



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

12-JUL-2006

Repository ☐

Reference No.
10162209

OWNER INFORMATION (Type or Print)

Name

Address

City

BULLHEAD CITY

State

AZ

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an owner's signature, the signature of the owner or address to the vehicle manufacturer.
Signature of Owner _____ Date 7/21/06

VEHICLE INFORMATION

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

5B4MP

Make

GULF STREAM

Model

VISTA CRUISER
SUN VOYAGER
8295

Model Year

2006

Date Purchased
27-MAY-06

Dealer's Name and Telephone Number
ELKHART RV OUTLET 1 800 448 3081

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

ELKHART

State

IN

Zip Code

45617

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

161100 STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
27-MAY-2006

Failure Mileage
31

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ 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

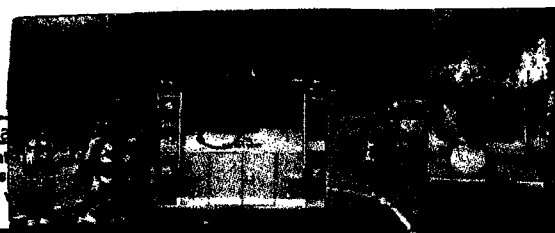
N

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 THAT THERE IS WOOD AND SHEETS OF PLASTIC UNDER THE FLOOR OF THE VEHICLE WHICH SHOULD BE STEEL. THIS WAS CONSIDERED SAFETY ISSUE BECAUSE FLAMMABLE MATERIALS WERE USED TO INSULATE THE HOT TAIL PIPES, MUFFLER AND GAS TANK. THE SERVICE DEALER DETERMINED THIS WAS THE WAY THE VEHICLE WAS DESIGN. THE MODEL OF THE RECREATIONAL VEHICLE IS SUN VOYAGER.

ENCLOSED ATTACHED LETTERS SENT, SUPPORTING MATERIALS, DESCRIPTION OF FIRE HAZARDS WITH MATERIALS USED



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

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to the Freedom of Information Act. You are under no obligation to respond to this questionnaire. Your responses should take appropriate action to correct a safety defect. If the NHTSA proceeds with a recall or a statistical summary thereof, may be used in support of the agency's action.

NECESSARY

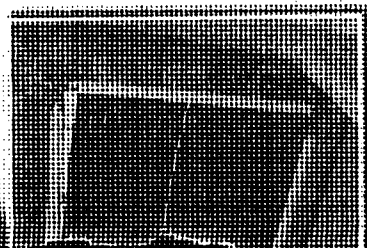
sequent
manufacturer
our response,

There are over 20,000 RV fires reported each year.

-911 Information

Cradle of Strength

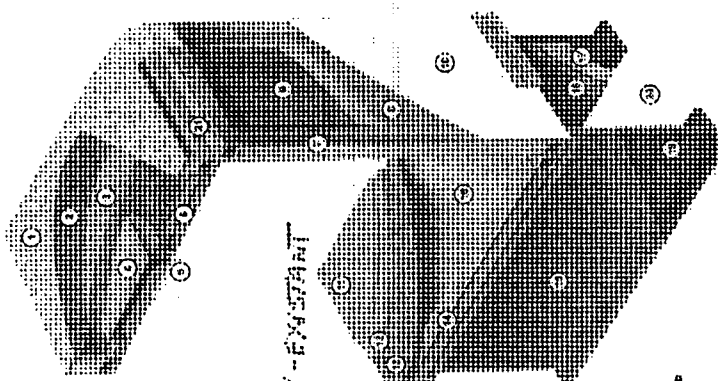
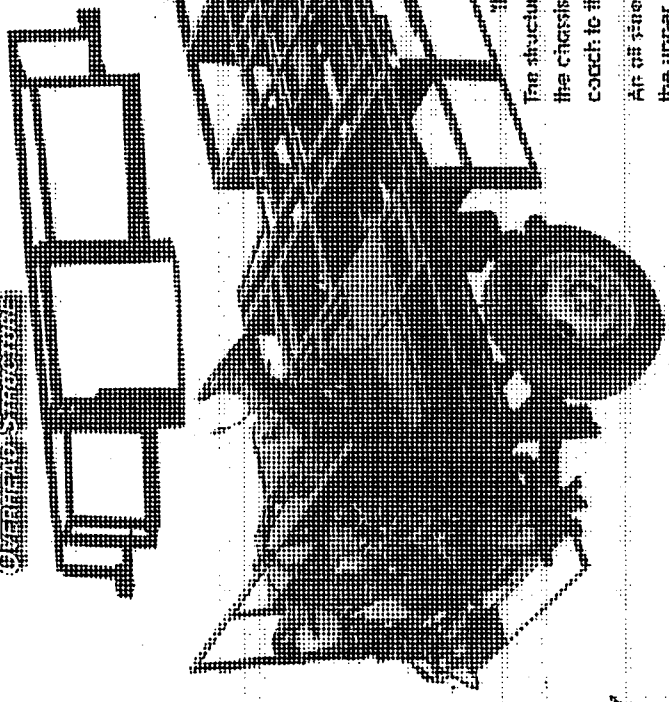
1. Seamless Fiberglass Roof For Greater Energy Efficiency and Dependability.
2. Luan Decking for Additional Strength.
3. Molded, High Density EPS (Expanded Polystyrene) Roof Slick Insulation - Provides Consistent Rigidity, Value as well as Superior Dimensional Rigidity.
4. One-Piece Formed Aluminum Air Conditioning Duct, Completely Surrounded By EPS Insulation.
5. Bubble-Wrapped Foil Insulation Provides Superior Insulation and Helps Prevent Condensation.
6. Rugged Welded Tubular Aluminum Roof Framing.
7. Rugged Heavy-Gauge Tubular Aluminum, Fixture Welded to Form the Sidelwall Framing.
8. High-Density EPS Insulation Provides Superior Lamination and Bonding Characteristics and Insures Greater Energy Efficiency.
9. Interior Wall Panels Securely Laminated to Sidelwall Framing.
10. "Super Slick" Fiberglass Exterior Vacuum-Bond Laminated to Sidelwall Framing for Lasting Beauty and Durability.
11. High-Quality Stain-Resistant Carpeting Available in Designer Coordinated Colors.



Unlike traditional

plywood and foam seating Comfort Plus vinyl seating features the strength of steel and the comfort of a spring cushion.

Aluminum OVERHEAD STRUCTURE



12. Extra-Thick Padding Under Carpet Provides Extra Comfort and Increases Carpet Durability.
13. Seamless Structured Floor Decking Laminated to Steel Floor Structure Assures a Quiet, Long-Lasting Rigid Floor.
14. Heavy-Gauge Tubular Steel Framing, Fixture Welded for Extra Strength and Stability.
15. Heavy-gauge Steel I-Beam Floor Truss System Provides the Strongest Foundation in the Industry.
16. Seamless Layer of Galvanized Steel Securely Attached to the Steel Floor Framing.
17. Galvanized Steel Used to Form Each Storage & Hoisting Compartment.
18. Durable All-Weather Coating Completes Each Accessible Storage Compartment, Providing Extra Protection for Luggage and Valuables.
19. Rust-Prohibitive Paint Coating Applied to All Steel Framing Assures Corrosion and Rust Protection.
20. The Industry's Strongest, Most Spacious Exterior Storage Compartments.
21. Heavy-Gauge Aluminum Radius Transition.

NOAH - EX-STAR

TAKE THE TIME TO COMPARE...
and you will see the exceptional value of a Gulf Stream Coach.

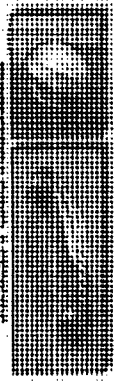


The Cradle of Strength super strength truss system is unmatched in the RV industry. The structural subfloor foundation begins by welding a network of integrated steel trusses to the chassis rail. Specifically designed to distribute and transfer the tremendous forces from the coach to the chassis rail, these trusses are individually tested to withstand 6,000 pounds each. An all steel overhead structure braced above the chassis brings strength and rigidity to the upper portion of the coach providing a safe strong platform to install a TV that will not break free in an impact while maintaining overhead storage.

GULF STREAM

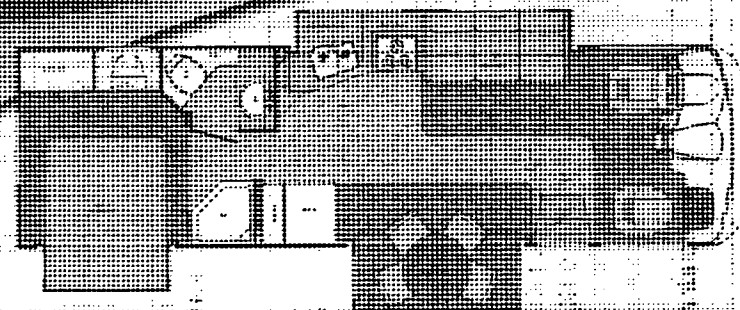
COACHES INCORPORATED
FORT MYERS, FL

MAKES POWER RAMPAGE

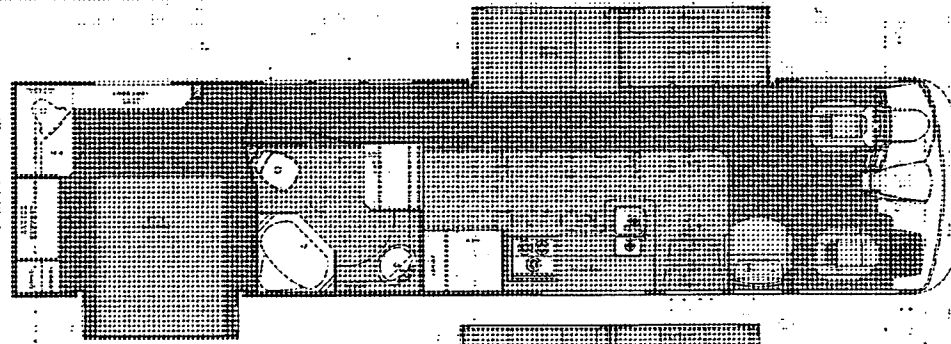


SUN Voyager

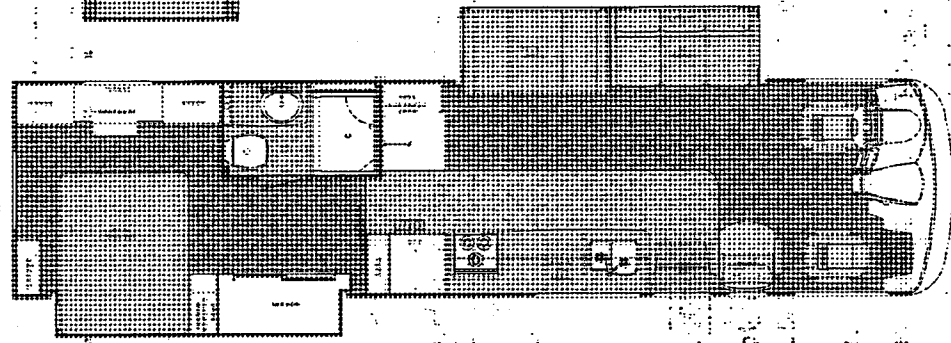
Model 8828



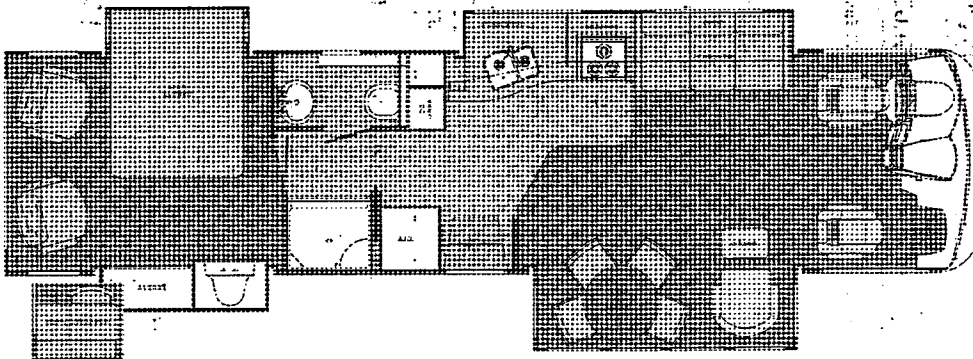
Model 8835



Model 8838



Model 8837



Chassis	Ford
Engine	6.8 V-8
Feet	75
GVWR	20,500
Length	30'-0"
Width	100"
Height w/AC	12'-0"
Interior Height	84"

Wheelbase	205"
Fresh	57 gal.
Grey	36 gal.
Black	35 gal.
LP Gas Tank	65 lbs.
Furnace (BTU's)	40,000
A/C Front Only (BTU's)	13,500
Water Heater w/DI	30 gal.

Chassis	Ford
Engine	6.8L V-10
Feet	75
GVWR	22,000
Length	36'-8"
Width	100"
Height w/AC	12'-0"
Interior Height	84"

Wheelbase	242"
Fresh	60 gal.
Grey	50 gal.
Black	50 gal.
LP Gas Tank	85 lbs.
Furnace (BTU's)	40,000
A/C Front/Rear (BTU's)	13,500 / 13,500
Water Heater w/DI	30 gal.

Chassis	Ford
Engine	6.8 V-8
Feet	75
GVWR	22,000
Length	36'-8"
Width	100"
Height w/AC	12'-0"
Interior Height	84"

Wheelbase	242"
Fresh	60 gal.
Grey	50 gal.
Black	50 gal.
LP Gas Tank	85 lbs.
Furnace (BTU's)	40,000
A/C Front/Rear (BTU's)	13,500 / 13,500
Water Heater w/DI	30 gal.

Chassis	Workhorse
Engine	8.1 V8
Feet	75
GVWR	24,000
Length	36'-8"
Width	100"
Height w/AC	12'-0"
Interior Height	84"

Wheelbase	242"
Fresh	60 gal.
Grey	50 gal.
Black	44 gal.
LP Gas Tank	95 lbs.
Furnace (BTU's)	40,000
A/C Front/Rear (BTU's)	13,500 / 13,500
Water Heater w/DI	30 gal.

Holding tank capacities (both fresh water and waste water) are volume calculations based on overall tank dimensions. The capacities may differ from published calculations due to the result of tank installation, tank material variation, tank fitting locations and other plumbing variables.

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

888-327-4236
www.safercar.gov

FOR AGENCY USE ONLY

Date Received

7-31-06

Repository ☐

Reference No.

10164763

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

BULLHEAD CITY

AZ

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

☒ YES ☐ NO

In the absence of authorization, NHTSA will provide a copy of this report to the vehicle manufacturer only during a defect investigation or when you make a complaint about recall performance on your vehicle.

Signature of Owner

Date

7/21/06

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of windshield on driver's side

5B4MP6766

Make

GULF STREAM

Model

SUN VOYAGER

Year

2006

Current Mileage

2075

Date Purchased

5-27-06

Dealer's Name and telephone Number

ELKHART RV OUTLET - 1-574-295-5793

1-800-448-3081

Engine: 8.1 L

Fuel Type:

☐ Diesel ☐ Hybrid
☒ Gas ☐ Other☐ Original Owner

Dealer's City

ELKHART

State

INDIANA

Zip Code

45617

No. Cylinders

8

Transmission Type

☐ Manual☒ Automatic☒ Antilock Brakes☒ Cruise Control

Powertrain

☐ All-Wheel Drive☐ Front-Wheel Drive☒ Rear-Wheel Drive☐ Four-Wheel Drive

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name - DESCRIBED IN ADDITIONAL
INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

Failure Location

☐ Driver☐ Passenger☐ Front☐ Rear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand

Tire Model/Line

Tire Name

Tire Size (Example: P215/65R1105)

Failed Structure

☐ Tread ☐ Sidewall ☐ Bead

DOT No. (Example: DOT MAL9ABC036 on sidewall)

☐ Original Equipment☐ Prior Repair

Failure Type:

☐ Blowout☐ Blister☐ Crack☐ Torn☐ Tread Separation☐ Road Hazard☐ Out of Round

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make

Date Manufactured

Model Number and Name

Seat Type

☐ Infant☐ Booster☐ Integrated☐ Convertible☐ Other

Failed Part. Describe Failure Below

☐ Base☐ Harness/Buckle☐ LATCH Connector☐ Shell☐ Handle☐ Other

Installed in Vehicle using the:

☐ Vehicle safety belt☐ LATCH system*

*Vehicle info required

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

Police Report No.

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

NO INCIDENT TO ME YET - RELUCTANT TO USE MOTORHOME BECAUSE A VERY LIKELY A MAJOR FIRE CONFLAGRATION COULD ERUPT ON THE ENTIRE UNDERCARRIGE, FRONT TO BACK, COMBUSTIBLE MATERIALS USED IN PLACE OF STEEL WERE SUBSTITUTED, (ATTACHED NO. 16. DEPICTES), THESE MATERIALS OF PLASTIC SHEETS STAPLED TO WOOD FLOOR AND USING 1/8" WOOD PANELING VERY CLOSE TO HOT TAILPIPES, HOT MUFFLERS, TOP OF 75 GAL GAS TANK, TOP OF HOT GAS GENERATOR COMPARTMENT, HYDRAULIC OIL LINES, LP GAS TANK AND LINES, ELECTRICAL WIRES, THE PLASTIC AND WOOD

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

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

MATERIALS USED DO SUSTAIN AND SUPPORT FLAME AND WILL RAPID FIRE SPREAD.
BY NOT BUILDING THE MOTORHOME AS PER THEIR WRITTEN SPECIFICATIONS IS
FRAUDULENT REPRESENTATION OF PRODUCT AND PLACING OCCUPANTS AT A SAFETY
RISK AND DEATH. THE TAKING OF CONSUMERS LARGE SUMS OF MONIES UNDER
FALSE PRETENSES AND NOT LIVING UP TO THEIR WRITTEN MANUFACTURING
PROMISES IS DECEIVIOUS.

YOUR HELP IS NEEDED AND WOULD BE APPRECIATED, ALSO IF YOU WOULD
FORWARD THIS COMPLAINT FORM TO OTHER FEDERAL AGENCIES THAT WILL HELP
THANK YOU.

ATTACH ADDITIONAL INFORMATION

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

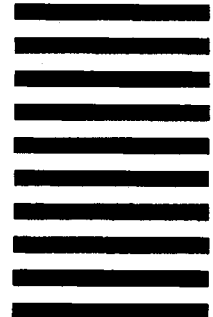
BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**Think your vehicle
has a safety defect?**

SAFETY

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

10. HAVE YOU COMPLAINED TO THE BUSINESS?☒ Yes ☐ NoWhen? ELKHART RV - 6-28-06
FREEDOM RODES - 7-7-06
GULFSTREAM - 7-7-06Action taken? NONE
NONE
NONE**11. WITH WHAT OTHER AGENCY HAVE YOU FILED THIS COMPLAINT?** NONE TO DATE

When? _____ Action taken? _____

12. HAVE YOU CONTACTED A PRIVATE ATTORNEY?☐ Yes ☒ No**13. HAVE YOU STARTED A COURT ACTION? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS.**☐ Yes ☒ No**14. HAVE YOU BEEN SUED OVER THIS ISSUE? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS.**☐ Yes ☒ No**15. PLEASE DESCRIBE YOUR COMPLAINT IN DETAIL (ATTACH ADDITIONAL PAGES IF NECESSARY)**

Please attach a copy of all papers involved (order blank, warranty, credit card receipt and statement, invoice, contract or written agreement, advertisement, cancelled check, correspondence and all other related documents). Please print clearly or type. DO NOT INCLUDE YOUR SOCIAL SECURITY NUMBER.

I RAYMOND M. BAYUS PETITION FOR A FULL REFUND OF PURCHASE PRICE FROM SELLING DEALERSHIP
ELKHART RV OUTLET, THERE HAS BEEN A FRAUDULENT REPRESENTATION OF MAJOR MANUFACTURING,
THIS DECEPTION IS PER MANUFACTURERS WRITTEN SPECIFICATIONS, THE MOTORHOME WAS BUILT AND SOLD
WITHOUT THE SEAMLESS STEEL UNDERCHASSIS (AS ILL DEPICTED) THE STEEL BEING NON EXISTENT
COMBUSTIBLE MATERIALS WERE USED, STAPLED PLASTIC SHEETS AND 1/8" WOOD PANELING, THESE FIRE SUSTAIN
AND RAPID FIRE SPREAD MATERIAL PUTS THE BUYING PUBLIC AT A SAFETY RISK AND DEATH, SUPPORTING
LETTERS AND MATERIALS ENCLOSED; ELIMINATING THE ABOVE AND OTHERS AS NOTED IS FRAUDULENT
AND IS THE TAKING OF CONSUMERS LARGE SUMS OF MONIES UNDER FALSE PRETEXTS
BY NOT LIVING UP TO WRITTEN SPECIFICATIONS

16. HOW WOULD YOU LIKE YOUR COMPLAINT RESOLVED?

WITH A FULL REFUND OR A TOTAL REPLACEMENT MANUFACTURED WITH
QUALITY AS PER WRITTEN SPECIFICATION AND EQUIPPED PER ORIGINAL PURCHASE
AGREEMENT DELIVERED AT NO ADDITIONAL COSTS TO ME. RMB

17. CONSENT AND CERTIFICATION

I certify that the information in this complaint is true and accurate to the best of my knowledge. I consent to the release of any information to the Consumer Protection Division relating to this complaint. I understand that I should not include my Social Security Number in any information submitted to the Consumer Protection Division. If I do provide my Social Security Number, I expressly consent to the disclosure of my Social Security Number in accordance with Indiana Code § 4-1-10-5(2).

Your signature _____

Date

JULY 17, 2006**WHAT WILL HAPPEN NOW? WHAT ELSE SHOULD YOU DO?**

The Consumer Protection Division will send a copy of your complaint to the respondent firm or licensed professional. This office cannot disclose your complaint against a licensed professional to the public unless this office files a disciplinary action against the licensed professional. This office represents the State of Indiana and is limited in the remedies it can pursue. You may be entitled to compensation or other rights that we cannot pursue for you. In addition to filing this complaint, you may want to consider contacting a private attorney or your local small claims court.

MAIL COMPLETED FORMS TO:

Attorney General Steve Carter
Consumer Protection Division
Government Center South, 5th floor
302 West Washington Street
Indianapolis, IN 46204
PH: 317-232-6330 • FAX: 317-233-4393
www.IndianaConsumer.com

RVIA CONSUMER PROTECTION

7-17-06

[REDACTED]

AS PER OUR PHONE CONVERSATION AS WHAT CAN HAPPEN WHEN YOU PURCHASE SOMETHING, WELL I AM THE VICTIM OF THIS FRAUDULENT REPRESENTATION OF PRODUCT AS YOU WILL NOTE BY REVIEWING MY LETTERS SENT AND MATERIALS PROVIDED, NOT ONLY WAS I DECEIVED BUT ALSO PLACED AT RISK FOR MY SAFETY AND POSSIBLY DEATH; THE USING OF COMBUSTIBLE MATERIALS OF PLASTIC SHEETS STAPLED TO THE WOOD FLOOR UNDERCARRIGE, LINING THE TOP OF THE HOT GENERATOR COMPARTMENT WITH GAS LINES, THIS COMBUSTIBLE PLASTIC IS USED IN PLACE OF A LAYER OF SEAMLESS STEEL (AS NO. 16 DEPICTS); ALSO IN MANY AREAS THE USE OF 1/8" WOOD PANELING USED OVER THE TOP OF GAS TANK (75 GALS), USED CLOSE TO HOT TAIL PIPES, HOT MUFFLES, LP GAS TANK AND LINES, HYDRAULIC OIL LINES, A MAZE OF ELECTRICAL WIRES UNDERNEATH (POTENTIAL SHORTE), ALL OF THE ABOVE A COMBUSTIBLE SITUATION RUNNING FROM FRONT TO BACK, THESE MATERIALS USED CAN IGNITE, DO FIRE FLAME SUSTAIN AND WILL RAPID FIRE SPREAD, CONSUMERS ARE AT A HIGH RISK FOR THEIR SAFETY.

LOOKS LIKE THE RVIA CERTIFICATION G 1221519 FOR FIRE SAFETY IS IN VIOLATION.

ASSISTANCE IN THIS MATTER WOULD BE APPRECIATED.

Thank You

ADDRESS:

[REDACTED]

BULLHEAD CITY AZ

PHONE [REDACTED]

SUBJECT: MULTITUDE OF MAJOR DEFECTS IN MANUFACTURING OMISSIONS, COACH AND OPERATIONAL COMPONENTS DEVIATIONS OF 2006 GULFSTREAM SUN VOYAGER MODEL 8295, I D No. 584MP67G663417249, PURCHASER RAYMOND M. BAUS ON 5-27-06

MR. CURT HUHNI

6-28-06

I HAVE CALLED YOU WANTING TO DISCUSS THE FOLLOWING MAJOR DEFECTS ON MY PURCHASE ON 5-27-06, AS OF YET YOU HAVE NOT RETURNED MY CALL, I HAVE LEFT VOICE MESSAGES FOR OTHERS AT THE DEALERSHIP, AGAIN NO RETURN CALLS, WHERE ARE THE COURTESY'S AFTER THE SALE!

I HAVE DISCUSSED THE MAJOR OMISSIONS FROM THE GULFSTREAM FACTORY WITH BILL MURRAY OF GULFSTREAM AS FOLLOWS:

A SERIOUS OMISSION FROM THE BROCHURE AS TO CONSTRUCTION, "CRADLE OF STRENGTH" DESIGN (NO 16 AS DEPICTED) A SEAMLESS LAYER OF GALVANIZED STEEL ATTACHED TO STEEL FLOOR FRAMING, IT IS NON EXISTANT, INSTEAD THE UNDERCARRIAGE IS COVERED WITH PLASTIC STAPLED TO THE WOOD FLOOR DECKING, THIS MAJOR ELIMINATION DEGRADES THE COACH STRENGTH AND SAFETY, NEEDLESS TO SAY THE WATER AND HUMIDITY WILL DESTROY THE PARTICLE WOOD FLOOR; BELOW THE STAPLED PLASTIC ON THE LOWER PARTS OF THE STEEL CHASSIS TRUSS RAIL, MID BODY, ARE TWO PIECES OF 1/8" WOOD PANELING APPROX 3'X4' TO COVER SOMETHING, THESE PIECES OF WOOD PANELING ARE VERY CLOSE TO HOT TAILPIPES, HOT MUFFLERS AND LP GAS LINES, ALL THE ABOVE METHODS AND COMBUSTABLE MATERIALS USED IN MANUFACTURING COULD EASILY BE PRONE TO FIRE IGNITION AND FIRE SPREAD, THESE METHODS HAVE DEVIATED GREATLY FROM ADVERTISED METHODS OF CONSTRUCTION AND WITHOUT SAFETY

OTHER DEVIATIONS WHERE THE FACTORY HAS NOT LIVED UP TO THEIR ADVERTISED SPECIFICATIONS WHICH CUSTOMERS USE TO MAKE THEIR DECISIONS TO PURCHASE MOTORHOMES LISTED ON THEIR BROCHURE, OMISSIONS CHECKED WITH X; AS PER PURCHASE AGREEMENT WHICH STATES XL PACKAGE, THE COACH DOES NOT REFLECT THE UPGRADES.

AFTER A MAJOR HYDRAULIC LEAK MUCH EFFORT TO GET A NEW POWER GEAR HYDRAULIC PUMP SUPPLIED, THE MECHANIC, DOUG, DISMANTLED THE COMPLETE NEW UNIT, USED THE OLD UPPER HALF, THE RESULTS ARE LEAKS STILL EXIST.

ON MY VISIT FOR THE NEW PURCHASE MANY FLAWS WERE NOTED, PAINT, INTERIOR, ETC. ALL WERE LOGGED BUT NO ATTEMPT TO MAKE CORRECTIONS WERE MADE.

FRONT DASH AIR COND DOES NOT COOL ADEQUATELY, WORKHORSE TECH RELATED THAT IT IS PROBABLY A RESULT OF POOR COACH DESIGN, DUCTING ETC.

THESE SERIOUS AND MAJOR CONSTRUCTION OMISSIONS AND SAFETY HAZARDS ALONG WITH THE MULTITUDE OF DEVIATIONS FROM ADVERTISED EQUIPMENT SPECIFICATIONS CONSTITUTE THAT A FULL REFUND OF PURCHASE PRICE TO PURCHASER AS JUSTIFIED.

I WILL BE SENDING COPIES OF THIS LETTER AND SUPPORTING MATERIAL TO OWNERS OF FREEDOM ROADS, GULFSTREAM OWNER, RVIA CONSUMER SAFETY, INDIANA ATTORNEY GENERAL ON ISSUES OF PURCHASE, DELIVERY, AND CONSUMER PROTECTION.

I HAVE PUT FORTH A LARGE SUM OF MONEY ALONG WITH MY TRADE AS PER PURCHASE INVOICE AND EXPECTED AN HONEST REPRESENTATION OF PRODUCT AND NOT TO BE DECEIVED.

PLEASE FEEL FREE TO CONTACT ME

ADDRESS:

BULLHEAD CITY AZ

Phone

CC:

MR. MARCUS LEMONIS - FREEDOM ROADS - CHICAGO ILL.

MR. BRIAN SHEA - GULFSTREAM - NAPPANEE IND.

MR. STEVE CARTER - INDIANA ATTORNEY GEN - INDIANAPOLIS IND.

MZ. BETTY WALDRON - RVIA SAFETY CONSUMER PROTECTION - RESTON VA.

ADDRESS'S: - SELLING DEALER -
ELKHART RV OUTLET - CURT HUHN - GEN. MGR.
2311 SOUTH NAPPANEE ST 1-800-
ELKHART IND 46517

- SELLING DEALER PARENT CO. -
FREEDOM ROADS - MARCUS LEMONIS - 1-847-808-3000
250 PARKWAY DR. SUITE 320
LINCOLNSHIRE, ILL 60069

- RVIA CONSUMER PROTECTION -
MZ BETTY WALDRON - 1-800-336-0154 EXT 353
1896 PRESTON WHITE DR.
RESTON VA 20191-4363

- GULF STREAM OWNER -
MR. BRIAN SHEA - 1-800-289-8787
503 S. OAKLAND
NAPPANEE IND 46550

- INDIANA ATTORNEY GENERAL -
STEVE CARTER
302 WEST WASHINGTON ST.
INDIANA GOVERNMENT CENTER SOUTH - 1-317-232-6201
FIFTH FLOOR
INDIANAPOLIS, IN 46204

7-7-06

MR. MARCUS LEMONIS

MY NAME IS RAYMOND M. BAYUS, ON 5-27-06 I PURCHASED A GULFSTREAM SUN VOYAGER, MODEL 8295, ID. 5B4MP674663417249 WITH CURRENT MILEAGE 2067, SINCE MY PURCHASE FROM ELKHART RV OUTLET THE REVELATIONS OF MAJOR DEVIATIONS FROM PRODUCT REPRESENTATION HAS DECEIVED ME AS BUYER, THE SUBSTITUTIONS OF INSTALLING COMBUSTIBLE MATERIALS ON THE UNDER-CARRIAGE OF THE COACH UNDERBODY ARE SERIOUS, THE COMBINATION OF 1/8" WOOD PANELING AND STAPLED PLASTIC (IN PLACE OF SEAMLESS STEEL) LAY OVER THE TOP OF THE GAS TANK, VERY CLOSE TO HOT TAILPIPES AND HOT MUFFLERS, LP GAS SOURCE LINES AND TANK, HYDRAULIC OIL LINES, THE PLASTIC AND WOOD MATERIALS CAN FIRE IGNITE, DO FIRE SUSTAIN, AND RAPID FIRE SPREAD WITHOUT DUE REGARD FOR OCCUPANT HEALTH AND SAFETY PLUS OTHER DETERIORATIONS OF MOTORHOME STRENGTH.

I HAVE SENT A LETTER TO CURT HUHN (ENCLOSED) EXPRESSING THESE CONCERNS AND OTHER ISSUES WHICH REFLECT MY EXPERIENCE, AS OF TODAY HE HAS NOT RESPONDED.

BY PHONE TODAY I HAVE DISCUSSED THE SAFETY ISSUES WITH THE NATIONAL HIGHWAY TRANSPORTATION SAFETY ADMINISTRATION IN WASHINGTON D.C., THEY WILL REVIEW THE MATERIAL OF SERIOUS MAJOR SAFETY HAZARD WHICH COULD BE FAR REACHING, ALONG WITH THE OTHER CONSUMER PROTECTION AGENCIES NOTED ON MR. HUHN'S LETTER.

SINCE ELKHART RV OUTLET IS THE SELLING DEALER, TO WHOM I HAVE MADE PAYMENT TO AS PER PURCHASE AGREEMENT THE RESPONSIBILITY ON THE MISREPRESENTATION OF PRODUCT GOES TO TWO SOURCES.

HOPEFULLY YOU CAN PROVIDE A RESOLUTION TO THIS SITUATION AND FULLY REFUND MY PURCHASE PRICE.

BULLHEAD CITY AR

Phone

GULFSTREAM COACH INC.

7-7-06

MR. BRIAN SHEA

MY NAME IS RAYMOND M. BAYUS, ON THE ENCLOSED LETTERS AND MATERIAL PROVIDED FOR YOUR REVIEW YOU WILL NOTE SERIOUS AND MAJOR DEVIATIONS FROM PRODUCT REPRESENTATIONS THAT YOU MAY OR MAY NOT BE AWARE OF.

HOPEFULLY YOU CAN RECTIFY THE HORRIBLE REVELATIONS THAT PRESENTED THEMSELVES, THIS LEFT ME VERY DISAPPOINTED AS I DID MY HOMEWORK ON WHAT I WANTED, THIS WAS MY 1ST ENTRY INTO A CLASS A MOTORHOME, I LIKED THE FLOOR PLAN, ORDERED THE CHASSIS FOR A GOOD MATCH, EVEN BILL MURRAY ASSURED ME OF A FIRST CLASS COACH, DESPITE OF WHAT OTHER DEALERS AROUND THE COUNTRY HAVE RELATED TO ME AND WHY THEY ARE DROPPING GULFSTREAM PRODUCTS, I WENT WITH GULFSTREAM EXPECTING MORE.

IF YOU WOULD LIKE A LITTLE BIT MORE INPUT ON THE OBVIOUS THAT I HAVE OBSERVED WHICH MIGHT BE HELPFUL TO YOU AND GULFSTREAM PRODUCTS FEEL FREE TO CONTACT ME.

YOU MIGHT REMEMBER THE OLD SLOGAN OF, "THE QUALITY GOES IN BEFORE THE NAME GOES ON".

Thank You

BULLHEAD CITY AZ

Pho