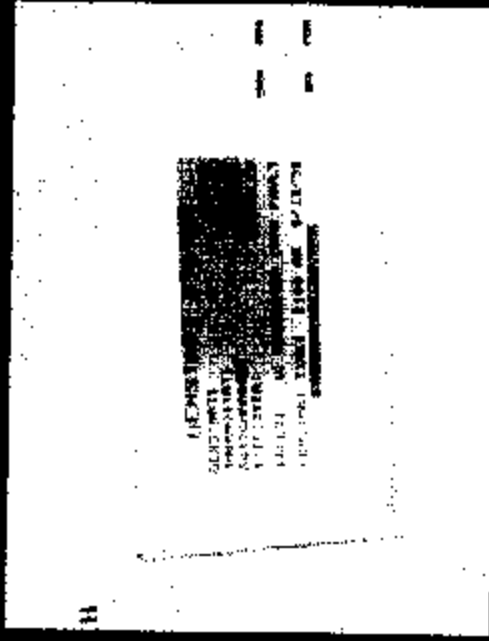
August 8, 2005

ESS Transmission Stuck



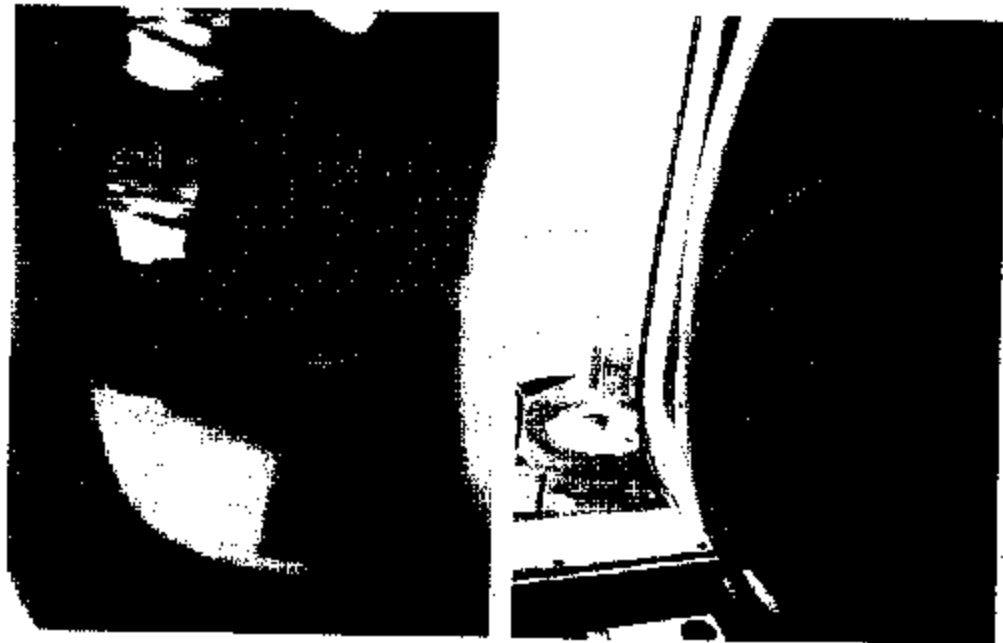
August 8, 2005

Silverleaf Very high  
coolant temperature  
warning --- 230° plus



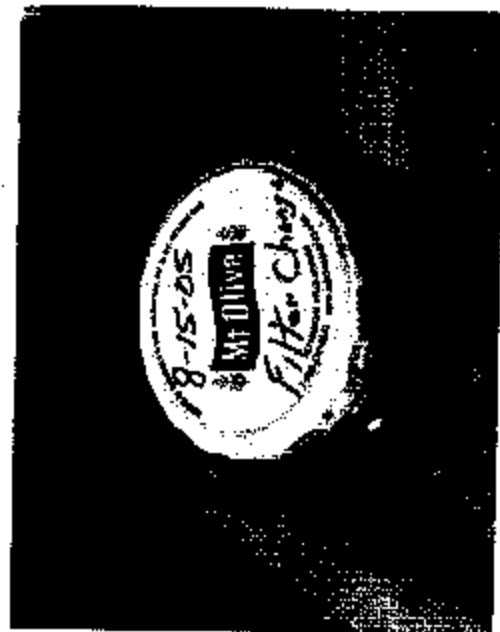
August 8, 2005

Engine warning  
over heating



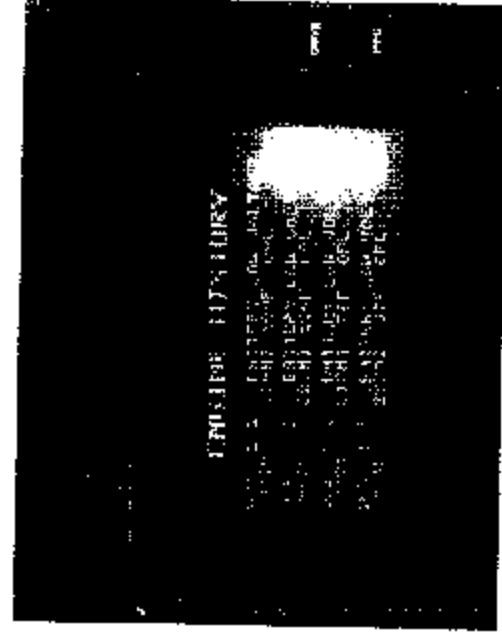
August 18, 2005

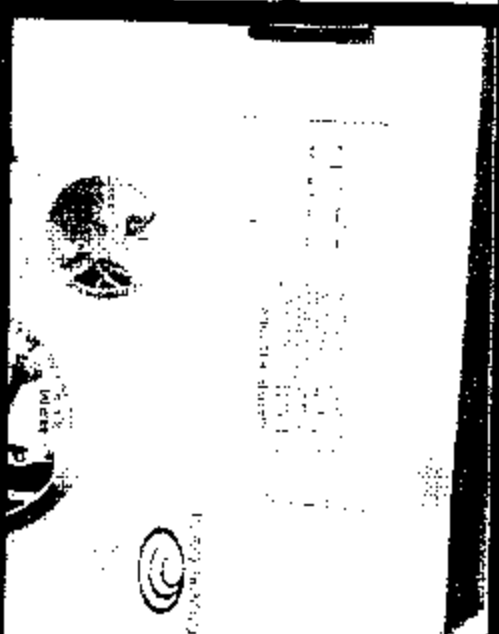
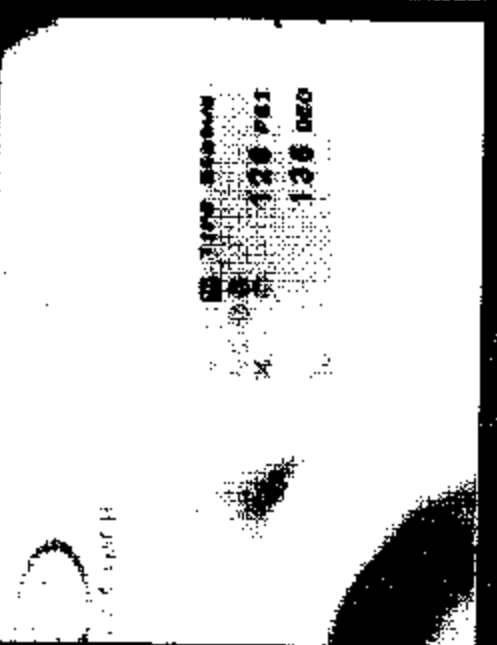
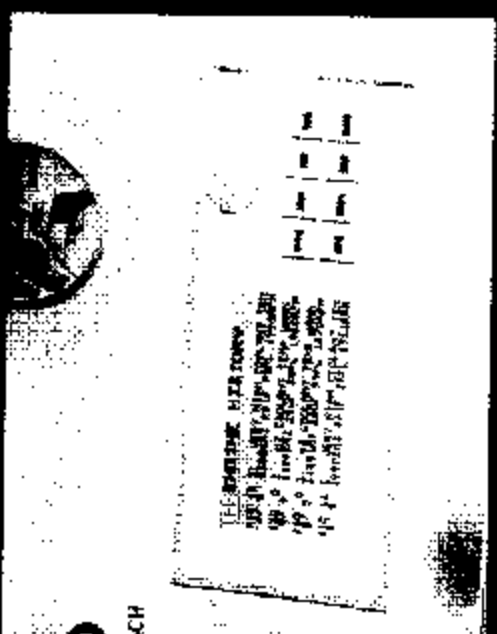
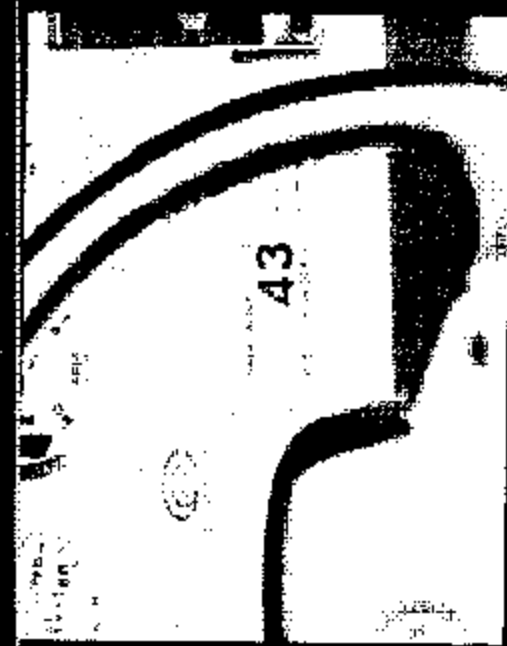
contaminated radiator fluid



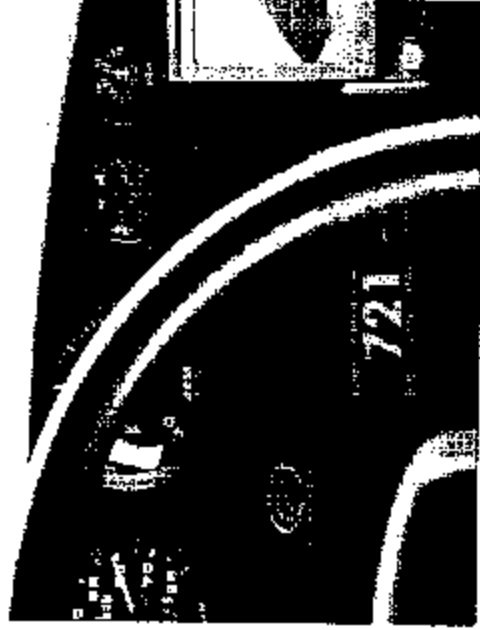
September 18, 2005

Silver leaf warning  
battery low voltage  
due to excessive heat





Silver leaf warning of engine  
overheating -- 9 separate  
occasions

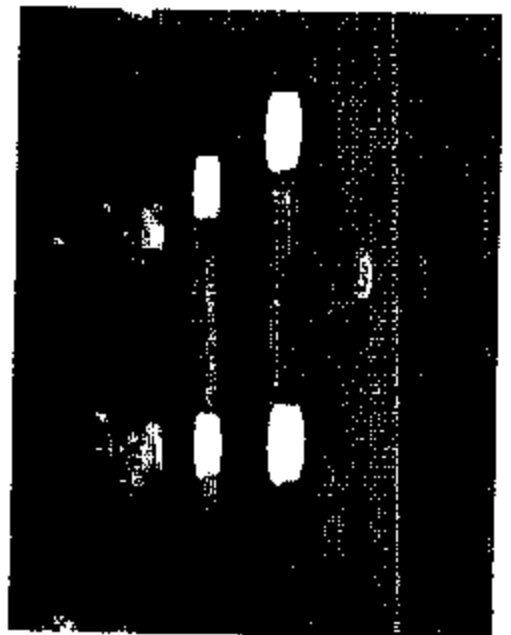
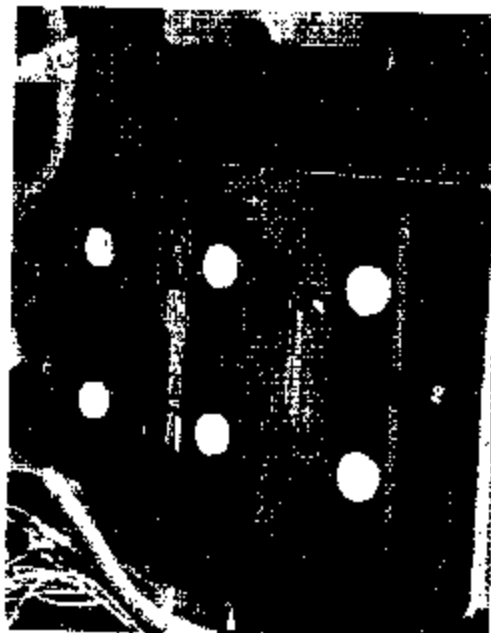


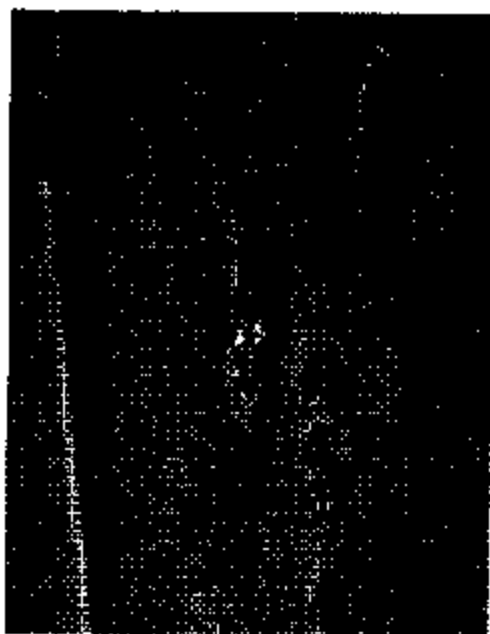
Bay doors delaminating again

Sept. 30, 2005



OCT. 4, 2005

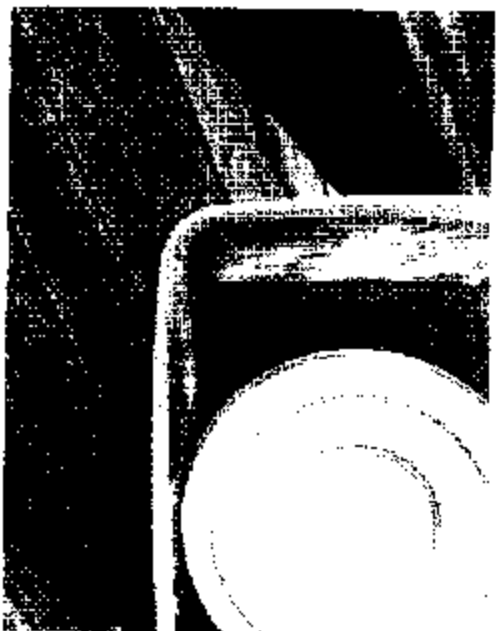




Oct. 4, 2005

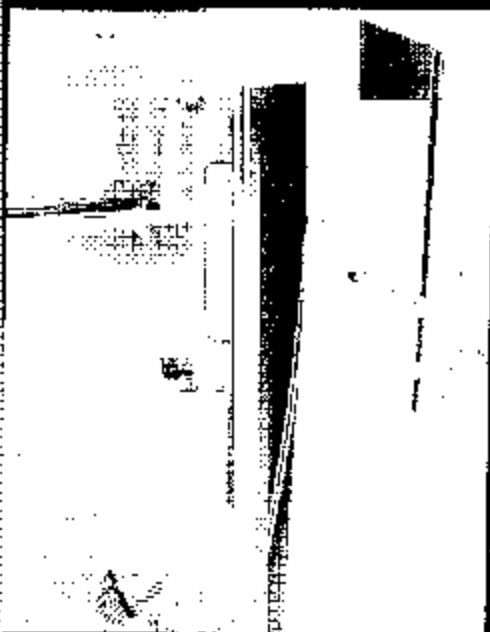
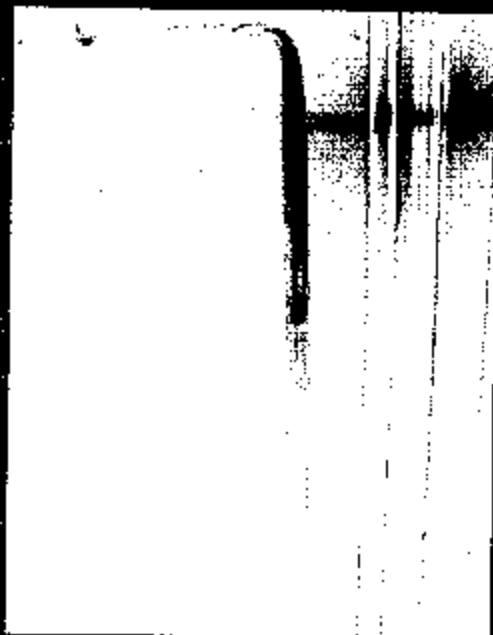
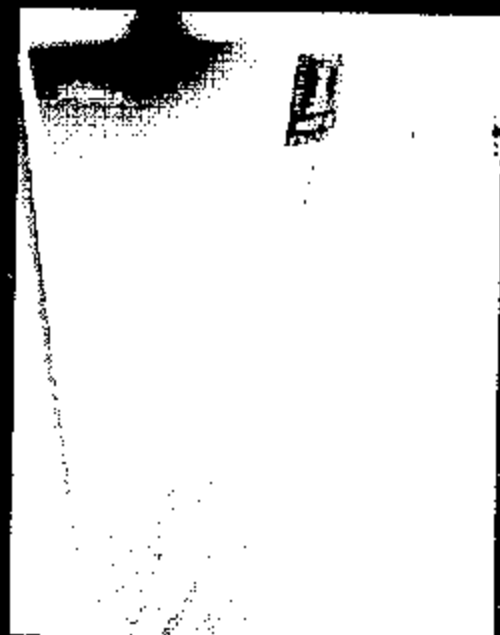
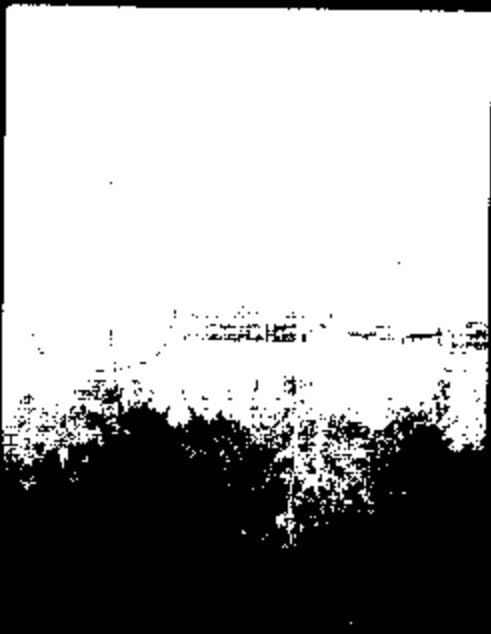
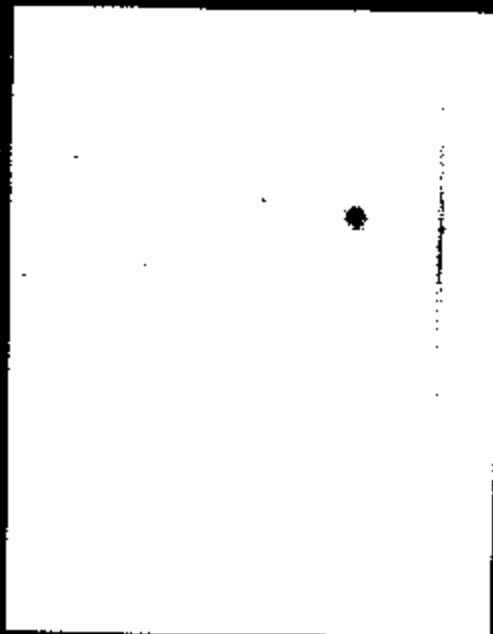
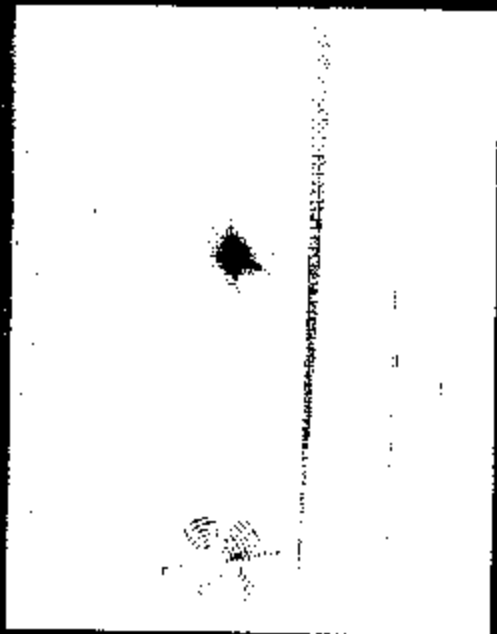
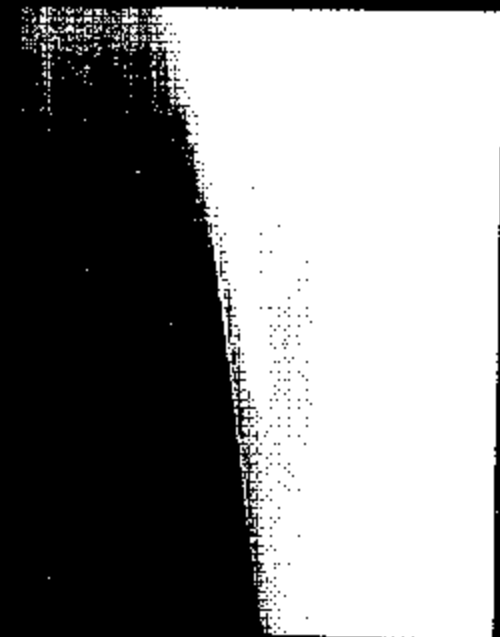
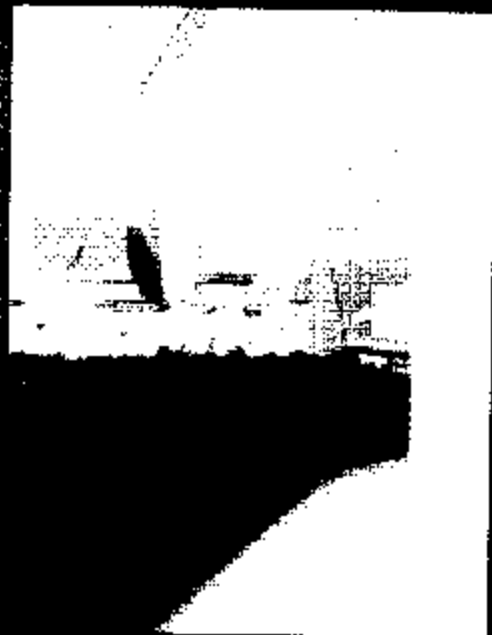
October 5, 2005

Contaminated radiator fluid



Page 2 of 2  
October 6, 2005  
China Grove  
Glass #3  
Windshield  
Installed  
North Carolina





October 13, 2005

Contaminated radiator fluid

+



December 8, 2005

North Carolina vest area

Radiator broke



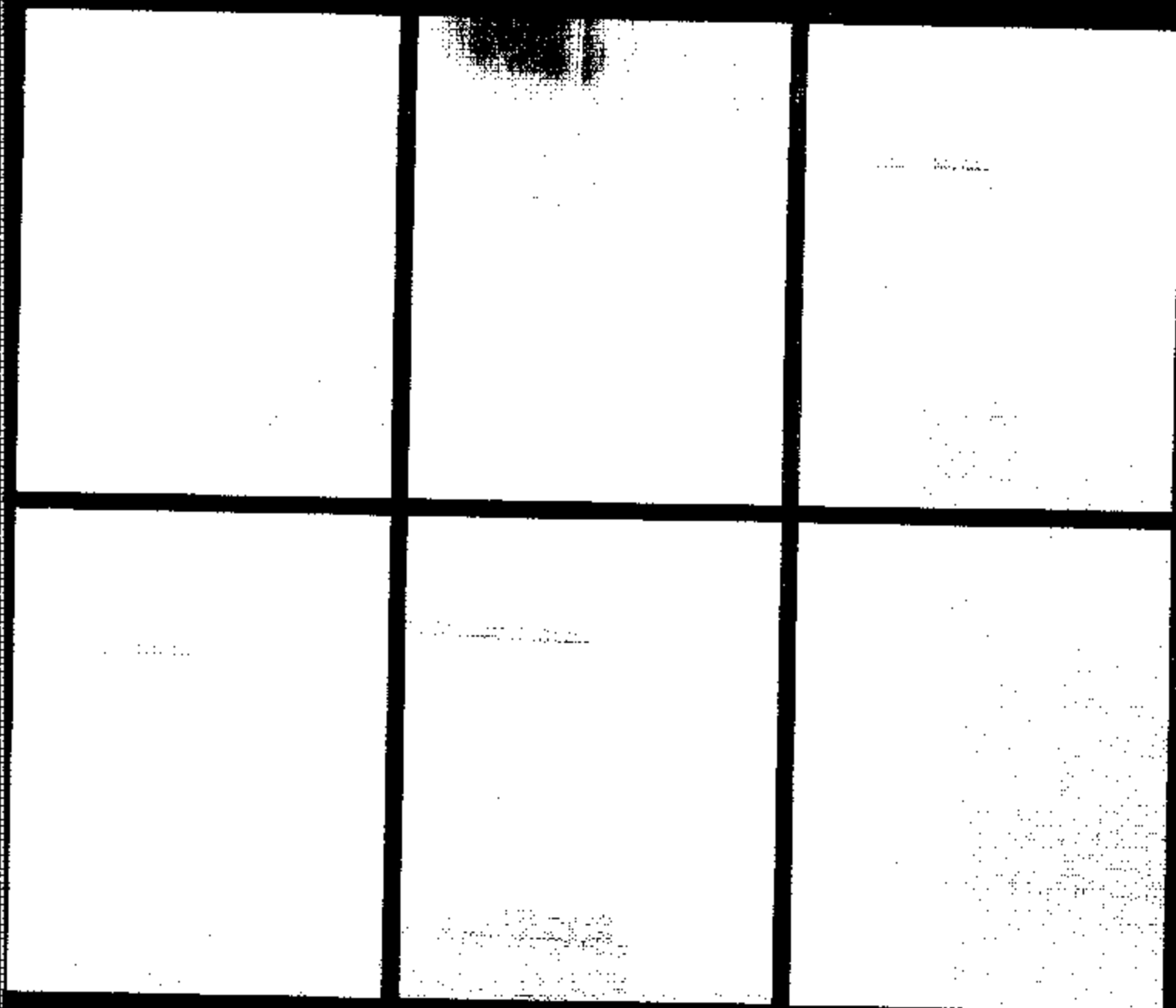
Dec. 12, 2005

Diesel fuel leaking



December 12, 2005  
at China Grove Glass  
North Carolina  
Radiator broke

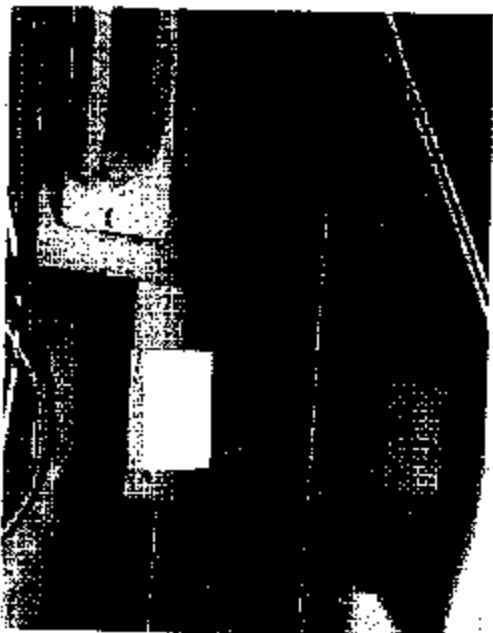




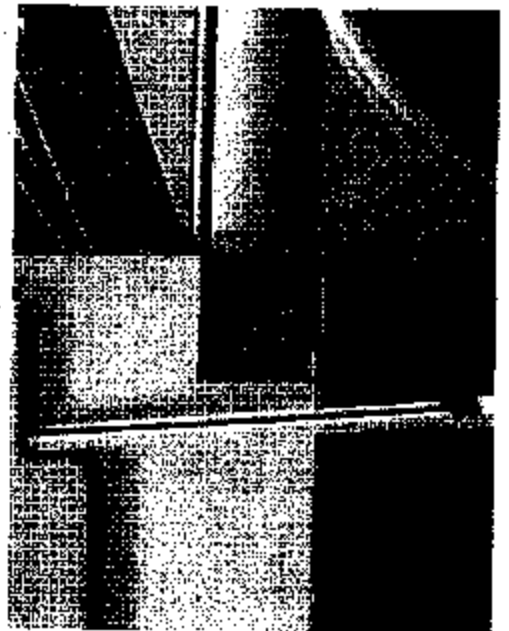
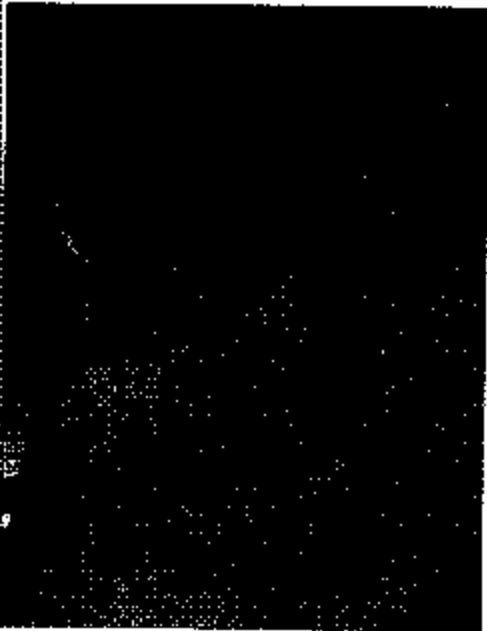
Pocket doors splitting open

Jan. 4, 2004

Front cap missing all  
Structural/Support



Jan. 4, 2006



January ~~July~~ 5, 2006

Paint damage

Kitchen window

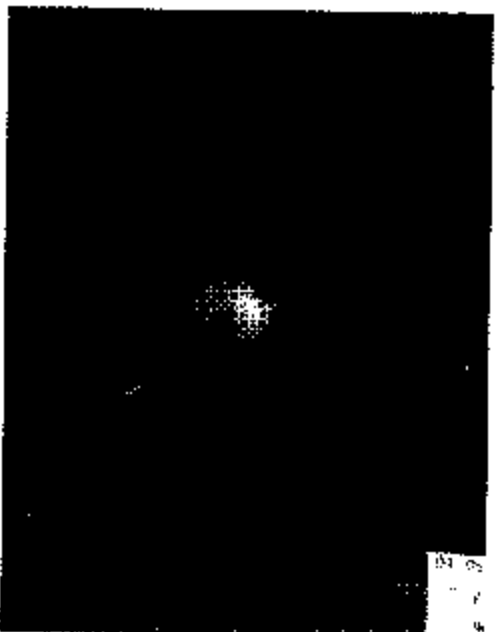
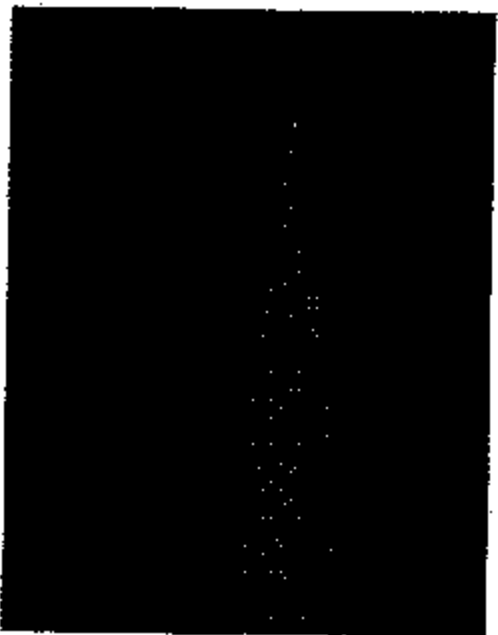
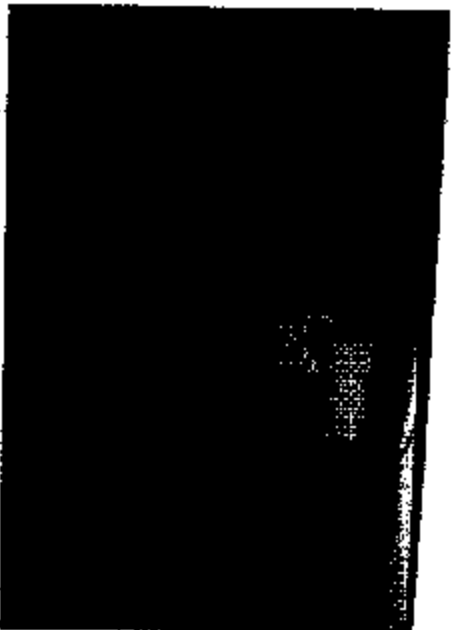
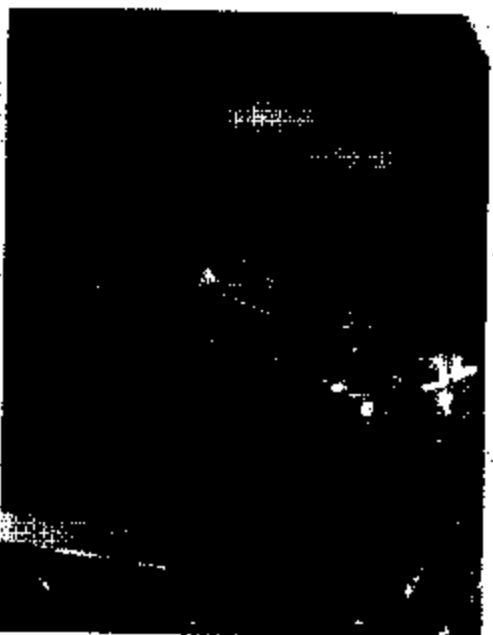
RECEIVED  
JAN 10 2006  
FBI - NEW YORK

January 8, 2006

#4 Windshield

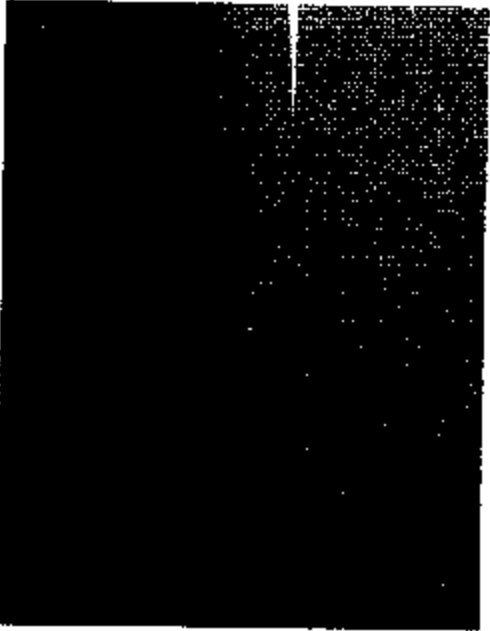
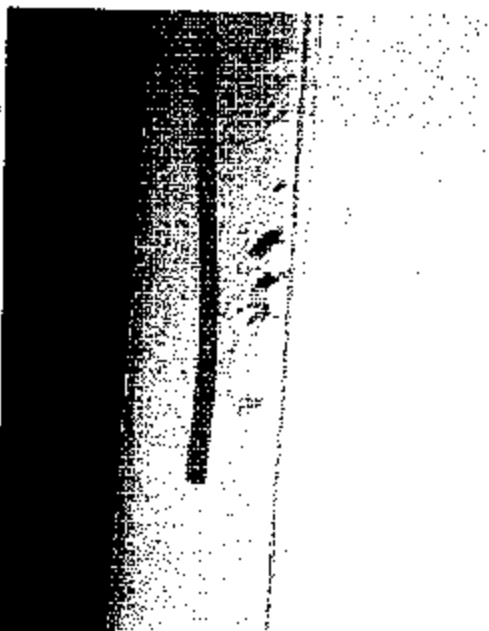
Lazydays RV Center

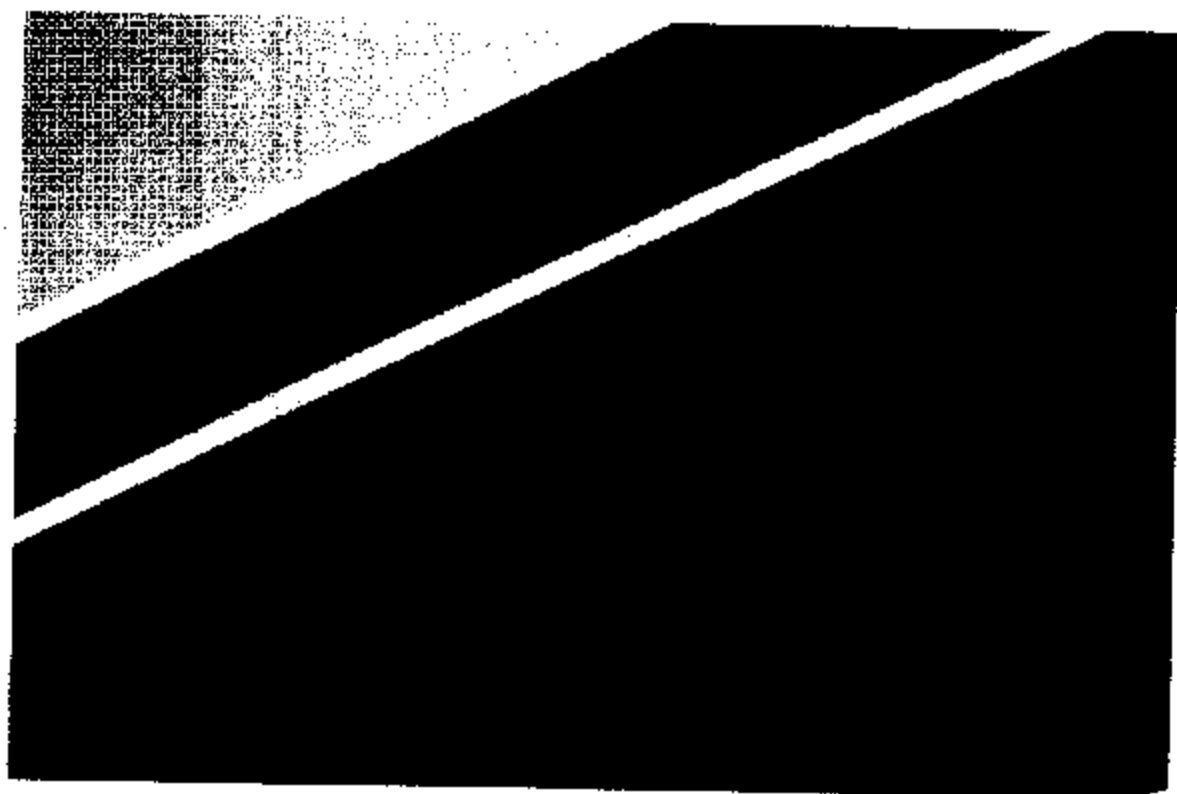
Florida



Jan. 8, 2006  
Bedroom Slide

Paint bubbling due  
to oxidation/electrolysis  
on slide frame



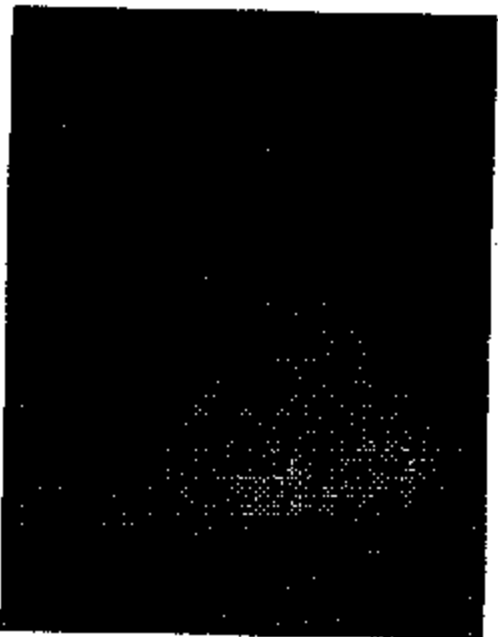
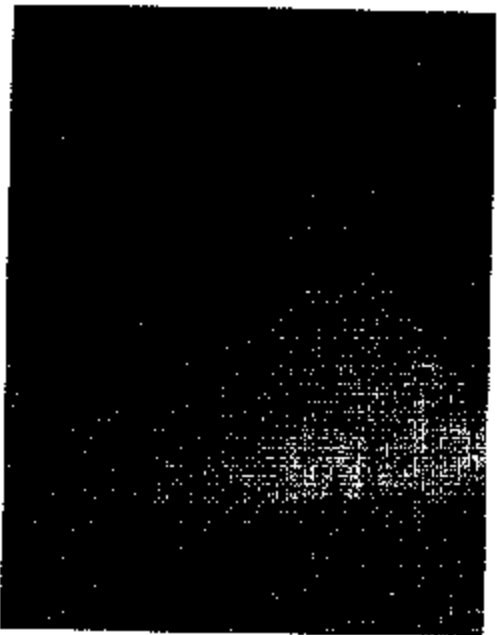


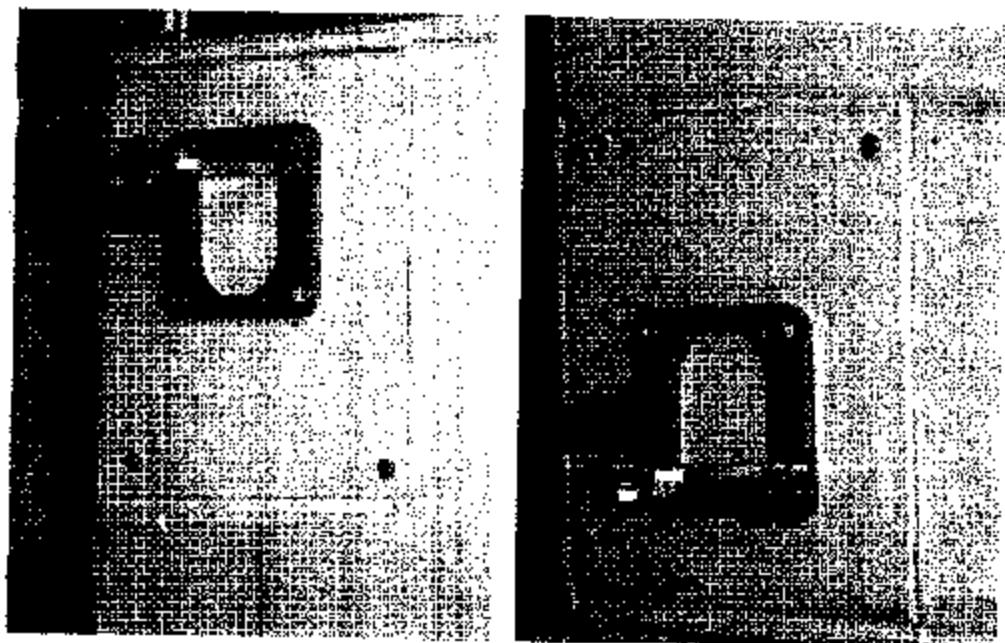
Jan. 8, 2006

Coach side stress cracked

Jan. 8, 2006

Entrance door glass

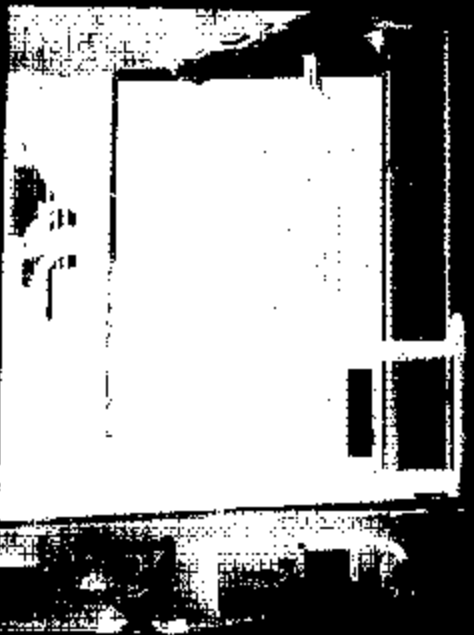
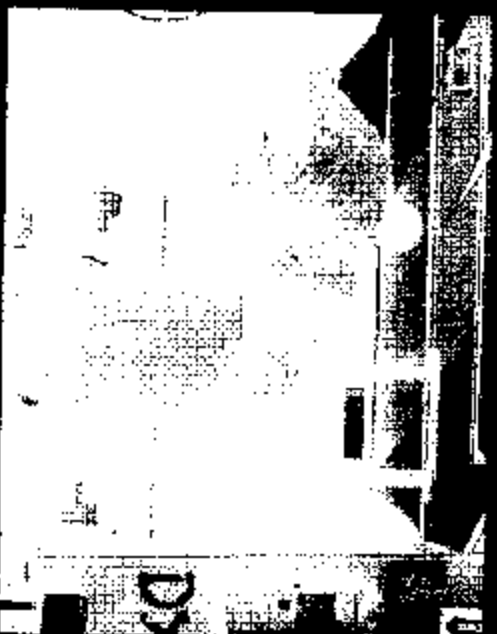
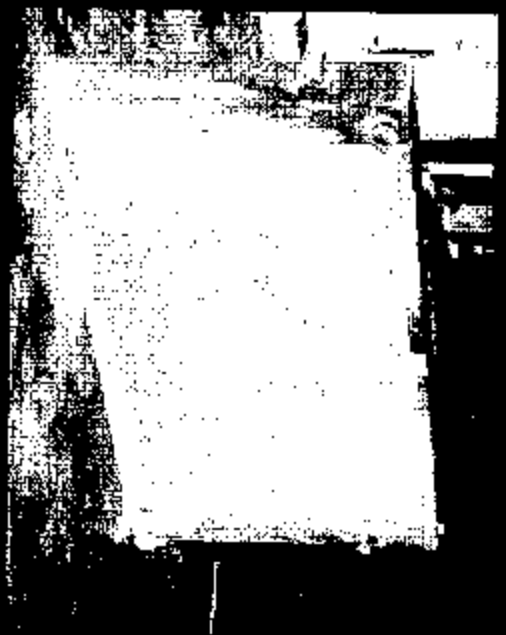




Jan. 8, 2006

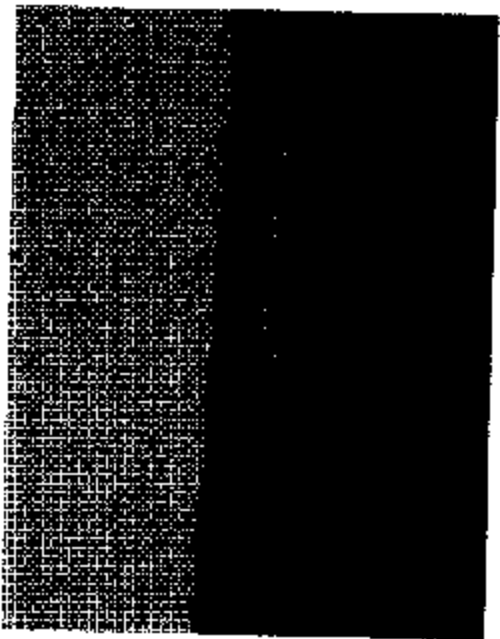
Country Coach's fix for delaminating  
bay doors done at Lazydays --  
Tampa, Florida

January 11, 2006  
Radiators being replaced  
Lazydays RV center  
Seffner, Florida



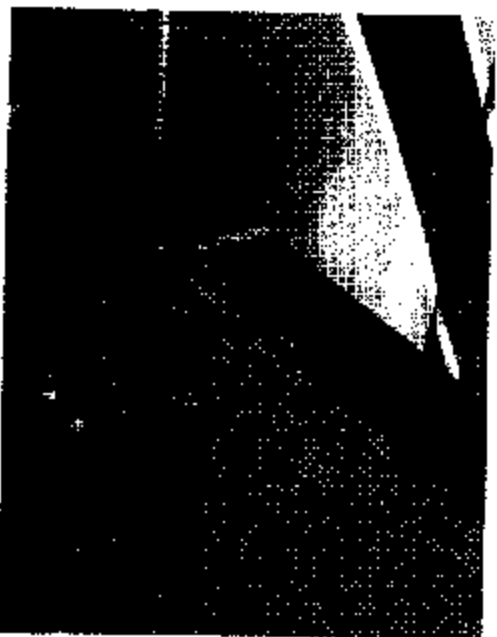
Jan. 16, 2006

Hydro Hot Bay door falling off



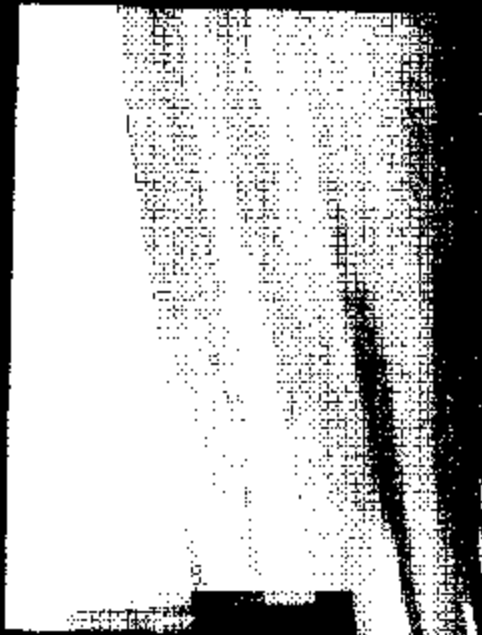
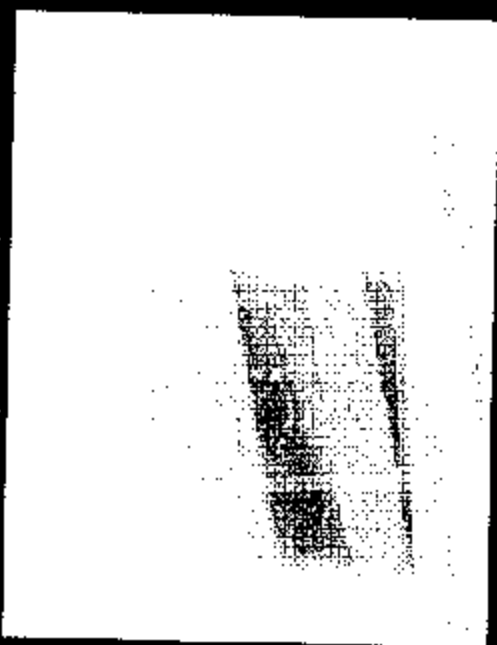
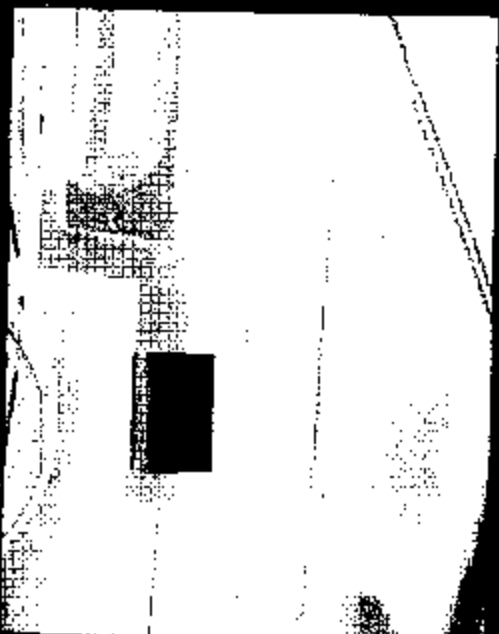
Bay door delamining

Jan. 16, 2006



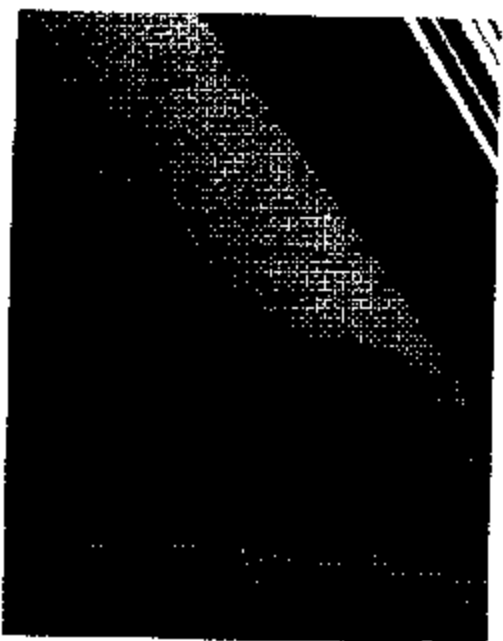
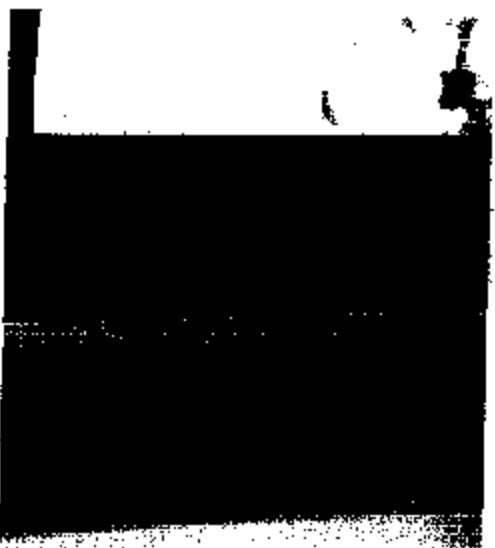
January 16, 2006

No Structural Support  
installed on front cap



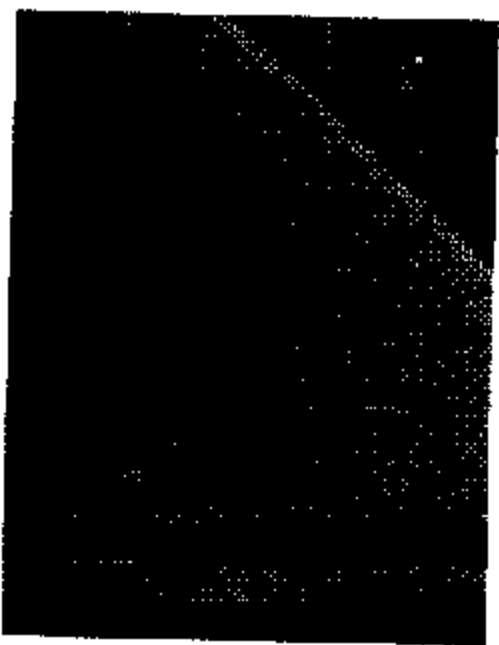
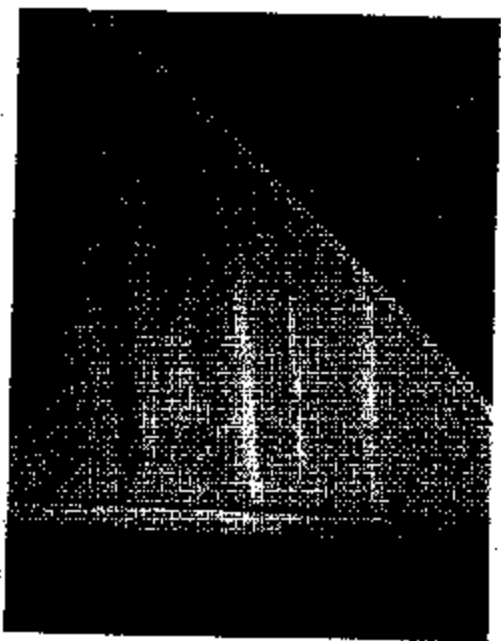
January 16, 2006

Damage done while replacing  
windshield -- Lazydays RV  
Seffner, Florida



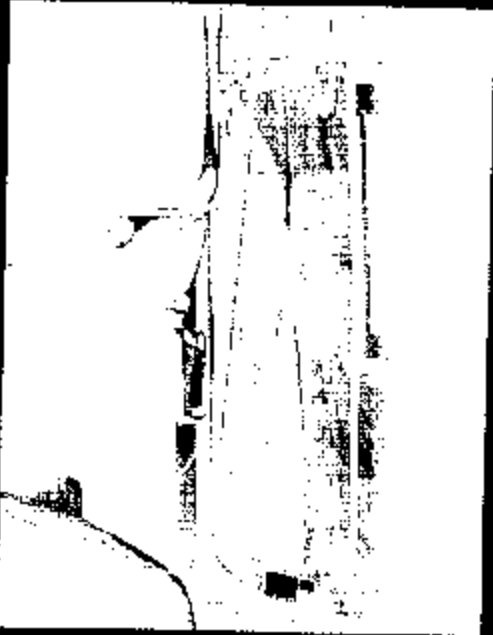
Jan. 25, 2006

Paint damage -- Side of coach  
done at Lazydays.

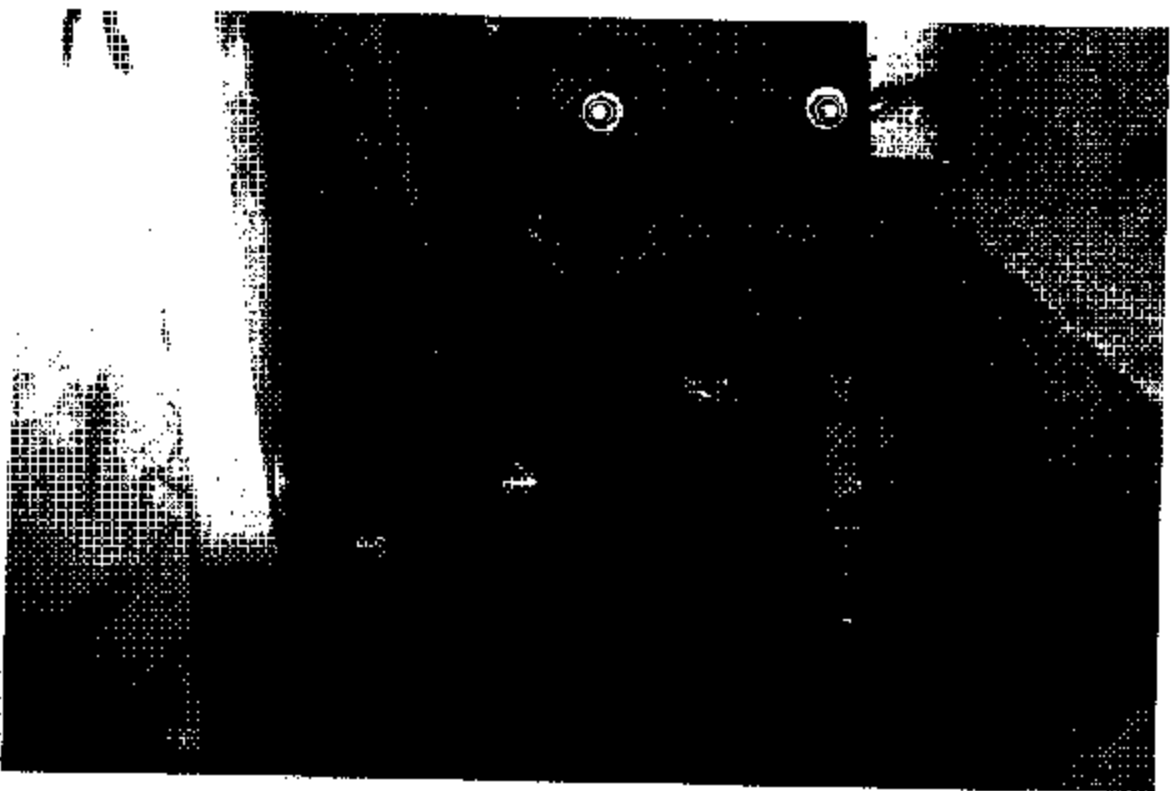
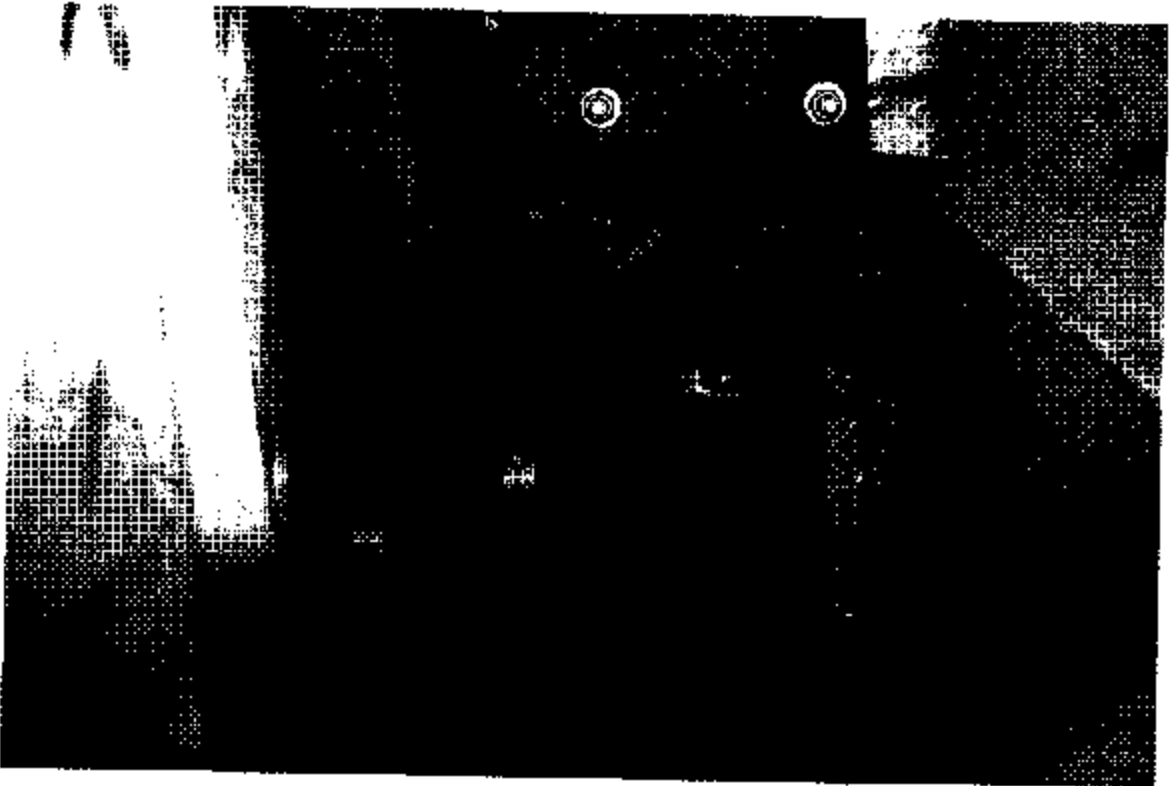


1

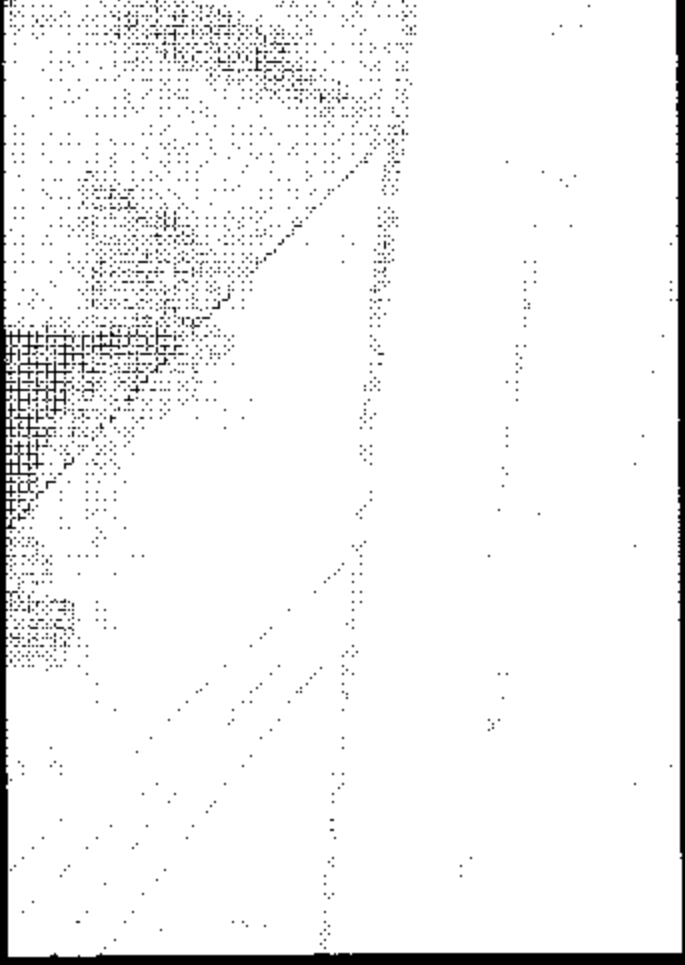
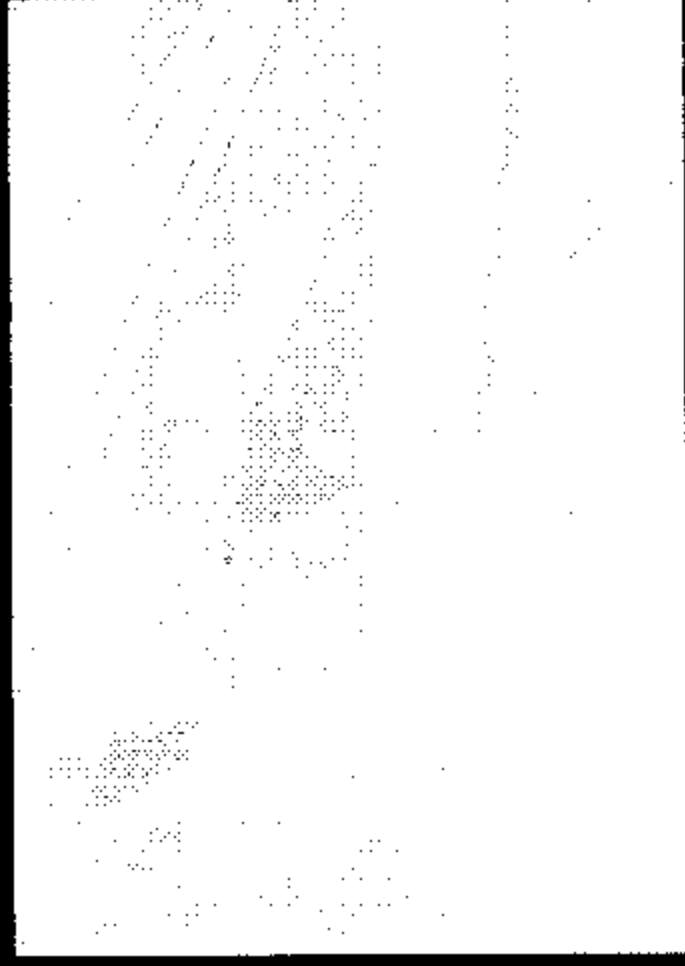
January 26, 2006  
Installing #5  
Windshield -- Lazy-  
days RV -- Florida



Engine bay area overheating



Bed slide electrolysis repair done at National RV - 02-07-06





Tuesday 02-07-06

ABS system failure



**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**