

MAY 23 AM 7:20

10158411

[REDACTED]

[REDACTED] LORIANNA, TX [REDACTED]

[REDACTED]

2004 PROWLER REGAL 270 FQS
FLEETWOOD RV

A FEW DAYS BEFORE MAY 24, 2004 [REDACTED] AND I TALKED TO JOHN GRAHAM AT HOLIDAY WORLD ABOUT PROWLER REGAL 270 FQS. JOHN TOOK US DOWN TO SEE TRAVEL TRAILER AND WE ALL SAT IN TRAILER ABOUT 20 TO 30 MINUTES TALKING ABOUT TRAILER. THERE WAS A FREE STANDING CHAIR IN TRAILER. JOHN SAID THE TRAILER WAS A NEW/USED TRAVEL TRAILER AND STILL HAD WARRANTY LEFT ON TRAILER. JOHN SAID TRAILER SOLD FIRST TIME APRIL 9, 2004 IN MCALLEN TEXAS. JOHN SAID FIRST OWNER TRADED TRAVEL TRAILER FOR MOTORHOME AT HOLIDAY WORLD OF DALLAS, 4630 I-30 EAST, MESQUITE, TEXAS 75150, (214) 328-4151. NEW OWNER HAD TRAVEL TRAILER ABOUT 30 DAYS.

MAY 24, 2004

[REDACTED] AND I WENT TO VOLT RV CENTER IN FORT WORTH AND CHECKED ON SAME KIND OF TRAVEL TRAILER AND ALL MOST MADE A DEAL ON TRAILER. NEW TRAILER WAS IN LONGVIEW TEXAS PLANT #40. IT WAS A 2004 PROWLER REGAL 270 FQS.

Enclosure
5/24/04

[REDACTED]

MAY 24, 2004

AFTER LUNCH WE WENT BACK TO HOLIDAY WORLD OF DALLAS TO TALK TO JOHN GRAHAM ABOUT TRAVEL TRAILER. JOHN WAS GONE TO BALL GAME WITH SON AND THEY REFERRED US TO JIM MICHAEL. JIM HAD ME TO DRAW FLOOR PLAN OF OUR CITATION FIFTH WHEEL TRAILER AND HAD ME TO DRAW FREE STANDING CHAIR IN FIFTH WHEEL. JIM ASK ME WHY I WAS TRADING OFF A GOOD FIFTH WHEEL TRAILER. REASON FOR BUYING TRAVEL TRAILER WAS BECAUSE OF MY LEFT HIP. WE MADE DEAL FOR 20 THOUSAND DOLLARS FOR TRAVEL TRAILER. JIM GAVE US 65 HUNDRED DOLLAR FOR OUR FIFTH WHEEL TRAILER AND 13,500 DOLLARS DIFFERENCE BETWEEN TRAILERS. I BELIEVE THERE WAS A FREE STANDING CHAIR IN PROWLER REGAL TRAVEL TRAILER WHEN JOHN WAS WITH US FIRST TIME IN TRAVEL TRAILER.

MAY 27, 2004

[REDACTED] AND I WENT TO HOLIDAY WORLD OF DALLAS TO PICK UP TRAVEL TRAILER. JIM REFERRED US TO CHRIS TO WALK US THRU TRAVEL TRAILER.

[REDACTED] ASK CHRIS IF PROPANE BOTTLES ARE FULL AND CHRIS SAID YES. CHRIS SAID EVERY THING CHECKED OUT OK. WE WERE REFERRED TO FINANCE SUPERVISOR AND WE CLOSED THE DEAL PLUS WE BOUGHT A EXTENDED SERVICE CONTRACT. I CALLED FORD EASY CARE EXTENDED SERVICE CONTRACT AT 1-800-538-4181 TO GET HOLIDAY

WORLD'S FINANCE SUPERVISOR NAME. CALLED OCT. 18 2005. WOULD NOT GIVE US HIS NAME.

JUNE 11, 2004 THRU JUNE 22, 2004

WE WERE ON VACATION AND WE FOUND THESE PROBLEMS.

1. WHEN SLIDE OUT IN, WATER COMES IN FRONT OF BATH-ROOM WALL ON CARPET.
2. SKY LIGHT OVER SHOWER LEAKING.
3. PANELING ON REAR OF DINETTE BOOTH COMING OFF.
4. PANELING UNDER BED COMING LOOSE AND LATCH WILL NOT STAY FASTEN.
5. FACIA BOARD ON SLIDE OUT IN SIDE OF TRAILER IS WATER DAMAGED. FACIA BOARD IS PARTICLE BOARD WITH PAPER ON IT TO MAKE IT LOOK LIKE WOOD INSTEAD OF REAL WOOD.

JUNE 29, 2004

WENT TO LONGVIEW, TEXAS, FLEETWOOD INC PLANT #40 FOR FACTORY TOUR. WE WANTED TO UNDERSTAND MORE ABOUT OUR TRAILER. TALKED TO TOUR GUIDE ABOUT LEAK ON SLIDE OUT. WE DID NOT SEE TRAILER FRAME, TOUR GUIDE SUGGESTED WE TAKE TRAVEL TRAILER BACK TO HOLIDAY WORLD OF DALLAS.

[REDACTED]

JUNE 30, 2004

TOOK TRAVEL TRAILER TO HOLIDAY WORLD OF DALLAS TO REPAIR TRAILER. TALKED TO SERVICE MANAGER ABOUT REPAIRS AND HE SENT US OUT ON LOT TO PARK TRAILER WITHOUT HELP.

REPAIR 1. SLIDE OUT LEAK

2. SKYLITE LEAK

3. PANEL ON REAR OF DINETTE

4. PANELING UNDER BED AND LATCH

5. FACIA BOARD ON SLIDE OUT INSIDE TRAILER

SERVICE MANAGER SAID WOULD CALL WHEN READY. DID NOT ESTIMATE TIME FOR REPAIR ON TRAILER.

JULY 9, 2004

WENT TO HOLIDAY WORLD OF DALLAS. TALKED TO CHRIS, WAITING ON FACIA BOARD, SHOULD TAKE ABOUT 7 MORE DAYS.

JULY 21, 2004

CALLED HOLIDAY WORLD OF DALLAS, TALKED TO CHRIS, SAID WAITING ON FACIA BOARD. TRAVEL TRAILER WOULD BE READY IN 2 WEEKS.

JULY 29, 2004

WENT TO HOLIDAY WORLD OF DALLAS, TALKED TO CHRIS, WAITING ON REST OF FACIA BOARD. CHRIS SAID EVERY THING IN TRAVEL TRAILER FIXED BUT FACIA BOARD.

[REDACTED]

WE HAD OUR OTHER SET OF TRAVEL TRAILER KEYS WITH US SO WE CHECKED THE INSIDE OF THE TRAVEL TRAILER. PANELING UNDER BED STILL LOOSE AND PANELING ON REAR OF DINETTE STILL LOOSE. ALSO WE FOUND TRAVEL TRAILER BATTERY DEAD. WHILE WE WERE IN TRAILER LOT WE TALKED TO JOHN ABOUT PROBLEM, JOHN SAID HAD SOMETHING ELSE TO DO WOULD GET BACK WITH US. JOHN DID NOT GET BACK WITH US. WE FOUND THAT TRAVEL TRAILER HAD BEEN MOVED TO OUTER ROW OF THE LOT. TALKED TO CHRIS AFTER WE WAS INSIDE OF TRAVEL TRAILER AND TOLD HIM WHAT WE FOUND.

AUGUST 2, 2004

CALLED FLEETWOOD RV OWNER RELATIONS IN RIVERSIDE, CA. ABOUT FACIA BOARD FOR PROWLER TRAVEL TRAILER. FLEETWOOD SAID WOULD NEED PO #, WOULD NEED TO CALL HOLIDAY WORLD OF DALLAS FOR PO #. FLEETWOOD SAID TO CALL THEM BACK WITH PO # TO TRACE ORDER FOR FACIA BOARD.

AUGUST 2, 2004

CALLED HOLIDAY WORLD OF DALLAS FOR PO #, TALKED TO JIM, HAD FRIENDLY VOICE, TALKED ABOUT OUR PROBLEM. JIM CAME BACK TO PHONE, VOICE HAD CHANGED, GAVE US PO # 26005A FOR FACIA BOARD. SAID PARIS MANAGER DID NOT KNOW HOW TO ORDER FACIA BOARD. THOUGH FACIA BOARD WAS ALL ONE PIECE WHEN ORDERED. JIM SAID I NEEDED TO CALL FLEETWOOD BACK AND GIVE THEM THE PO #.

[REDACTED]

AFTER I TALKED TO JIM ABOUT PROBLEM I SAID I WOULD NOT CALL FLEETWOOD BACK ON STRENGTH OF WHAT HE TOLD ME. JIM SEAMED TO BE UP FRONT ABOUT REPAIR ON TRAVEL TRAILER.

AUGUST 16, 2004

FLEETWOOD IN RIVERSIDE CA. CALLED BACK FOR PO[#]. GAVE THEM THE PO[#] 26005A.

AUGUST 16, 2004

CALLED HOLIDAY WORLD OF DALLAS TO CHECK ON FACIA BOARD FOR TRAVEL TRAILER. FACIA BOARD IN LAST FRIDAY, AUGUST 13, 2004. WOULD START ON TRAVEL TRAILER TODAY. WOULD BE READY TO PAY OR TOMORROW. TALKED TO CHRIS. FACIA BOARD CAME IN LESS THAN 2 WEEKS AFTER TALKING TO JIM.

AUGUST 17, 2004

HOLIDAY WORLD OF DALLAS CALLED, TALKED TO CHRIS, SAID TRAVEL TRAILER READY. PICKED UP TRAVEL TRAILER AFTER LUNCH. HOLIDAY WORLD OF DALLAS HAD OUR TRAVEL TRAILER 7 WEEKS TOTAL FOR REPAIR.

AUGUST 19, 2004

HAD RAIN STORM AT HOME AND SKYLITE LEAKED OVER TUB.

[REDACTED]

AUGUST 20, 2004

CALLED HOLIDAY WORLD OF DALLAS, TALKED TO CHRIS ABOUT LEAK OVER TUB. HE SAID IT COULD NOT BE LEAKING. CHRIS SAID HE WOULD CALL RIGHT BACK. CHRIS DID NOT CALL BACK. CALLER I D ON TELEPHONE HAS NOT SHOWN ANY RETURN CALLS. ON BACK OF CUSTOMER WORK ORDER #39136 TO NOTIFY THE SERVICE DEPARTMENT WITH IN 7 DAYS FROM THIS DATE OF ANY FAILURE. I SIGNED SERVICE ORDER THE 17 DAY OF AUGUST 2004. CALLED THE 20 DAY OF AUGUST 2004 ABOUT LEAK.

OCT. 1, 2004

HAD RAIN STORM AT HOME, SKYLITE LEAKED.

OCT. 4, 2004

HAD RAIN STORM AT HOME, SKYLITE LEAKED.

OCT. 5, 2004

CALLED FLEETWOOD OWNER RELATIONS (800) 445-3307 IN RIVERSIDE CA. FOR WARRENTY CARD FOR TRAVEL TRAILER, TALKED TO MIKE. WANTED WARRENTY CARD FOR OTHER DEALERS WHEN ON TRIPS. DID NOT RECEIVE WARRENTY CARD.

OCT. 7, 2004

HAD RAIN STORM AT HOME, SKYLITE LEAKED.

[REDACTED]

OCT. 13 2004

PULLED TRAVEL TRAILER TO FLEETWOOD TRAVEL TRAILERS OF TEXAS, INC. PLANT #40 IN LONGVIEW TX. THEY WOULD NOT WORK ON TRAVEL TRAILER WITH OUT WORK ORDER FROM FLEETWOOD OWNER RELATIONS IN RIVERSIDE CA. PER LADY AT FRONT DESK. LADY WOULD NOT CALL ANY ONE OUT OF OFFICES OR PLANT TO LOOK AT TRAVEL TRAILER. LADY GAVE ME 2- 800 HUNDRED # IN RIVERSIDE CA. 800-322-8216 AND 800-445-3307. I WENT BACK TO TRUCK AND TRAVEL TRAILER AND SECURITY WAS ON LOT WATCHING US WHICH MY WIFE WAS IN THE TRUCK. I CALLED OWNER RELATIONS IN RIVERSIDE CA. SAID I WOULD NEED TO TAKE TRAVEL TRAILER BACK TO HOLIDAY WORLD OF DALLAS WHERE I BOUGHT TRAVEL TRAILER. I TOLD HER I COULD NOT DEPEND ON THEM. I WOULD NOT TAKE TRAVEL TRAILER BACK. SHE REFUSED TO GIVE ME A WORK ORDER #. THE CONVERSATION GOT HEATED. SHE LEFT THE LINE FOR A FEW MINUTES AND WHEN COME BACK, SHE HAD RONNIE POWELL ON TELEPHONE LINE WITH HER FROM HAYES RV CENTER IN LONGVIEW, TX. RONNIE SAID I WOULD NEED TO BE THERE BY 1:00 PM OR THEY WOULD RUN ANOTHER TRAVEL TRAILER IN FRONT OF ME. I WAS PROBABLY ABOUT 8 MILES FROM FLEETWOOD TRAVEL TRAILER OF TEXAS INC. PLANT #40 TO HAYES RV CENTER. IT GAVE ME ABOUT 45 MINUTES TO GET TO HAYES RV AND I HAD TO FIND THE REPAIR SHOP. I ASK RONNIE TO LET ME TALK TO A TECHNICIAN ABOUT SKYLITE LEAK AND SLIDE OUT.

[REDACTED]

RONNIE SAID I COULD NOT GO INTO WORK AREA. I ASK RONNIE IF I COULD TALK TO TECHNICIAN BEFORE TRAVEL TRAILER IS MOVED. TECHNICIAN SAID SKYLITE WAS CRACKED WHEN IT WAS INSTALLED AT FACTORY. SLIDE OUT COULD NOT BE SQUARED UP WITH OPENING. ASK TECHNICIAN TO CHECK TRUSSES AND DECKING IN ROOF TO SEE IF THEY HAD ROTTEN FROM WATER DAMAGE BEFORE SKYLITE IS REPAIRED.

OCT 15 2004

RECEIVED LETTER FROM SAMSUNG MICROWAVE ABOUT RECALL. CALLED HAYES RV CENTER IN LONGVIEW TX. ABOUT MICROWAVE. HAYES SAID THERE WAS A SAMSUNG COMPANY STORE IN LONGVIEW.

OCT. 18 2004

FLEETWOOD IN RIVERSIDE CA. CALLED ABOUT TRAVEL TRAILER. SAID TRAVEL TRAILER SOLD IN DONNA TX. APRIL 9, 2004 FIRST TIME. HOLIDAY WORLD SAID TRAVEL TRAILER SOLD IN MCALLEN. I FOUND A US NEWS & WORLD REPORT MAGAZINE IN TRAVEL TRAILER. NAME ON MAGAZINE IS EVERAL C THOMPSON IN MCALLEN TX. FLEETWOOD WANTED TO KNOW IF I LIKED TRAVEL TRAILER. SAID I WAS NOT SATISFIED.

OCT. 22, 2004

SAMSUNG IN LONGVIEW TX. CALLED SAID PART WAS IN. SAID TRAVEL TRAILER AT HAYES RV CENTER.

[REDACTED]

SAMSUNG FIXED MICROWAVE AT HAYES RV CENTER
AND DOOR DOES NOT OPEN EASILY ON MICROWAVE.

OCT 27, 2004

HAYES RV CENTER CALLED SAID TRAILER TRUCK
READY. ASK HAYES RV CENTER TO CHECK FURNACE.

NOV. 1, 2004

HAYES RV CENTER CALLED, SAID TRAVEL TRAILER
READY.

NOV. 3, 2004

WE WENT TO HAYES RV CENTER TO PICK UP
TRAVEL TRAILER IN LONGVIEW TX. HAD A HARD
TIME TRYING TO GET RONNIE POWELL TO TAKE TIME
TO TALK TO ME. HE HAD BEEN TALKING TO ANOTHER
LADY FOR A GOOD WHILE. WHILE TALKING TO HIM
HE SAID HAD TO GO TO MEETING. I ASK HIM
ABOUT THE TRUSSES AND DECKING AROUND SKYLITE.
HE SAID TECHNICIAN DID NOT TELL HIM THEY
WERE ROTTEN SO HE SAID THEY WERE FINE. HE HAD
ME TO SIGN A PIECE OF PAPER THAT WAS LONG HANDED
ABOUT REPAIRS. IT WAS NOT A SERVICE REPAIR
ORDER. HE DID NOT GIVE ME A COPY. IT HAD
BEEN RAINING AND HE SENT ME IN WORK AREA TO
PICK UP TRAVEL TRAILER IN THE MUD. THIS IS THE
AREA THAT I WAS RESTRICTED FROM ENTERING 1ST
TIME AT DEALER SITE. I HOOKED UP TRAVEL TRAILER
IN A MISSING RIN.

[REDACTED]

IT WAS HARD TO GET POWER JACK ON TONGUE OF
TRAVEL TRAILER HIGH ENOUGH TO HOOK UP ON BALL
OF TRAILER HITCH.

JAN. 13, 2005

RAINED AND SKYLITE LEAKED INSIDE ITSELF.
TOOK PICTURES. FIGURED OUT I COULD OPEN VENT IN
BATH ROOM AND SKYLITE WOULD DRY INSIDE OF ITSELF.
YOU SHOULD NOT HAVE TO OPEN VENT FOR SKYLITE TO
STAY DRY. DECKING WAS VERY WET ON PECKING ON
TOP OF TRUSSES.

FEB. 7, 2005

I HAD A OFFICE VISIT WITH DR HAMILTON.
IT WAS MY 6 MO OFFICE VISIT AND I TALKED
TO HIM ABOUT MY LEFT HIP. HE EXRAYED MY
HIP AND FOUND BONE AGAINST BONE. DR HAMILTON
REFERRED ME TO DR LANCASTER, IN DALLAS.

FEB 14, 2005

WENT TO DR LANCASTER AND HE CHECKED MY
EX RAY, SAID IT WAS BONE AGAINST BONE AND
MY PELVIS WAS CRACKED. SCHEDULED SURGERY
MAR. 14 2005.

MARCH 14, 2005

HAD A TOTAL JOINT REPLACEMENT IN MY LEFT HIP.
DR LANCASTER WOULD NOT LET ME USE TRAVEL TRAILER
FOR 3 MONTHS

[REDACTED]

JUNE 24, 2005

WE USED TRAVEL TRAILER JUNE 24, 2005 TO JUNE 30, 2005. AFTER WE GOT HOME A FEW DAYS LATER WE FOUND ARMSTRONG FLOORING IN FRONT OF CABINET WAS STAINED. THERE WERE NO LEAKS IN WATER SYSTEM AND WATER PUMP ON TRAVEL TRAILER KEEPS PRESSURE UP ON WATER SYSTEM WITH NO RESTARTS. I WONDERED IF THERE WAS A HOLE IN UNDERBELLY. UNDERBELLY IS A LIGHTWEIGHT SEAMLESS, DURABLE WEATHER BARRIER. I COULD NOT FIND HOLE IN WEATHER BARRIER. BUT FOUND A PROBLEM WITH THE TRUSS BETWEEN TRAVEL TRAILER FRAMES.

OCT 19 2005

I PULLED TRAVEL TRAILER TO DALLAS FRAME AND ALIGNMENT CO. INC. TO LOOK AT FRAME AND TRUSS UNDER TRAVEL TRAILER. TECHNICIAN SAID THAT OUTER RAILS HAD TO BE WELDED IN FRAME CROOKED THAT GOES TO THE SLIDE OUT. HE ACKNOWLEDGED THAT CROSS MEMBERS IN TRUSS WAS BENT AND HE TOOK PICTURES OF TRUSS. SLIDE OUT IS NOT SQUARE IN OPENING. SEALS LEAK AROUND SLIDE OUT WHEN SLIDE OUT IS WASHED WITH WATER. WHEELS LOOSE ON BEARINGS, WHEELS OUT OF BALANCE, AND AXLES CROOKED ON FRAME. THEY LINED BOTH AXLES, ADJUSTED 4 SETS WHEEL BEARINGS AND BALANCED 4 TIRES. TOTAL BILL \$401.50 WHICH I PAID.

[REDACTED]

OCT 26, 2005

I CALLED OWNER RELATIONS IN RIVERSIDE CA. 800-445-3307 TO VERIFY WARRANTY, TALKED TO TRESSA, SAID DATE IS APRIL 9, 2006.

JAN 7, 2006

I WENT OUT TO CHECK TRUSSES ON TRAVEL TRAILER. I FOUND WELD ON SHACKLE ON LEFT SIDE OF REAR AXLE HAD BROKEN OFF FRAME. THE SHOCK IS LOOSE ON TOP END. THE AXLE HAS SLID BACK OUT OF ALIGNMENT. THE TRAVEL TRAILER HAS ONLY BEEN PULLED FROM DALLAS FRAMES AND ALIGNMENT TO HOME IN CORSICANA, TX AFTER OCT 19, 2005.

JAN 9 2006

I WENT OUT TO TAKE PICTURE OF SHACKLE THAT HAD BROKEN OFF AND FOUND THAT SAME SHACKLE ON LEFT FRONT AXLE HAS ALSO STARTED BREAKING OFF.

JAN 10 2006

CALLED RAINBOW INTERNATIONAL AND MARK SAID FLOOR WET UNDER ALUMINUM FLOORING. MARK SAID OSB FLOORING HAD TO BE WET TOO. WHAT DOES THE 2X3 FLOOR JOIST LOOK LIKE UNDER THE OSB FLOORING. IS IT WET. SAID TRUSSES & DECKING AROUND SKYLITE DRY. BUT DO NOT KNOW WHAT THEY LOOK LIKE INSIDE ROOF THAT YOU CAN NOT SEE.

[REDACTED] SUMMARY

VEHICLE IDENTIFICATION

MANUFACTURED BY FLEETWOOD TRAVEL TRAILER OF TEXAS CO.
PLANT #40 LONGVIEW, TX.

DATE OF MFR 01/03

VIN: # 1EG1F272944 [REDACTED]

TRAVEL TRAILER MANUFACTURED JANUARY, 2003 AND WAS SOLD FIRST TIME APRIL 9, 2004. TRAVEL TRAILER SOLD IN DONNA, TX. WHY DID IT TAKE 15 MONTHS TO SELL A NEW TRAVEL TRAILER AND IS IT A 2003 INSTEAD OF A 2004. HAS TRAVEL TRAILER BEEN IN WRECK OR. DID IT COME FROM ANOTHER STATE BEFORE APRIL 9, 2004. I BELIEVE THE WHOLE LEFT SIDE OF TRAVEL TRAILER IS CROOKED. HOLIDAY WORLD OF DALLAS SAID TRAVEL TRAILER TRADED LAST PART OF APRIL 2004 FOR MOTOR HOME. DID DONNA, TX OR HOLIDAY WORLD OF DALLAS KNOW SOMETHING WAS WRONG WITH TRAVEL TRAILER. WE BOUGHT TRAVEL TRAILER MAY 24, 2004 AND SIGNED CONTRACT. JIM RUSHED IN OFFICE AND HAD ME TO SIGN CONTRACT IN TWO PLACES. DID NOT READ RED STAMP ON CONTRACT BEFORE I SIGNED IT WHICH IT SAID SOLD AS IS. JIM COULD WIN YOUR TRUST.

DEALER OBLIGATIONS PER OWNER'S MANUAL: DEALER TO PERFORM A DETAILED PRE DELIVERY INSPECTION AND REPAIR OR REPLACE ANY PARTS NECESSARY TO CORRECT DEFECTS IN MATERIAL OR WORKMANSHIP. FROM JAN 2003 TO MAY 21, 2005 THE TRAVEL TRAILER HAD ONE OWNER IN THIS TIME PERIOD WHICH WAS APPROXIMATELY 30 DAYS PER HOLIDAY WORLD OF DALLAS.

LEMON LAW: SINCE THERE IS A POSSIBILITY THAT SOME ONE KNEW THAT THINGS WAS WRONG WITH TRAVEL TRAILER. THEY WERE TRYING TO GET AROUND PARTS OF THE LEMON LAW. IN 1997 THE LEGISLATURE ADDED TOWABLE RECREATIONAL VEHICLES TO LEMON LAW. IF THE VEHICLE IS NEW AND HAS PROBLEMS GETTING THEIR VEHICLES PROPERLY REPAIRED, THE LEMON LAW CAN HELP A CONSUMER GET THE VEHICLE REPURCHASED, REPLACED, OR REPAIRED. IF THE VEHICLE IS USED UNDER FACTORY WARRANTY AND HAS PROBLEMS GETTING THEIR VEHICLES PROPERLY REPAIRED, IT IS LIMITED TO REPAIRS ONLY. WHEN I FIRST TALKED TO JOHN GRAHAM ABOUT TRAVEL TRAILER IS IT WHY HE SAID IT IS A NEW/USED TRAVEL TRAILER. SAFETY DEFECTS: SHACKLE THAT IS BROKEN OFF FRAME AND THE SHACKLE THAT IS BREAKING OFF FRAME THAT SHOCK ABSORBERS ARE BOLTED TOO. THE HITCH BALL IS NOT TILTED RIGHT, WHEN TRAVEL TRAILER TONGUE IS ON HITCH BALL, THE SPRING BARS IS RIDING ON SIDE OF TRAVEL TRAILER TONGUE. THE BRACKETS ON TRAVEL TRAILER TONGUE THAT SPRING BARS FASTEN TOO ARE BENDING BOLTS.

SLIDE OUT

FRONT OF SLIDE OUT, 2 INCHES CLEARANCE IN TOP OF SLIDE OUT.

FRONT OF SLIDE OUT, 1 INCH CLEARANCE IN BOTTOM OF SLIDE OUT.

REAR OF SLIDE OUT, 1 INCH CLEARANCE IN TOP OF SLIDE OUT.

REAR OF SLIDE OUT, $1\frac{5}{8}$ INCHES CLEARANCE IN BOTTOM OF SLIDE OUT.

SLIDE OUT NOT SQUARE IN OPENING OF TRAVEL TRAILER.

TRUSS

STEEL ROOS BENT IN TRUSS, TRUSS IS OVER REAR AXLE BETWEEN CAMBERED STEEL CHASSIS.

SHACKLES

SHACKLE HAS COME OFF OR THEY ARE COMING OFF LEFT SIDE OF TRAVEL TRAILER THAT GOES TO SHOCK ABSORBERS. SHACKLES WELDED TO CAMBERED STEEL CHASSIS.

DECKING

DECKING SHOWS SIGNS OF BLACK FROM BEING WET. RUBBER ROOF IS GLUED TO DECKING. WHAT DOES DECKING LOOK LIKE THAT YOU CAN NOT SEE. HAS IT ROTTED. YOU DO NOT KNOW HOW LONG IT HAD BEEN LEAKING.

FLOOR IN KITCHEN

FLOOR IS WET UNDER ARMSTRONG FLOORING IN
FRONT OF KITCHEN CABINET.

CLOSET DRAWERS IN BATH ROOM

FINISH IS COMING OFF AROUND CLOSET DRAWERS.

SHOWER DOORS IN BATH ROOM

HANDLE IS COMING OFF AND STOPS ON SHOWER DOOR
IS COMING OFF. DOOR LEAKS WHILE SHOWERING. TECHNICIAN
AT HAYES RV CENTER IN LONGVIEW, TX. TRIED TO REPAIR
SHOWER DOOR AND COULD NOT FIGURE OUT HOW STOPS
FASTENED TO DOOR.

BED

BED DOES NOT STAY FASTENED WHILE TRAVELING.

DINETTE

COVER ON BUTTONS COMING OFF ON DINETTE BOOTH.

FACIA BOARD

FACIA BOARD OVER EDGE OF DINETTE TABLE
LOOSES SAW DUST WHILE TRAVELING.

FRONT OF TRAVEL TRAILER

LOGO PEELING AROUND EDGE.

SPARE TIRE COVER

TIRE COVER PEELING ON TOP.

[REDACTED]

ROOF ON SLIDE OUT

LOW PLACE ON OUTER EDGE OF ROOF, HOLDS WATER WHEN RAINS.

I HAVE OWNED TRAVEL TRAILERS FROM THE SUMMER OF 1975.

WE HAVE STAYED APPROXIMATELY 44 DAYS IN TRAVEL TRAILER FROM MAY 27, 2004.

OUR TRAVEL TRAILER HAS BEEN IN THE DEALERSHIP FOR REPAIR 10 WEEKS FROM MAY 27 2004. THAT MUCH COULD NOT GO WRONG WITH TRAVEL TRAILER IN 30 DAY PERIOD WITH FIRST OWNERS BEFORE MAY 27, 2004. THAT IS WHEN I TOOK TRAVEL TRAILER IN FOR REPAIR FIRST TIME, JUNE 30, 2004.

APRIL 24 2006

[REDACTED]
[REDACTED]
CORSELAND, TX [REDACTED]
[REDACTED]

TRAVEL TRAILER WAS SHOWN AS A NEW TRAILER ON EASY CARE EXTENDED SERVICE CONTRACT, A WHOLLY OWNED SUBSIDIARY OF FORD. IT STATES ON APPLICATION WE WOULD GET A ACTUAL CONTRACT IN APPROXIMATELY 60 DAYS. WE DID NOT GET CONTRACT.

WHAT HAPPENED TO TRAVEL TRAILER FROM JAN 2003 TO MAY 2004 APPROXIMATELY 16 MONTHS.

WAS [REDACTED] [REDACTED] MC ALLEN, TX [REDACTED] TELEPHONE # [REDACTED] THE FIRST OWNERS AS OF APRIL 9, 2004. WE FOUND A COPY OF US NEWS AND WORLD REPORT IN TRAVEL TRAILER.

DID TRAVEL TRAILER COME FROM ANOTHER STATE TO TEXAS.

WOULD VIN # TELL WHAT HAPPENED TO TRAVEL TRAILER.

ATTORNEY DAVID LAMB SAID STATUTE OF LIMITATIONS WAS GOOD FOR 4 YEARS ON WARRANTY. CAN NOT GET COPY OF DEMAND LETTER FROM HIM. TALKED TO DAVID ABOUT APRIL 9, 2006 DATE ON WARRANTY AND JAN 17, 2006.

[REDACTED]

HOLIDAY WORLD OF DALLAS HAD PLASTIC COVERING
ON CARPET TO MAKE TRAVEL TRAILER LOOK NEW.

I DON'T KNOW HOW LONG SLIDE OUT HAD BEEN
LEAKING ON CARPET WHEN SLIDE OUT WAS PULLED IN.
SLIDE OUT LEAKING WHEN WE BOUGHT TRAVEL TRAILER.

FEB 24, 2006 [REDACTED] AND I WENT TO RV SHOW
IN DALLAS AT MARKET HALL. THERE WAS A PRAWLER
REAR ON PARKING LOT. THE SLIDE OUT WAS PULLED OUT.
SAME KIND OF TRAVEL TRAILER AS OURS 270EAS.
SEAL WAS STRAIGHT AROUND SLIDE OUT.

APRIL 26, 2006

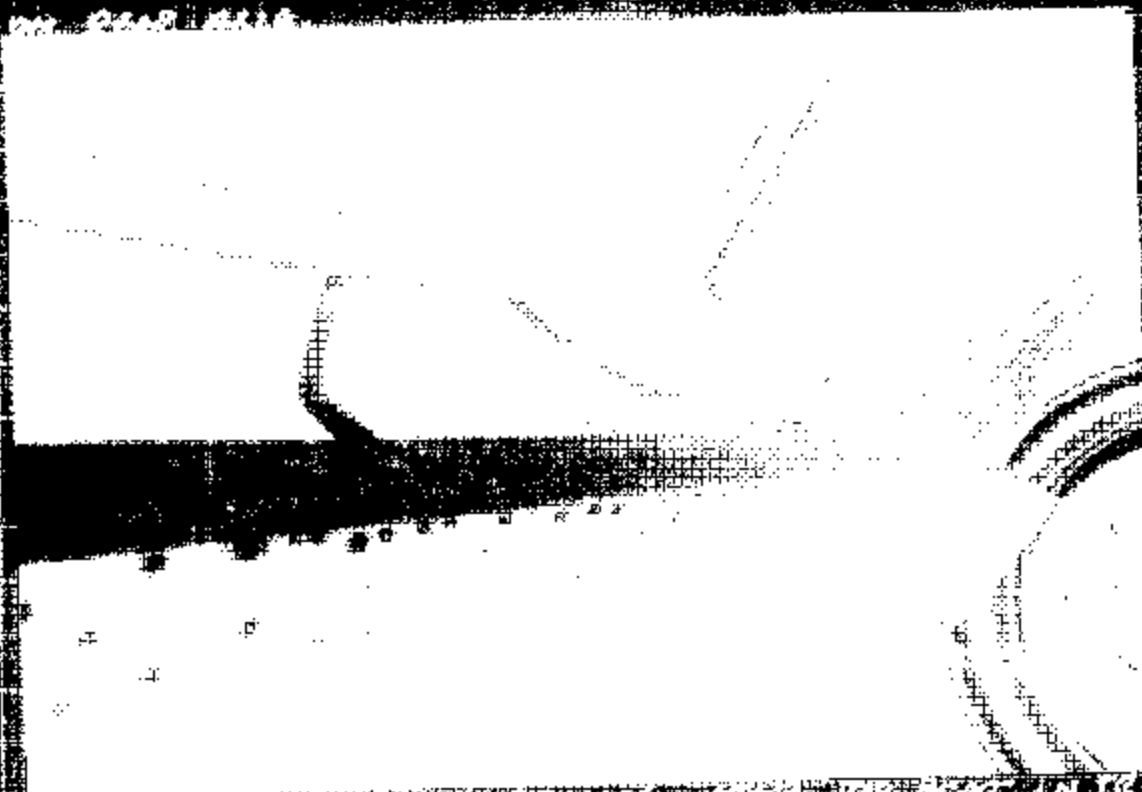
WASHED ROOF OF SLIDE OUT ON TRAVEL
TRAILER. SEAL DID NOT SEAL OUT WATER
ON ROOF AND TRAVEL TRAILER WAS WET
ON END OF TABLE AND CARPET WAS WET
IN FRONT OF HIDE A BED COUCH. I BELIEVE
THE FRAME IS TWISTED AND HAS TWISTED
THE BODY OF TRAVEL TRAILER.

10 19 2005

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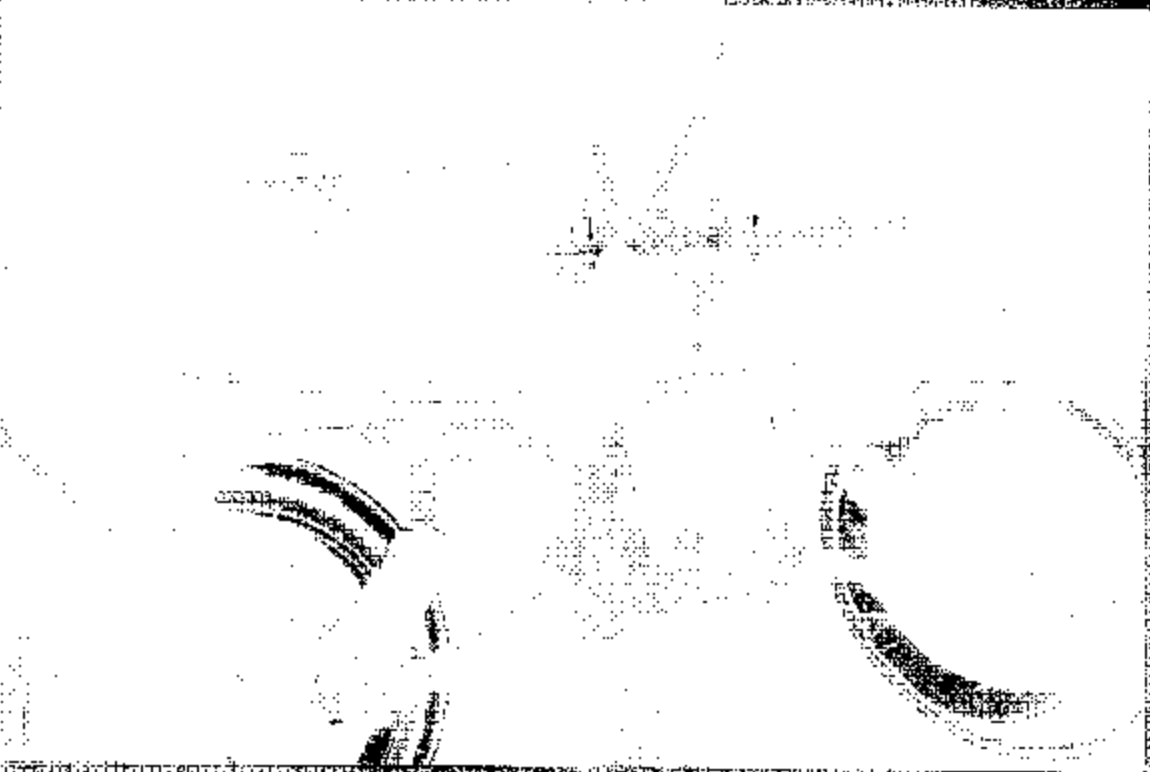


LEFT HAND SIDE OF TRAILER, TECHNICIAN AT DALLAS FRAME AND ALIGNMENT CO. ENG. TOOK PICTURE. STEEL RODS BENT IN TRUSS BETWEEN ANGLE IRON IN REAR OF BUMPER THAT GOES TO SLIDE OUT TRUSS OVER REAR AXLE. YOU CAN SEE SHACKLE COMING LOOSE OF FRAME THAT HOLDS SHOCK ABSORBER ON REAR AXLE.

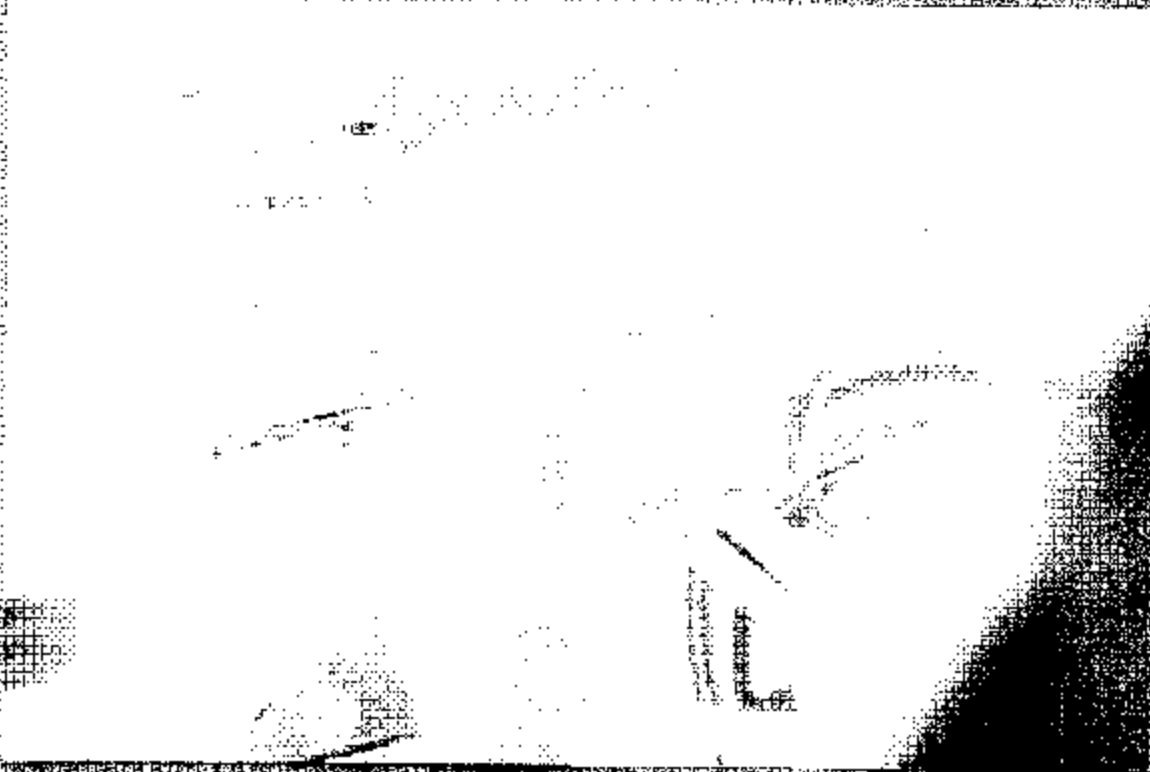


STEEL RODS BENT IN TRUSS BETWEEN ANGLE IRON IN REAR OF BUMPER THAT GOES TO SLIDE OUT TRUSS OVER REAR AXLE.

01 12 2006



SHACKLE ON LEFT SIDE OF FRONT END IS BEING
OFF FRAME THAT SHOCK ABSORBERS IS BENTED TOO



SHACKLE ON LEFT SIDE OF FRONT END IS BEING
OFF FRAME THAT SHOCK ABSORBERS IS BENTED TOO

10 19 2005

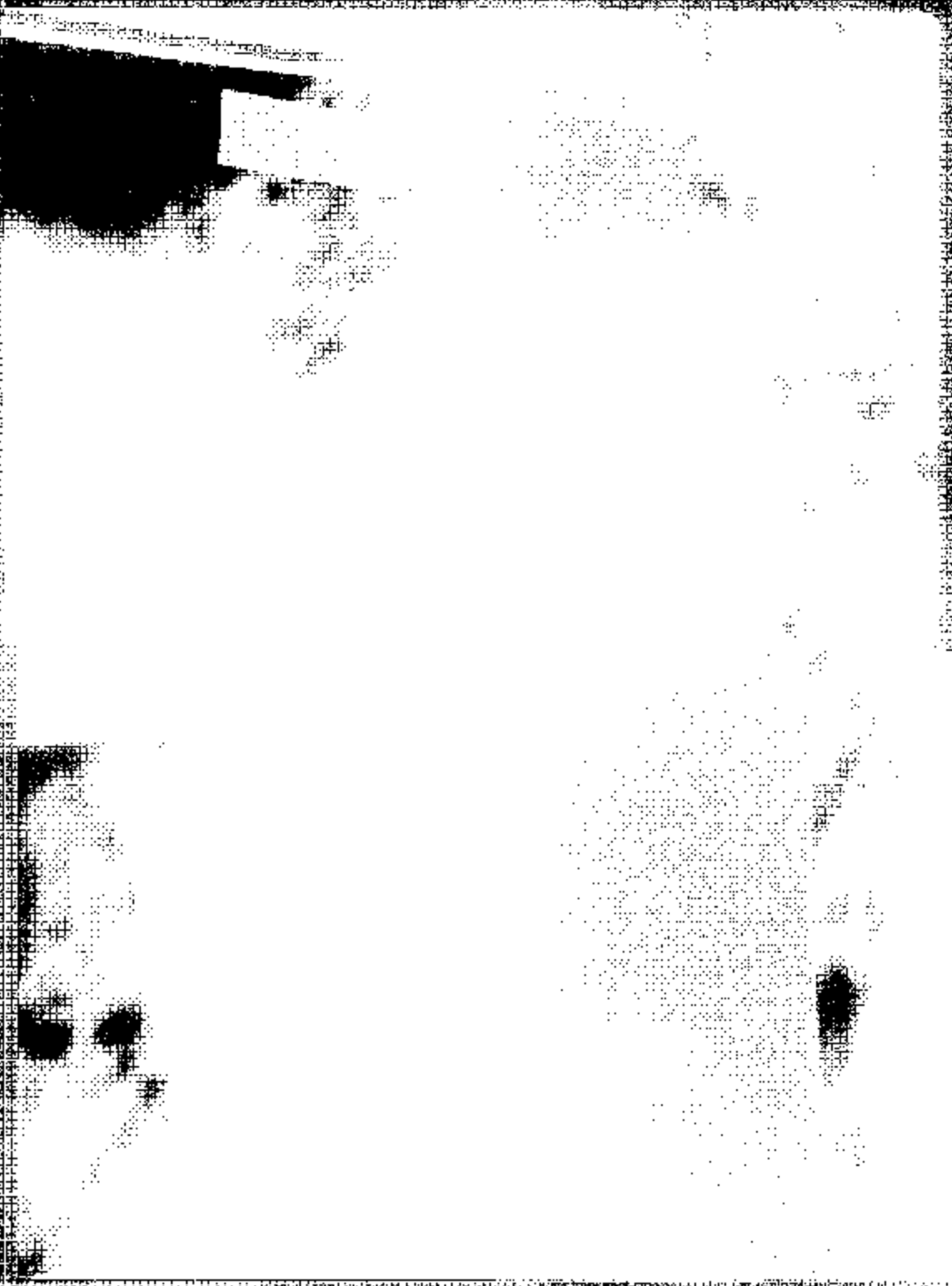
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TOP REAR OF SLIDE OUT
SEAL TOO NARROW AT TOP OF SLIDE OUT
1 INCH CLEARANCE IN TOP OF SLIDE OUT
BOTTOM REAR OF SLIDE OUT
SEAL TOO WIDE AT BOTTOM OF SLIDE OUT
1 5/8 INCH CLEARANCE IN BOTTOM OF SLIDE OUT

10 11 2005

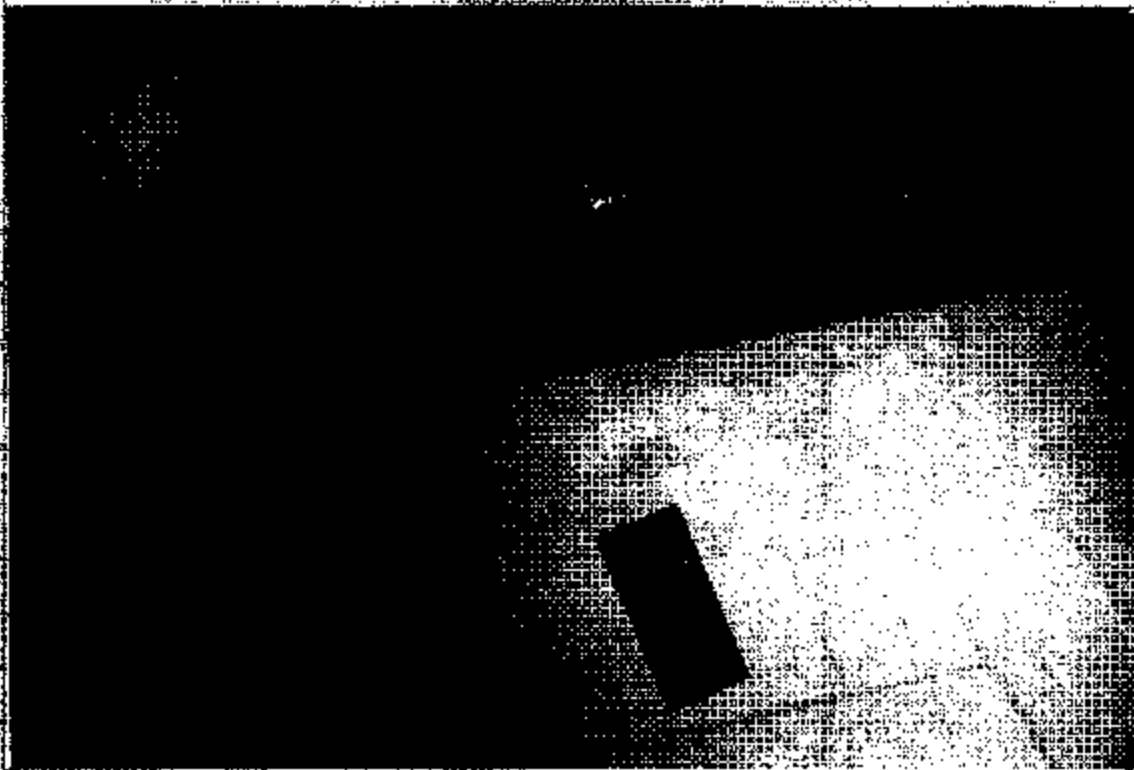
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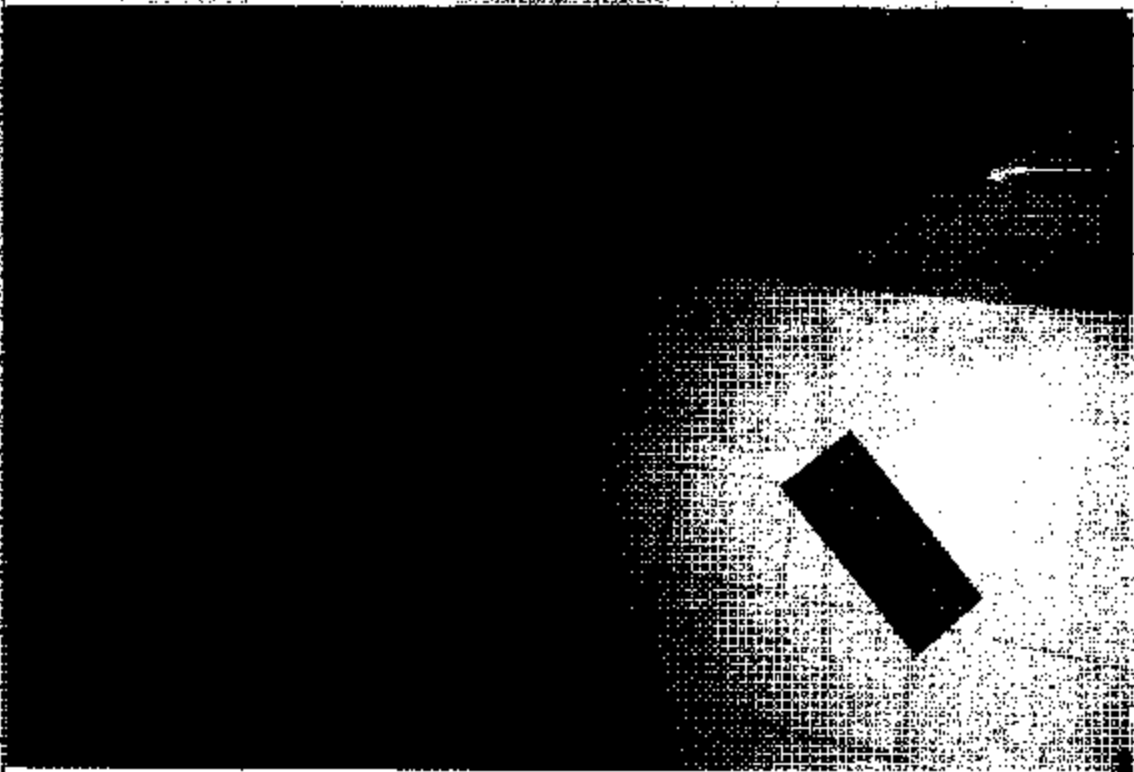
THE FRONT OF SLIDE OUT
SEAL TOO WIDE AT TOP OF SLIDE OUT
2 INCH CLEARANCE IN TOP OF SLIDE OUT
BOTTOM FRONT OF SLIDE OUT
SEAL TOO NARROW AT BOTTOM OF SLIDE OUT
1 INCH CLEARANCE IN BOTTOM OF SLIDE OUT

10 19 2005

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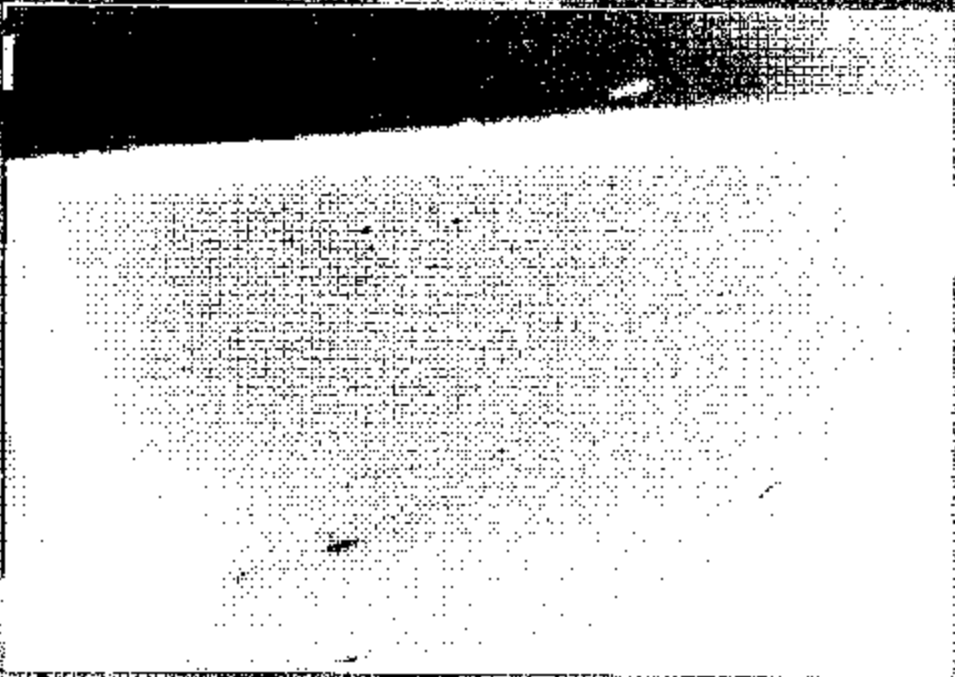


LEFT HAND SIDE OF STAIN ON FLOOR IN FRONT OF
CABINET. MARK SAID FLOOR WET UNDER ARMSTRONG
FLOORING FROM RAINBOW INTERNATIONAL. ALSO WET
UNDER CABINET,

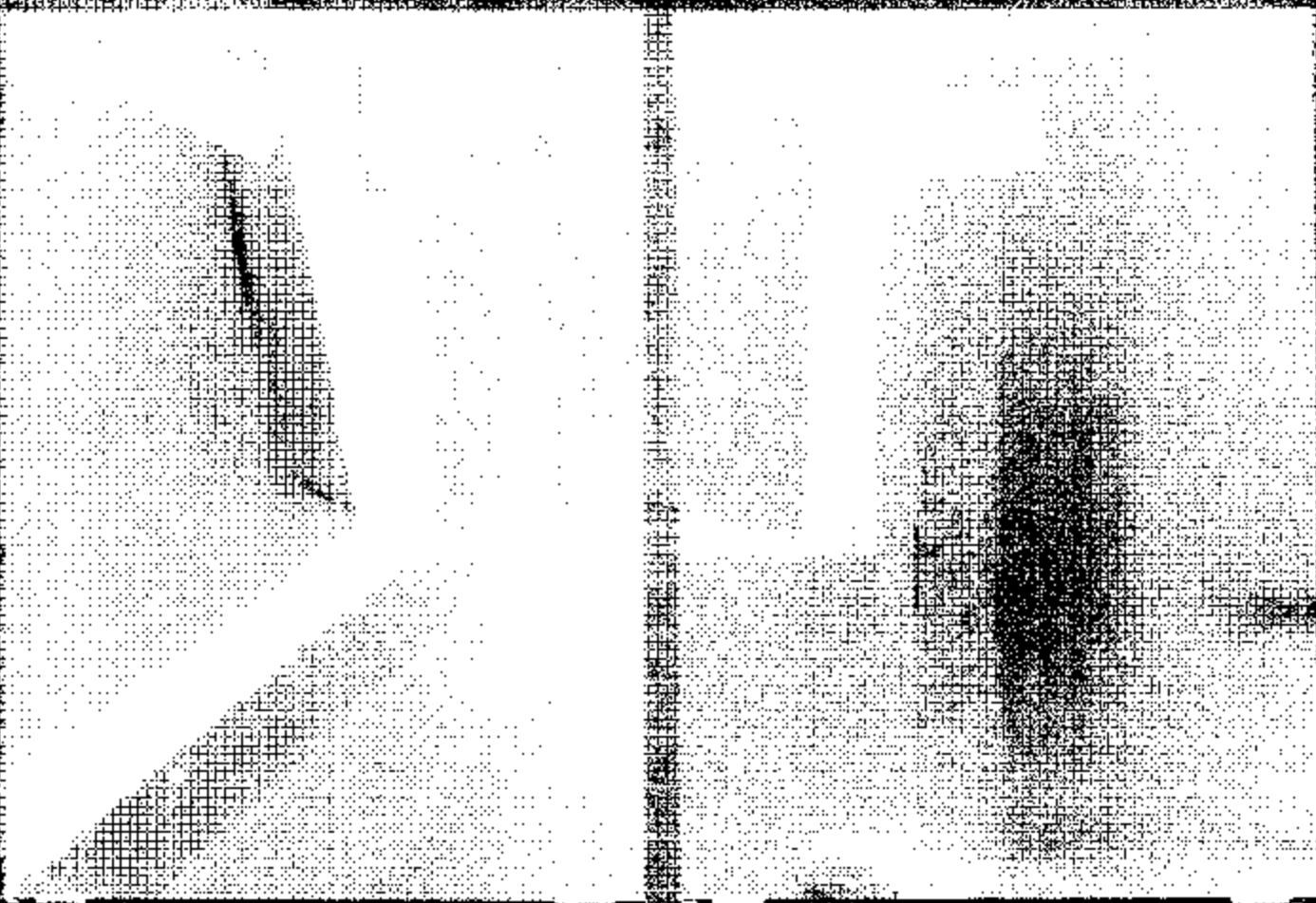


RIGHT HAND SIDE OF STAIN ON FLOOR IN FRONT
OF CABINET.

PAGE 6 OF 11 PAGES



ANY OTHER INFORMATION THAT MAY BE OBTAINED FROM THE
TWO SETS OF LISTS, STAFF RECORDS, AND THE AIR FORCE



DETECTING WET OVER SICK LIGHT

10 19 2005

PAGE 7 OF 11 PAGES



DECKING ON ROOF AROUND SKY LIGHT IN BATH
ROOM HAS BEEN WET.



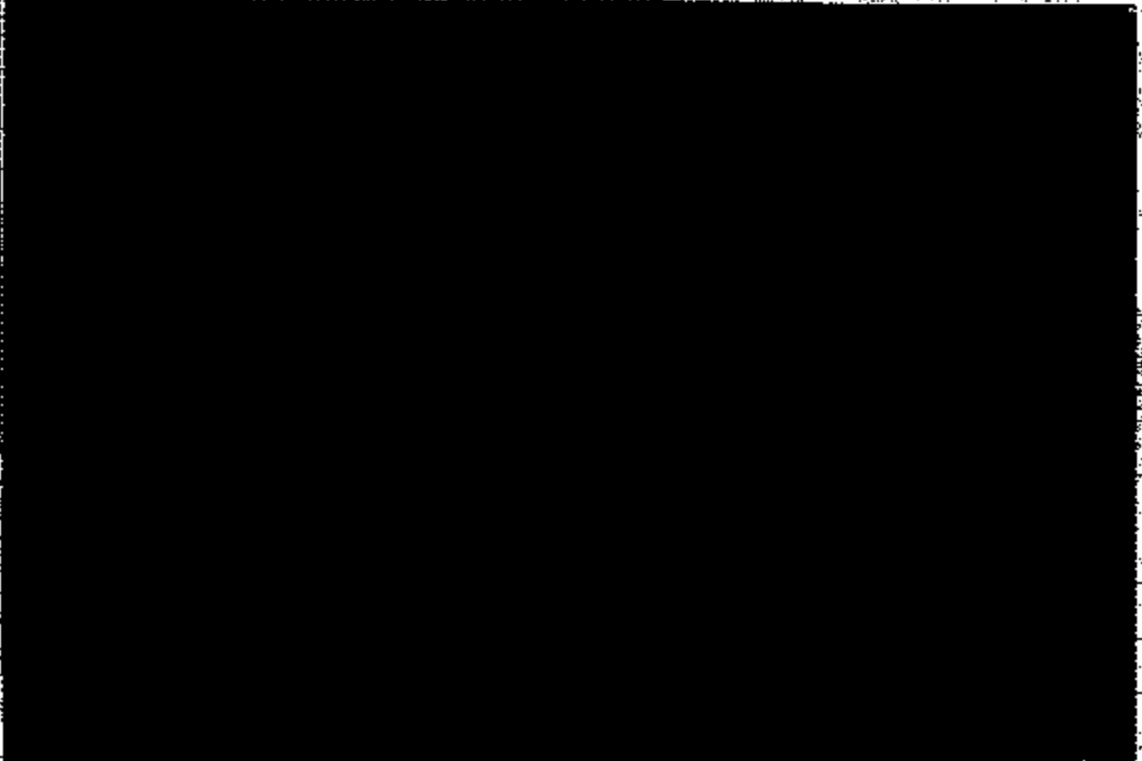
DECKING ON ROOF AROUND SKY LIGHT IN BATH
ROOM HAS BEEN WET

Part 5 of 11 pages

RECEIVED BY THE DIRECTOR OF THE FBI
ON 10/10/68 FROM THE NEW YORK OFFICE

LEFT SIDE OF JACOB NOT IN VIEW WHEN
OUT NOT CANCELED BEFORE COMING OFF

PAGE 9 OF 11 PAGES



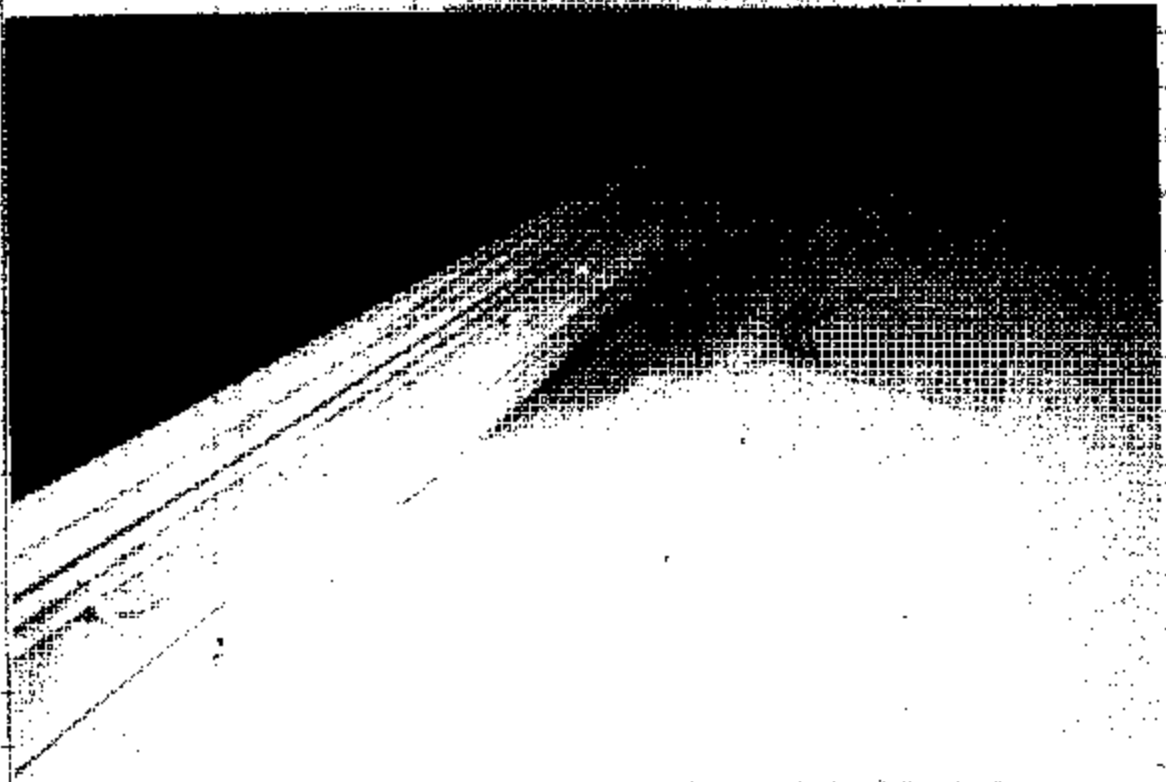
VIN TAG

MANUFACTURED BY FLEETWOOD TRAVEL TRAILER OF TEXAS INC.
PLANT #40 LONGVIEW, TX

DATE OF MFR 01/03

VIN: # 1EC1F272944

01 12 2006



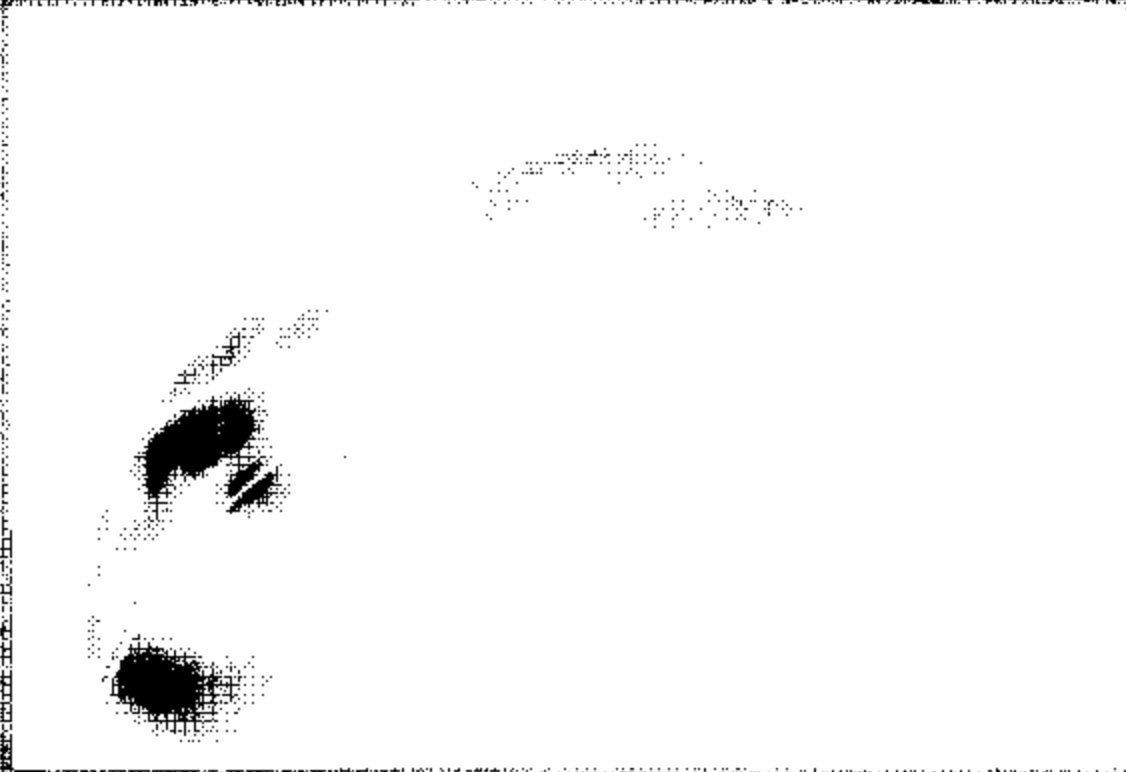
ROOF CAN SLIDE OUT HELD WINTER WINTER RAINS

TO 10 2005

PAGE 10 OF 11 PAGES



DEPT. OF JUSTICE, OFFICE OF THE ATTORNEY GENERAL
RECEIVED MAY 22 OF 2005



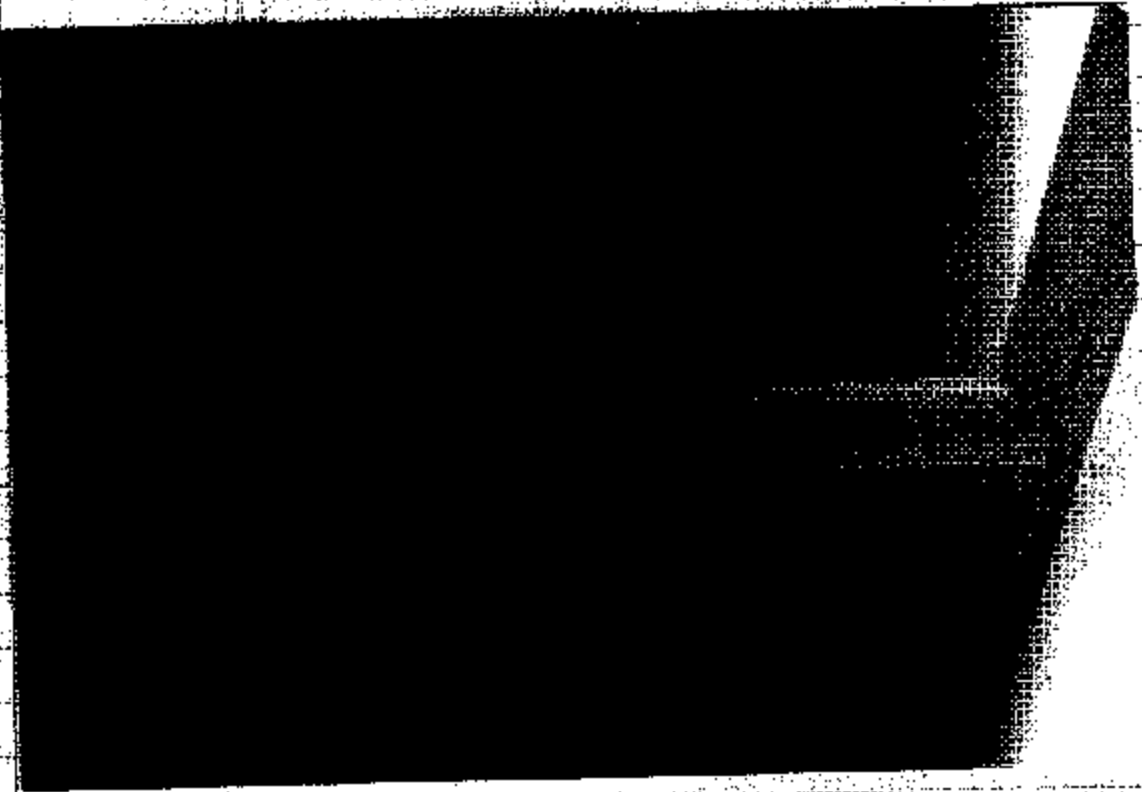
TO 10 2005

10 19 2005

PAGE 11 OF 11 PAGES



FOOT OF BEE COMES UP DURING TRIAL.



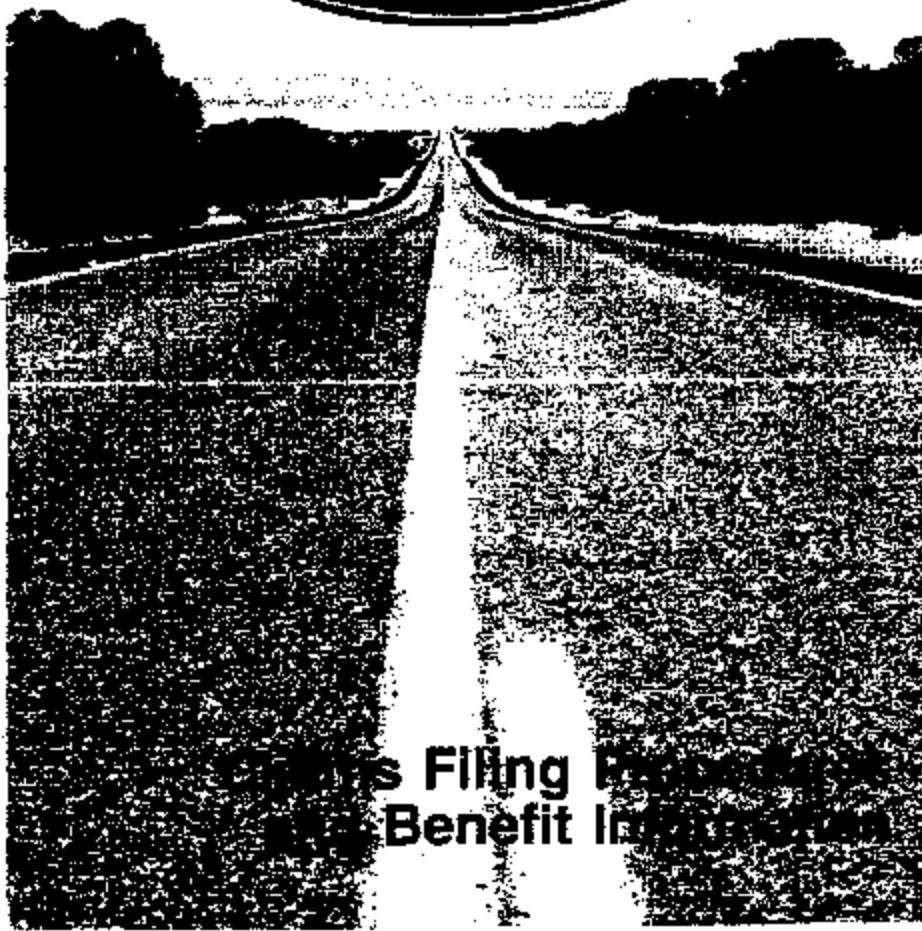
VARNISH IS COMING OFF AROUND DRAWERS
IN BATH ROOM.

Recreational
Vehicle

EASYCARE

Extended Service
Contracts

A wholly owned subsidiary of



Circle 15 Filing Requirements
and Benefit Information



RECREATIONAL VEHICLE APPLICATION FOR RV SERVICE CONTRACT

EASY/CARE

1001000 (1/1/90)

RVX 1081139

CUSTOMER INFORMATION

CONTRACT HOLDER'S NAME (LAST)		FIRST		MIDDLE INITIAL	
CORP		CITY		CORSONA	
STATE TX	ZIP CODE	COUNTRY	CONTRACT HOLDER'S PHONE NUMBER (HOME)		
VEHICLE SERVICE DATE 09/19/04	VEHICLE SALE DATE 05/27/04	ODOMETER MILES ON SALE DATE EXEMPT	VEHICLE PURCHASE PRICE 20000.00	SERVICE CONTRACT PRICE 1539.00	
VEHICLE IDENTIFICATION NUMBER 1BC1F272944	YEAR 04	MAKE FLORWOOD	VEHICLE MODEL 27FQS		
COVERED BY ☒ USED ☐	VEHICLE TYPE MOTOR HOME	TRAVEL TRAILER WITH WHEEL	POP-UP/TELESCOPIC CAMPER	COVERAGE SELECTED MOTOR HOME COVERAGE (RATES 1-27) ☒ TOWABLES (RATES 18-27) ☐	
MANUFACTURER'S WARRANTY Months 24 Miles (If Applicable)		SERVICE CONTRACT PERIOD (See Section 10) Months 84 Miles (If Applicable)			
OPTIONS SELECTED DELUXE APPLIANCE COVERAGE ☐		BACK OUTLINE ☒		ELECTRIC LIFT ☐	
VEHICLE IS BEING SOLD BY DEALER ☒		SELLING DEALER HOLIDAY WORLD OF DALLAS, LTD.			
DEALER'S ADDRESS (STREET) 4630 1-30 EAST		CITY MESQUITE, TX			
STATE	ZIP CODE 75150	DEALER'S PHONE NUMBER 214 328-4151		DEALER'S FAX NUMBER	
OPTIONAL EQUIPMENT ☒ 2400 ☐ 4200 ☐ 5000		FINANCING (NAME) CASH DEAL			
CONTRACT HOLDER'S EMAIL ADDRESS					

WHAT IS COVERED

NEW AND USED RECREATIONAL VEHICLES

☒ **YES!** YOU (CONTRACT Holder) whose signature appears below, acknowledge that: The information contained above is, to the best of YOUR knowledge, true; YOU have read the Terms and Conditions of the CONTRACT and understand and accept all of the provisions herein; YOU AGREE TO MAINTAIN THE COVERED VEHICLE IN ACCORDANCE WITH THE MANUFACTURER'S AND THE CONTRACT'S STATED PERIODIC MAINTENANCE REQUIREMENTS AND KEEP ALL RECEIPTS OF SUCH SERVICE; YOU understand that authorization from the ADMINISTRATOR must be received before any repairs are performed under the CONTRACT; Coverage is not extended to the optional items listed in the Customer Information section above unless the corresponding box(es) is marked. All components/parts listed in the coverage section of the CONTRACT must be factory-installed, or if dealer-installed, must meet all manufacturer installation specifications in order for coverage to be applied. In addition, all components/parts must be included in the covered VEHICLE at the time of the purchase of the VEHICLE. Parts added to the VEHICLE after the original date of purchase are excluded from coverage.

CONTRACT HOLDER'S SIGNATURE

CONTRACT Purchase Effective Date

SELLING DEALER'S Authorized Representative's Signature

In approximately 90 days from the date YOU sign this application, YOU will receive YOUR actual CONTRACT and an Identification Card confirming the acceptance and validity of the CONTRACT. If YOUR application is not accepted, YOU will receive a full refund for the cost of the CONTRACT from the SELLING DEALER.

Purchase of this coverage is not required to obtain financing or to register a motor vehicle. This is not an automobile liability insurance contract. WE do not disclose information about our customers to anyone, except as permitted by law.

WHAT IS COVERED (CONTINUED)

- ENGINE:** Cylinder head(s), cylinder block, cylinder sleeves/pins. All internally-lubricated parts. Timing belt and tensioners, eccentric shaft, oil pump, oil pan; exhaust manifold(s); intake manifold, engine mounts and cushions; timing cover; valve covers; harmonic balancer; ring gear; flexplate; diesel engine vacuum pump; turbocharger, wastegate, oil cooler.
- TRANSMISSION:** Transmission case; torque converter and all internally-lubricated parts thereof; vacuum modulator; internal linkage; mounts; oil pan; cooler and cooler lines; transmission control panel, control module.
- DRIVE AXLE/TAG AXLE:** Differential housing; final drive housing; and all internally-lubricated parts thereof; axle shafts; constant velocity joints; universal joints; drive shafts; hub bearings; center support bearing; bearings.
- STEERING:** Gear housing and all internally-lubricated parts of the steering gear box; rack and pinion gear; power steering pump; main and intermediate steering column shafts and couplings; cooler-power cylinder; Pitman arm; idler arm; tie rod end tie rod ends; drag link; control valve and cylinder.
- PNEUMATIC SUSPENSION:** Compressor assembly; air dryer; solenoids; relays; height sensors; air-adjustable shock absorbers; air bags; wiring; controller.
- SUSPENSION:** Strut bar and bushing; upper and lower control arms, shafts, and bushings; upper and lower ball joints; steering knuckles; wheel bearings; stabilizer shaft, linkage, and bushings; kingpin and bushing; spindle and spindle supports; coil and leaf springs.
- AIR CONDITIONING:** Compressor; clutch and coil; condenser, evaporator; POA valve; accumulator; orifice tube; temperature control programmer; idler pulley and bearing; receiver-dryer; blower motor; high/low cutoff switches; and pressure cycling switch; expansion valve.
- BRAKING/AIR-HYDRAULIC-ABS:** Master cylinder; power solenoid booster; wheel cylinders; combination valves; hydraulic lines and fittings; power brake cylinder; backing plates; springs, clips and actuators. Air brake compressor, tank, auto bleeder valve, diaphragm, treadle, disc caliper, compensating valve and slack adjusters; ABS control unit, actuator and wheel speed sensors; parking brake assembly.
- ELECTRICAL:** Starter; alternator; voltage regulator; distributor; solenoids; relays; manually operated switches; wiper motors; gauges; window motors and regulators; window defrosters; mirror motors and controls; power antenna and motors; seat motors; power door lock actuators; cruise control transducer, servo and engagement switch; turn signal switch; dashboard clock; dual battery paralleling switch; back up alarm.
- ELECTRONIC IGNITION:** Electronic ignition control module and all related sensors; electronic engine timing control unit and sensors; electronic spark detection sensors and controller; coil(s).
- HEATING/COOLING:** Water pump, including impeller shaft, bearings and bushings; radiator; heater core; thermostat; fan; fan clutch; fan motor and controller module; coolant recovery unit; fan shroud; electric block heater.
- FUEL DELIVERY:** Fuel pump; fuel pressure regulator; fuel tanks; metal fuel lines; fuel distributor; fuel injection pump; fuel heater; fuel injectors (excluding contamination); electric tank switch; electronic fuel mixture control unit and sensors.

SEALS AND GASKETS ON ALL COVERED COMPONENTS LISTED ABOVE.

ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

May 02, 2006

[REDACTED]
[REDACTED]
Corsicana, TX [REDACTED]

Re: Holiday World D211494 401

Dear [REDACTED]

Thank you for your recent correspondence regarding a possible violation of consumer protection laws. Consumer complaints help us monitor trends in business practices, and assist us in determining enforcement priorities.

A Compliance Specialist in our office will review the information that you have provided and will contact you if we need additional information. Otherwise, you will not receive further communication from this office regarding your complaint. Also, this letter does not indicate that the Attorney General will take any action on your complaint.

Please be aware that the Attorney General does not represent private individuals in personal civil matters. In matters of statewide significance, or when substantive evidence is accumulated indicating that a person or business is systematically violating Texas law, the Attorney General can take action on behalf of the collective legal interests of the people of this state.

We appreciate your time and interest in preventing consumer law violations and in the affairs of Texas consumers. We rely on citizens like you to help us enforce the Deceptive Trade Practices Act and other consumer protection laws.

Consumer Protection and Public Health Division
Office of the Attorney General

ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

May 02, 2006

[REDACTED]

Corsicana, TX [REDACTED]

Re: Fleetwood Trailers D211495 401

Dear [REDACTED]:

Thank you for your recent correspondence regarding a possible violation of consumer protection laws. Consumer complaints help us monitor trends in business practices, and assist us in determining enforcement priorities.

A Compliance Specialist in our office will review the information that you have provided and will contact you if we need additional information. Otherwise, you will not receive further communication from this office regarding your complaint. Also, this letter does not indicate that the Attorney General will take any action on your complaint.

Please be aware that the Attorney General does not represent private individuals in personal civil matters. In matters of statewide significance, or when substantive evidence is accumulated indicating that a person or business is systematically violating Texas law, the Attorney General can take action on behalf of the collective legal interests of the people of this state.

We appreciate your time and interest in preventing consumer law violations and in the affairs of Texas consumers. We rely on citizens like you to help us enforce the Deceptive Trade Practices Act and other consumer protection laws.

Consumer Protection and Public Health Division
Office of the Attorney General

File#

- The information you report on this form will be used to help us investigate violations of consumer laws.
- The Attorney General's Office does not resolve individual consumer complaints.
- This complaint and the information you provide are records open to the public under Texas Law.
- We may send a copy of this form to the Business, so please write legibly and use black ink only.
- Please attach copies of any documents necessary to explain the transaction but do not send original documents.
- The Attorney General's Office will contact you if additional information is needed.

Consumer Information

Business or Individual Complaint is Against

Name		Name	HOLIDAY WORLD OF DALLAS LTD
Address		Address	4630 I-30 EAST
City	CORSICANA	City	MESQUITE
State	TEXAS	State	TEXAS
Zip		Zip	75150
Home Phone ()	Work Phone ()	Phone	1-800-766-9393 (214) 328-4151
Email address		Person you dealt with:	JOHN GRAHAM JIM MICHAEL CHRIS
Age ☐ 19 & under ☐ 20-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60-64 ☐ 65 or over		Website or Email address:	

1. Initial contact between you and the business:

- ☐ Person came to my home
☒ I went to company's place of business
☐ I received a telephone call from business
☐ I telephoned the business
☐ I received information in the mail
☐ I responded to radio/television ad
☐ I responded to printed advertisement
☐ I responded to a Website or e-mail solicitation
☐ I responded to a solicitation in a language other than English (What language?) _____
☐ Other _____

2. Where did the transaction take place?

- ☐ At home
☒ At business
☐ By mail
☐ Over the phone
☐ Over the computer
☐ Trade Show or Hotel
☐ Other _____

3. Date(s) of Transaction(s)

05-27-2004

4. Did you sign a contract?

- ☒ Yes (please enclose a copy)
☐ No

5. How much did the company/individual ask you to pay? ABOUT 23,000.00

6. How much did you actually pay? \$ 20,000.00

- ☒ Cash ☐ Credit Card ☐ Loan ☐ Check
☐ Bank Account Debit ☐ Wire Transfer ☐ Money Order ☒ Cashiers Check ☐ Debit Card

Date(s) of Payment: _____

7. Have you contacted another agency or attorney about this complaint? ☒ Yes ☐ No

If yes, list name and address of the agency or attorney.

LEGAL HOTLINES FOR OLDER TEXANS, CONTACTED JAN 2005, MARIA JOHNSON CALLED BACK JAN 31, 2005, TALKED ABOUT LEMON LAW, R15 BEATERS, SUITE 1102, AUSTIN, TX 78701, 1-800-622-257, ATTORNEY DAVID LAMB, 313 W. BRO AVE, CORSICANA, TX 75110, 903-872-6744, JAN 2006

8. What action was taken by this agency or attorney?

LEGAL HOTLINE FOR OLDER TEXANS MAILED BROCKET, TENSE LEMON LAW ATTORNEY DAVID LAMB MAILED CERTIFIED DEMAND LETTER JAN 2006

9. Please describe your complaint in detail (attach extra sheets if necessary).

SLIDE OUT NOT SQUARE IN OPENING

TRUSSES AND BEAMING IN ROOF AROUND SKY LITE THAT YOU CAN NOT SEE-ARE THEY DAMAGED.

SHOWER DOOR DOES NOT SLIDE GOOD AND HANDLE IS COMING OFF.

FLOOR WET UNDER ARMSTRONG FLOORING IN FRONT OF CABINET.

CROSS MEMBERS IN TRUSS BEAM BETWEEN FRAME UNDER TRAILER.

SEALS LEAK AROUND SLIDE OUT WHEN SLIDE OUT IS WASHED WITH WATER.

SHACKLES ON LEFT SIDE OF FRONT AND REAR AXLES IS COMING LOOSE OR

BROKEN OFF FRAME THAT GOES TO SHOCKS.

10. Have you complained to the business? ☐ No ☒ Yes If yes, when? HOLIDAY WORLD OF DALLAS JUNE 30, 2004

What was the business' response?

TOOK TRAVEL TRAILER TO HOLIDAY WORLD OF DALLAS TO REPAIR SLIDE OUT LEAK, SKY LITE LEAK, PANEL ON REAR OF DINETTE, PANELING UNDER BED AND LATCH MOUNT FACIA BOARD ON SLIDE OUT INSIDE TRAVEL TRAILER. AUG 17, 2004 PICKED UP TRAILER, AUGUST 20, 2004 CALLED HOLIDAY WORLD OF DALLAS SAID SKYLITE IS LEAKING WHEN IT RAIN SAID THEY WOULD CALL BACK, DID NOT CALL.

11. Have you been sued in relation to this transaction?

NO

Texas law prohibits us from giving legal advice or opinions or acting as your personal attorney. If you desire legal advice, we suggest you consider contacting a private attorney to discuss your complaint.

In signing this complaint I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint for informational purposes only.

The above statements are true and accurate to the best of my knowledge.

Signature

Date

04 24 2006

Please return this form to: Office of the Attorney General
P.O. Box 12548
Austin, Texas 78711-2548

File#:

- The information you report on this form will be used to help us investigate violations of consumer laws.
- The Attorney General's Office does not resolve individual consumer complaints.
- This complaint and the information you provide are records open to the public under Texas Law.
- We may send a copy of this form to the Business, so please write legibly and use black ink only.
- Please attach copies of any documents necessary to explain the transaction but do not send original documents.
- The Attorney General's Office will contact you if additional information is needed.

Consumer Information

Business or Individual Complaint is Against

Name: [REDACTED]		Name: FLEETWOOD TRAVEL TRAILERS OF TEXAS INC. PLANT # 40	
Address: [REDACTED]		Address: PO BOX 7909 901 FISHER ROAD	
City: CORSILANA		City: LONGVIEW	
State: TEXAS Zip: [REDACTED]		State: TEXAS Zip: 75607	
Home Phone: ([REDACTED])	Work Phone: ()	Phone: (936) 759-9451	
Email address:		Person you dealt with: LADY AT FRONT DESK	
Age: ☐ 19 & under ☐ 20-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60-64 ☐ 65 or over.		Website or Email address:	

1. Initial contact between you and the business:

- ☐ Person came to my home
☒ I went to company's place of business
☐ I received a telephone call from business
☐ I telephoned the business
☐ I received information in the mail
☐ I responded to radio/television ad
☐ I responded to printed advertisement
☐ I responded to a Website or e-mail solicitation
☐ I responded to a solicitation in a language other than English (What language?) _____
☐ Other _____

2. Where did the transaction take place?

- ☐ At home
☒ At business
☐ By mail
☐ Over the phone
☐ Over the computer
☐ Trade Show or Hotel
☐ Other _____

3. Date(s) of Transaction(s)

OCT 13, 2004

4. Did you sign a contract?

- ☐ Yes (please enclose a copy)
☒ No

5. How much did the company/individual ask you to pay? _____

6. How much did you actually pay? \$ _____ ☐ Cash ☐ Credit Card ☐ Loan ☐ Check

- ☐ Bank Account Debit ☐ Wire Transfer ☐ Money Order ☐ Cashiers Check ☐ Debit Card

Date(s) of Payment: _____

7. Have you contacted another agency or attorney about this complaint? ☒ Yes ☐ No

If yes, list name and address of the agency or attorney.

APRIL 17, 2006, LEEAL HOTLINE FOR DEAF TEXANS, 815 BRATOS, SUITE 1100
AUSTIN, TX 78701

8. What action was taken by this agency or attorney?

ATTORNEY LAURIA CALLED APRIL 19, 2006, GAVE ME THE NAME OF A
FLOOR LAW ATTORNEY

9. Please describe your complaint in detail (attach extra sheets if necessary).

10. Have you complained to the business? ☐ No ☒ Yes If yes, when? OCT 13, 2004 PULLED TRAVEL
What was the business' response?

TRAVEL TO FLEETWOOD TRAVEL TRAILERS OF TEXAS INC PLANT #14 IN LONGVIEW TX.
LADY AT FRONT DESK SAID I NEEDED A WORK ORDER FROM FLEETWOOD WHICH RELATIONS
IN RIVERSIDE CA. I CALLED RIVERSIDE CA. FOR WORK ORDER AND LADY SAID I WOULD HAVE TO TAKE
TRAVEL TRAILER BACK TO HOLIDAY WORLD. SHE REFUSED TO GIVE ME A WORK ORDER. SHE SENT
ME TO HAYES RV CENTER IN LONGVIEW, TX.

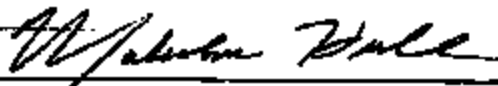
11. Have you been sued in relation to this transaction?

No

Texas law prohibits us from giving legal advice or opinions or acting as your personal attorney. If you desire legal advice, we suggest you consider contacting a private attorney to discuss your complaint.

In signing this complaint I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint for informational purposes only.

The above statements are true and accurate to the best of my knowledge.


Signature

04 24 2006
Date

Please return this form to: Office of the Attorney General
P.O. Box 12548
Austin, Texas 78711-2548

Prowler™

FLEETWOOD RV



2004
owner's manual

FULL TWO-YEAR WARRANTY

For Travel Trailers Manufactured and Warranted by subsidiaries of Fleetwood Enterprises, Inc., sold in the United States and Canada

COVERAGE PROVIDED

Your new travel trailer, including the structure, plumbing, heating and electrical systems, all appliances and equipment installed by the manufacturer, is warranted under normal use to be free from manufacturing defects in material or workmanship. Appearance imperfections, or damage to paint, graphics, exterior materials, or upholstery that may have occurred prior to delivery are normally corrected during the inspection process at the manufacturing plant or at the dealership.

The warranty extends to the first retail purchaser and his transferee(s) and begins on the date of original retail delivery or the date the trailer is first placed into service as a rental, commercial or demonstrator unit (whichever occurs first). The warranty extends for a period of two years from such date.

Written notice of defects must be given to the selling dealer or manufacturer not later than ten (10) days after the expiration of the warranty period.

OWNER'S OBLIGATIONS

The owner is responsible for normal maintenance as described in the *Owner's Information Package*; however, minor adjustments (such as adjustments to the interior or exterior doors, LPG regulator pressure, cabinet latches, TV antenna control, etc.) will be performed by the dealer during the first 90 days of warranty coverage. Thereafter, such adjustments are the responsibility of the owner as normal maintenance unless required as a direct result of repair or replacement of a defective part under this warranty.

If a problem occurs which the owner believes is covered by this warranty, the owner shall contact the selling dealer, or other authorized dealer, giving sufficient information to resolve

the matter. The owner shall deliver the trailer to the dealer or a Fleetwood Service Center location for warranty service.

DEALER'S OBLIGATIONS

By agreement with the manufacturer, the dealer is obligated to maintain the trailer prior to retail sale, to perform a detailed predelivery inspection and to repair or replace any parts necessary to correct defects in material or workmanship.

WHEN THE DEALER DOES NOT RESOLVE THE PROBLEM

If the dealer is unable or unwilling to resolve a problem which the owner is convinced is covered by the warranty, the owner should contact Fleetwood Owner Relations at the address or telephone number listed on the next page and provide Fleetwood Owner Relations with a description of the problem and attempts made to resolve it.

MANUFACTURER'S OBLIGATIONS

Upon receipt of notice of a claim, where the dealer was unable or unwilling to resolve the problem, a Fleetwood Service Center will repair or replace any parts necessary to correct defects in material or workmanship or will take other appropriate action as may be required.

WHAT IS NOT COVERED BY THIS WARRANTY

This warranty does not cover:

1. The tires which are covered by the warranty of the tire manufacturer.
2. Defects caused by or related to:
 - a. Abuse, misuse, negligence or accident;
 - b. Failure to comply with instructions contained in the *Owner's Information Package*;

Warranty

- c. Alteration or modification of the trailer;
- d. Environmental conditions (salt, hail, chemicals in the atmosphere, etc.)
- 3. Normal deterioration due to wear or exposure, such as fading of fabrics or drapes, carpet wear, etc.
- 4. Normal maintenance and service items, such as light bulbs, fuses, sealants, lubricants, etc.
- 5. Transportation to and from dealer or Fleetwood Service Center location, loss of time, inconvenience, commercial loss, loss of use, bus fares, vehicle rental, incidental charges such as telephone calls or hotel bills, or other incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

The manufacturer/warrantor is not responsible for any undertaking, representation or warranty made by any dealer or other person beyond those expressly set forth in this warranty.

For travel trailers manufactured and warranted by the following subsidiaries of Fleetwood Enterprises, Inc.:

Fleetwood Travel Trailers of California, Inc.

Fleetwood Travel Trailers of Indiana, Inc.

Fleetwood Travel Trailers of Kentucky, Inc.

Fleetwood Travel Trailers of Maryland, Inc.

Fleetwood Travel Trailers of Ohio, Inc.

Fleetwood Travel Trailers of Oregon, Inc.

Fleetwood Travel Trailers of Texas, Inc. # 46

Fleetwood Canada, Ltd.

For Customer Service assistance, contact:

Fleetwood Owner Relations

P.O. Box 7638

Riverside, CA 92513-7638

(800) 445-3307

LONGVIEW, TX.

EXPRESS
PERSONNEL SERVICE

Owner Relations

800-322-8216

800-445-3307

Plant 40

LONGVIEW TX

EXPRESS
EXCELLENCE
11 W. HAWKINS PARKWAY, SUITE 4
LONGVIEW, TX 75605
(937) 863-3558 FAX (937) 863-3556

SPECIAL REPORT: PAYING FOR COLLEGE

U.S. NEWS & WORLD REPORT

'A TEST OF WILL'

WHY STAYING THE
COURSE IN IRAQ
IS SUDDENLY
MUCH TOUGHER

800NCRV MAILINGS-DIGIT 78501

002004007380594788 17 131641 DA

EUGENE C THOMPSON 63 36603

LOT 47 65PM 1A

201 S TAYLOR RD. AUB04 0486

KOLLEN TN 38501-3009

SEE LETTER DATED APRIL 24, 2006
3RD PARAGRAPH

**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).**