



CL-10236056-1247

2008 JUL 22 AM 10:37

State of North Carolina**ROY COOPER
ATTORNEY GENERAL**Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001**CONSUMER PROTECTION**
Toll Free In NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

July 8, 2008

NHTSA
400 7th Street SW
Room 5232
Washington, DC 20590

RE: File No. 0805738

[REDACTED]
Newland, NC [REDACTED]
2007 Dutchmmen Colorado 29BH Fifth Wheel

Dear Sir:

The North Carolina Attorney General's Office, Consumer Protection Division, has received a complaint that we believe falls within your jurisdiction.

[REDACTED] has multiple concerns about the integrity of his 2007 Dutchmen Colorado 29BH Fifth Wheel, one of which is the axles on the trailer. [REDACTED] says that he has discovered unusual tire wear and believes that the faulty axles are the direct cause of the problem. He was able to locate a complaint on the NHTSA website concerning the suspension:rear axle:spindle dated August 16, 2007 mentioning the same problem he is encountering with his tires. He has contacted the dealership where he purchased the trailer, Young RV Sales, as well as the trailer manufacturer, Dutchmen Manufacturing, concerning the issue but does not feel his concerns have been addressed.

Thank you for your time and attention to this matter.

Very truly yours,

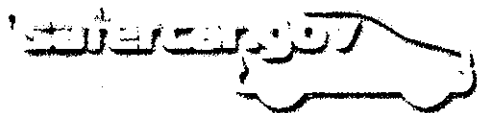
Susan E. Davis
Consumer Protection Specialist
CONSUMER PROTECTION SECTION

SED/wrb

Enclosures: [REDACTED]

cc: [REDACTED]

ET
07/22/08
10:37
KB



OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

1 Record(s) Displayed.

Report Date : May 18, 2008 at 09:46 PM

Search Type : VEHICLE

Year : 2007

Make : DUTCHMEN

Model : COLORADO

Make : DUTCHMEN

Model : COLORADO

Year : 2007

Manufacturer : DUTCHMEN MANUFACTURING, INC.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10202237

Number of Deaths: 0

Date of Failure: August 16, 2007

VIN : 47CFCRR267C...

Component: SUSPENSION:REAR:AXLE:SPINDLE

Summary:

WHILE CONDUCTING A PRE TRIP INSPECTION ON MY RV I FOUND THAT THE REAR TIRES WERE WEARING ON THE INSIDE. I WEIGHED MY RV AND WAS WELL UNDER MY AXLE RATINGS. I TOOK A CLOSE LOOK AT THE AXLES AND SAW THAT THE SPINDLE WELDS LOOK LIKE THEY WERE WELDED IMPROPERLY. IT APPEARS THAT TOO MUCH HEAT WAS APPLIED AT THE END OF THE WELD AND THE WELD FELL THROUGH INSIDE THE AXLE PIPE LEAVING A FLAT SPOT AND ABOUT 1 TO 2 INCH RUNS THE RUNS LOOK LIKE PAINT RUNS BUT ARE STEEL RUNS THAT DID NOT PENETRATE AND CAN BE BROKEN OFF BY HAND. I WOULD NOT BE SURPRISED IF THIS CAUSED THE STEEL TO BECOME BRITTLE AND THAT THE EXCESS HEAT CAUSED THE AXLES TO BE WARPED OR EVEN STRESS CRACKED. MY RV IS CURRENTLY IN THE SHOP WAITING TO BE LOOKED AT. I HAVE PICTURES OF THE WELDS THAT I CAN E-MAIL THE POOR WORKMANSHIP CAN BE EASILY SEEN IN THE PHOTOS. *TR



State of North Carolina

ROY COOPER
ATTORNEY GENERAL

Department of Justice
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Raleigh, NC 27699-9001

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Outside of NC

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Fax: (919) 716-6050

July 8, 2008

[REDACTED]
Newland, NC [REDACTED]

RE: 0805737 and 0805738
Young RV Sales and Dutchmen Manufacturing

Dear [REDACTED]

This letter is in reference to the request for assistance you filed with our office concerning your experience with Young RV Sales and Dutchmen Manufacturing. Young RV and Dutchmen Manufacturing have responded that they will continue to do the repairs on your trailer under warranty. We have also sent a letter to the National Highway Traffic Safety Administration, copy enclosed, concerning the axle issue.

Our section is prohibited by law from engaging in the private practice of law or representing private citizens in court actions. We can only take action in the name of the state to prevent harm to large numbers of citizens. Therefore, if a private legal dispute exists between two parties, the Consumer Protection Section may request their cooperation in arriving at a solution. However, we cannot dictate to either party involved how a complaint will be resolved. If you wish to pursue this matter on your own, you might consider hiring a private attorney.

We regret that we cannot offer you additional assistance with your dispute.

Very truly yours,

Susan E. Davis
Consumer Protection Specialist
CONSUMER PROTECTION SECTION

SED/wrb

Enclosures:

RECEIVED
CONSUMER PROTECTION DIV.
JUL -11 2008
GENERAL

Re:47CFCRR257C

About your letter of June 13th, 2008, My issues with my axle or whatever the problem goes back to the day I purchased the thing. How else do you explain the inside depth of the thread is the same on the worn tire as the spare tire. Last fall Young RV(your representative) said there was no unusual tire wear, but how can that be, unless I was mislead or they plain didn't check. I'm not impressed with your passing the buck to Lippert because the name on the side of the camper is Colorado and you are ultimately responsible for this product. You should be the one to stand behind your product. Consumers need to know.

Newland, NC

Cc: NC Attorney General
Federal Trade Commission
Young RV

Dutchmen

Manufacturing, Inc.

June 13, 2008

[REDACTED]
Newland NC [REDACTED]

Re: 47CFCRR2570 [REDACTED]
Axle Repair

Dear [REDACTED]

We are writing in reference to some telephone conversations we have had with your service center Young's RV.

It is our understanding that you are experiencing some issues with your axles. In speaking with JB from Young's RV Lippert has agreed to send an axle for your trailer and test the troubled axle for warranty consideration. Please return your trailer to Young's RV to obtain this service. See the attached form from Lippert Components showing their policy.

If you have any further questions please feel free to contact us directly.

Sincerely,



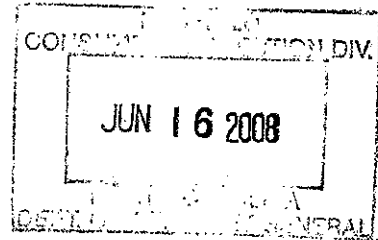
Connie Kuehner
Customer Relations Supervisor
Dutchmen Manufacturing, Inc.
E-mail: ckuehner@dutchmenmfg.com
Phone: 574-537-0700 ext. 8107

Dutchmen

Manufacturing, Inc.

June 11, 2008

State of North Carolina
Susan E Davis
9001 Mail Service Center
Raleigh NC 27699-9001



Re: [REDACTED]
VIN 47CFCRR257C [REDACTED]
File No. 0805738

Dear Ms. Davis:

We are writing in response to your correspondence dated May 23, 2008 regarding the issues [REDACTED] is experiencing with his trailer.

Dutchmen Manufacturing Inc. has been corresponding directly with [REDACTED]. We have been working with Young's RV to repair the issues he has had with his trailer per the terms of the warranty.

The problems [REDACTED] is experiencing with his trailer are all repairable items and to date Young's RV has resolved all issues [REDACTED] has brought to their attention. We have paid Young's RV for all warrantable issues filed on the warranty claims.

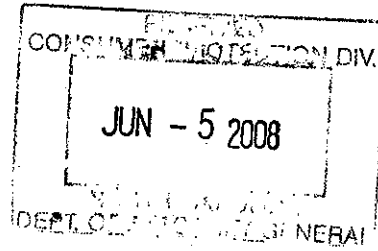
Anything manufactured with human hands has the possibility of needing to have the bugs worked out of it. For this reason we offer a factory warranty and to date we have honored this warranty with [REDACTED] trailer.

Sincerely,

Connie Kuehner
Customer Relations Supervisor
Dutchmen Manufacturing, Inc.
E-mail: ckuehner@dutchmenmfg.com
Phone: 574-537-0700 ext. 8107

SE
June 2, 2008

Mr. Roy Cooper
Attorney General
9001 Mail Service Center
Raleigh, NC 27699-9001

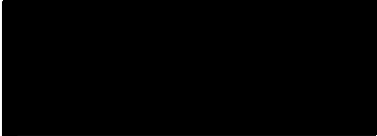


Re: File No. 0805738

Dear Mr. Cooper,

Made contact with Young RV this morning since they've made no effort to contact me and they where not very receptive to my inquiry about what they where going to do about my axle. They would only say "we're waiting to see what the authorities in Raleigh say because of the letter you wrote."

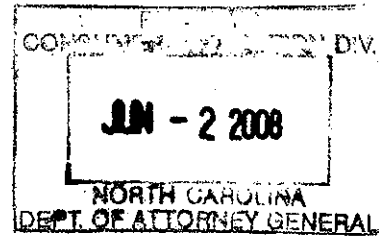
Sincerely,



SEP
May 29, 2008

Mr. Roy Cooper
Attorney General
9001 Mail Service Center
Raleigh, NC 27699-9001

Re: File No. 0805738



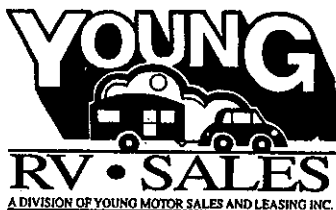
Dear Mr. Cooper,

Thank you so much for your attention to this matter. Repairs were made at Young RV this last time after my letter to you on May 14th. The repairs were made from April 28th to May 15th. They did repair the damage they made to camper with their forklift. Repairs to roof, plumbing, and drawers have held up so far, but give it time, the lemon law attorney said that in their experience, once a lemon always a lemon. And why would it take so many trips to get something fixed when they could have done it right the first time, must be getting the best out of the warranty where the manufacturer has to pay them but at my expense.

Now a new problem has risen. I noticed a lot of tire wear on the camper's front tires. I notified Young RV about the problem and they advised that they would check with the axle company (Lippert Components, Inc. that is in Goshen, Indiana, which happens to be where Dutchmen Manufacturing is also) and see what they say the problem might be.

Last fall when it was in the Dealership for its 4th visit, I mentioned that I had seen where someone with a Colorado camper had unusual tire wear because of the Mor/Ryde suspension. They advised that it was true and they would check if my camper was one that was for recall. This would not have been done if I hadn't brought it up first in the course of bringing it to them for other repairs; they sure hadn't sent anything about it. Our camper turned out to be one of the serial numbers to be checked advised the Sales Manager, but ours showed no unusual wear, but they went ahead and did the recall repair by putting a metal brace between the two Mor/Ryde suspension blocks, one is on the left spring and the other on the right. So up to this point they claim no unusual tire wear until this brace was applied to the suspension, now there is a tremendous amount of tire wear. So is it because of this addition for the wear or is the axle bad?

They claimed last fall there was no unusual tire wear, but I believe there was and they just didn't want to admit it or they never checked the tire wear at all for fear of having to replace the tires then. I pulled the camper a lot of places last year, even to Florida, a lot more miles last year than what I've pulled it so far this year. Currently the thread depth measures like this on the tires: both rear tires (inside and outside thread) on the rear axle measure a depth of 0.4mm deep, the front axle tires however measure like this, front left outside measures 0.4mm deep and the inside thread measures 0.6mm deep, the front right outside measures 0.1mm deep and the inside thread measures 0.6mm deep. Point of interest is that the spare tire's (which has never been used) thread measures 0.6mm deep. The front axle tires have never even been touching the pavement since I bought the camper if the inside thread depth is 0.6mm, so how could Young RV last fall have said there was no unusual tire wear. There was, but they elected to cover-up the problem.



101 Oak Grove Road • Kings Mountain, NC 28086 • Phone: 704/734-0595 • Fax: 704/734-0532

State of North Carolina
Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001
Att: Susan E. Davis

May 29, 2008

MAY 30 2008

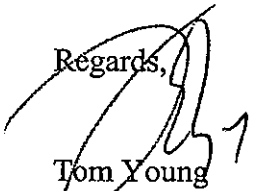
RE: File # 0805737

Dear Ms. Davis:

We thank you for an opportunity to respond to the allegations of [REDACTED]. While it is true that this customer has had several warrantable issues, as the selling dealer, we have responded as best we can. RV dealers sell these products and repair them under the watchful eye of the manufacturer who authorizes and scrutinizes each and every repair. When an RV is broken, we attempt to fix it, but retro-engineering is difficult, if not impossible. In fairness, sometimes there are problems which are downright difficult to correct, but, just because a problem is difficult, doesn't mean we loose sight of trying to please our customer. If a job requires more than one attempt, it is certainly not our choice, as we will generally not collect but one time for any single repair.

Historically, our customer satisfaction indexes have been extremely high. Occasionally, regardless of the efforts we expend, there will be a customer who is just going to be unhappy. When that happens, try as we might, it seems to be difficult to reverse their opinion.

Regards,


Tom Young
YOUNG RV SALES

YOUNG RV SALES
101 OAK GROVE RD.
KINGS MOUNTAIN NC 28086
Phone #:(704) 734-0595
Fax #: (704) 734-0532

RO Number: INT 20852
Service Advisor: 157
Tag Number:
Ticket Date: 4/28/2008
Cash Out Date:
Ticket Type: Service Internal
Vehicle Sold Date: 2/16/2007
Date and Time In: 4/28/2008 10:15:51 AM

Proposed Date - Time Completed: 4/28/2008 - 5:00 PM

Customer Information Number: [REDACTED]

5-15-08

NEWLAND NC [REDACTED]

Stock Number	Year	Make	Model	Serial Number	Mileage In	Mileage Out
06-201	07	COLORADO	29 BH	47CFRR257C [REDACTED]		

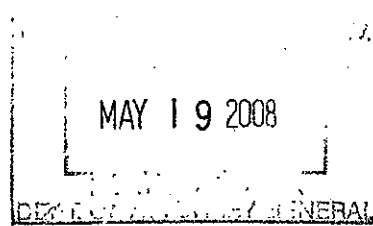
Licence Plate:

Mech. Number	Rpr Nbr	Hours	Requested Repair Description	Labor
130	1	0	- WATER LEAK IN REAR BEDROOM--DRIVERS SIDE CORRECTION: USED SEAL TECH MACHINE TO FIND BUBBLES--REMOVED REAR PLASTIC CORNER CAPS--INSTALLED SEALANT IN HOLE--INSTALL SEALANT UNDER ROOF A/C AND TIGHTEN DOWN--RESEALED SEAM ACROSS THE FRT OF COACH AND AROUND PLUMBING VENTS	\$0.00
130	2	0	- SEWER---DOESNT FLUSH OUT GOOD CAUSE: WATER WOULDN'T FLUSH OUT OF TANK--REMOVE BELLY PAN AND FOUND PLUMBING RUNNING UP HILL CORRECTION: REMOVED PLUMBING AND LOWER 3" PIPE COMING OUT OF TANK ACROSS COACH	\$0.00
130	3	0	- BOTTOM DRAWER--BUNK AREA CORRECTION: ADDED MORE LATCHES TO BOTTOM DRAWER	\$0.00
130	4	0	- REATTACH MOULDING UNDER CABOVER BY PIN BOX CORRECTION: REATTACHED MOULDING	\$0.00
130	5	0	- WHEN REMOVING BELLY PAN TO GET TO PLUMBING WE FOUND SCREWS STARTED INTO L.P LINE (BLACK IRON PIPE) CORRECTION: REMOVED AND REPLACED BLACK IRON PIPE AND DID L.P DROP TEST--RESCUED LINES	\$0.00
130	6	0	- LOGISTICS LEASING REPAIRED FRT BOTTOM LEFT CORNER OF CABOVER--APPROX. SIZE 4" IN LONG CAUSE: TOW MOTOR HIT CORNER CORRECTION: REPAIR AND PAINTED AND CLEARCOATED	\$0.00

Rpr Nbr	Part Number	Description	Picked Up	S/O	B/O	Rec	Lot Qty	Selling Price	Ext Price
1	SS	MF ALU FLASHING	1	0	0	0	1	\$14.93	\$14.93
1	46109	ROLLER CATCH W/CLIP, PAK/	1	0	0	0	1	\$2.46	\$2.46
1	38-8747	STA-PUT ADHESIVE	1	0	0	0	1	\$20.56	\$20.56
1	SS	PLUMB SUPPLIES	1	0	0	0	1	\$24.18	\$24.18
1	SS	PLUMB (BRIDGES)	1	0	0	0	1	\$10.11	\$10.11
1	MISC	GLOVE SEALANT/BRIDGES	1	0	0	0	1	\$14.92	\$14.92
1	20920	ABS COUPLING - 3"	1	0	0	0	1	\$1.61	\$1.61
1	38-1415	LIQUID RUBBER ROOF-QUART	1	0	0	0	1	\$31.36	\$31.36
1	38-8730	3" PAINT BRUSH	1	0	0	0	1	\$1.18	\$1.18
1	20918	ABS COUPLING 1-1/2"	1	0	0	0	1	\$0.67	\$0.67
1	38-8896	DICOR LAP SEAL 10.3 OZ WH	1	0	0	0	1	\$6.62	\$6.62
1	20920	ABS COUPLING - 3"	1	0	0	0	1	\$1.61	\$1.61
1	49712	SILICONE CARTRIDGE BLACK	1	0	0	0	1	\$7.22	\$7.22
1	41979	PARBOND CLEAR 5-OZ	1	0	0	0	1	\$7.64	\$7.64
1	38-8555	SILICONE LAP CLEAR	1	0	0	0	1	\$6.62	\$6.62

May 14, 2008

Mr. Roy Cooper
Attorney General
9001 Mail Service Center
Raleigh, NC 27699-9001



Dear Mr. Cooper,

I have really been having a problem with a purchase my wife and I made back in February of 2007. I have contacted a lemon law attorney (John Barker, Krohn & Moss, Ltd.) and he advised me that the Attorney General's Office might be more equipped to handle this matter.

I have sent correspondence to the Better Business Bureau and the Federal Trade Commission and have never heard anything back from either.

To give you a little background of our plight we purchased a Dutchmen Colorado camper and it has been nothing but trouble since we purchased it. It is currently at the Dealership (Young RV in Kings Mountain) for the 5th time.

The camper has had 28+ repairs in its five visits. Leaking roof three times, drawers coming open during transit four times not allowing access to a room, sewer tank problems three times, propane line damage from factory, plumbing installed to drain up hill from factory, steps coming apart, seals separating on exterior, exterior damage at Dealership, etc.

A camper cost a lot of money and when one turns out to be a lemon what can one do in North Carolina. I'm very frustrated! My family is very frustrated! I retired from the State of North Carolina, I am a veteran who served my country, and I am a taxpayer, and I generally don't say a lot about things unless it's an issue of right or wrong, and its wrong. It's amazing to me that someone has to go through something like this with their hard earned money wasted by poor products in this country.

Young RV owner Tommy Young only says that this is "The Nature of The Beast" and we should only expect this kind of thing if we purchase an RV.

We purchased this RV under the Dealership's and Manufacturer (Dutchmen) promotion of a high quality product. We feel that we have been greatly deceived by both. The salesman convinced us that the Colorado was a well-made camper. It has proven to be far from that. Both Manufacturer and Dealer both promote a poorly built product as a high quality product and it is not. This is not right, future consumers should be made aware of this.

Dutchmen correspondence at the start only emphasized their quality, their last letter only pointed out how much time we have left on their warranty without the quality spill. Young RV says we'll try and make things right. Problem is, it's hard to make a lemon an apple.

A future concern I have with this product is that the leaking roof has drained down inside the wall for months in the bunkhouse area. The floor has been wet from a leaking slide out. The Gel coat exterior has been damage by the Dealership. There have been to many problems with this product that have been a construction problem from the Manufacturer. Not my error, but the Manufacturers error. They say in their warranty that the customer is responsible for delivering the product for warranty work, but the salesmen don't make mention that it might mean 10 trips (5 to deliver and 5 to pick up) over 90 miles away.

Question is, will the interior of the wall that has had water leaking into it, could it develop black mold from being wet that could endanger my child's life? Will this same wall or floor in a couple of years come apart, and will the Dealer and Manufacturer address this problem or will their response be, "It's your problem, your warranty is out."

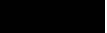
The Dealer advised us when we first had problems with the drawers, that Dutchmen stands by their drawer design in the bunkhouse area, thing is, we have to open an outside hatch, crawl in over a bunk, to gain entry into the room because the drawers come open and block the door. This is the same Manufacturer that plumbs their wastewater lines to drain uphill.

Our camper has been at the dealer in these past five visits a total of 80+ days. The dealer gets more use out of our camper than we do. I've got around a thousand miles just in delivering to and picking up at the Dealership. I've missed 10 days going on 11 days from work. But from my conversation with Mr. Young at Young RV I have to expect this because "It's the nature of the beast." Nothing in their sales pitch did they mention 10 trips or 28+ repairs? Only the quality of Colorado campers.

Enclosed with this plea for help and advise is all correspondence I have had with Dutchmen Manufacturing and the Federal Trade Commission.

I would very much appreciate your attention to this matter.

Sincerely,


Newland, NC 

Cc: Dutchmen Manufacturing, Thor Industries, Young RV, and Federal Trade Commission

May 9, 2008

Southeast Region
Federal Trade Commission
Suite 1500
225 Peachtree Street, NE
Atlanta, GA 30303

Dear FTC,

My wife and I purchased a 2007 Dutchmen Colorado 29BH Fifth Wheel back in February 2007 and it has been nothing but trouble two weeks after we purchased the thing. It currently is in the Dealership we purchased it (Young RV in Kings Mountain, NC) for the 5th time.

The camper cost a lot of money to turn out to be a lemon. It has had around 27 repairs in its five visits to the Dealership. Major problems it's been there for are a leaking roof (3 times), drawers flying open in transit not allowing access to a rear room (4 times), black water tank problems (3 times), etc.

When I return to pick up this camper it will be my 10th visit to the Dealership. To quote the owner of Young RV, "It's just the nature of the beast."

We purchased this RV under the Dealership and builders (Dutchmen) promotion of a high quality product and it has proven to be far from that. The salesman at the Dealership convinced us that the Colorado was a well-made camper. The Manufacturer and Dealership both promote a poorly built product as a high quality product. This is not right and future consumers should be made aware of this.

Dutchmen Manufacturing from what correspondence I received would tout what quality products they have, until the last letter, and it was more of a notice how much longer I've got on the warranty without the quality spill of previous letters. I don't believe Dutchmen wants to back their products if they don't have to. I don't believe the Dealership owner has ever pled our case to the manufacturer either. It's just like the leaking roof thing, I'm sure after the rear wall of the camper has been wet as it has been for so long doesn't help it, and after another year or two and the wall starts rotting or the floor at the bottom of the wall starts rotting or coming apart I can pretty much tell what Dutchmen will say, "It's your problem, it's not under warranty anymore." Another thing that bothers me is what if black mold sets up in the wall from being wet and could become a very serious health threat to my child who sleeps in that room.

All my past correspondence has been sent to the Better Business Bureau until I found out they are a pretty much do nothing organization on the pay roll of the very business complained on. Enclosed are my letters to Dutchmen Manufacturing in the past. Do I have any options as a consumer? What ways can I use to notify other unaware consumers about this product line, Internet or news sites?

We would very much appreciate your attention to this matter

Sincerely,

[REDACTED]
Newland, NC [REDACTED]

Cc: Dutchmen Manufacturing, Thor Industries, Young RV, WBTV, WSOC

[REDACTED]

From: "Barker, John" <jbarker@consumerlawcenter.com>
To: [REDACTED]
Sent: Friday, May 09, 2008 3:32 PM
Attach: ATT00015.htm
Subject: RE: lemon law

The NC Attorney General's Office is probably more equipped to handle this matter for you.

John Barker
Krohn & Moss, Ltd.

Consumer Law Center

www.krohnandmoss.com <<http://www.consumerlawcenter.net/>>

From: [REDACTED]
Sent: Friday, May 09, 2008 12:42 PM
To: Barker, John
Subject: Re: lemon law

Looks like something could be done now. The camper is in for the 5th time. This time upon my third complaint about the sewer not draining they took the bottom off of the camper to discover it had been plumbed to drain up hill(who would plumb something to drain water up hill?). This is a really major design oversight of the manufacturer. They found where the propane line(heavy steel line) had almost been completely penetrated by two screws, this is a very explosive safety problem. Now the roof has been back three times for repair where it was leaking down the rear wall in the bunkhouse area, last time even the rear curtains where wet, they took up all the sealant and found where there where two pretty big places where the roof didn't even meet the rear wall of the camper, now if they get lucky and fix the leak what about the long term integrity of the wall, if in a couple of years the wall or floor starts coming apart I can pretty much tell what Dutchmen will say from my dealings already with them, "It's your problem, your warranty has run out." Also my child sleeps back there in the bunkhouse area and what of the possibility of a black mold setting up inside the walls, could not this pose a serious health problem for my family. I am trying to get

5/9/2008

some input from the FTC after I found out the BBB is useless. Looks like consumers must have some action they can take when the product shows major design flaws straight from the manufacturer. The rear drawers of the camper will have been worked on four times this trip, they continue to slide open and we have to crawl thru a side hatch over a bunk to just open the door to the room. This has been like this since two weeks after we purchased the camper and all the dealer said was that Dutchmen stoodby their design. If I approached the NC Attorney Generals Office with this could I find help.

----- Original Message -----

From: Barker, John <mailto:jbarker@consumerlawcenter.com>

To: [REDACTED]

Sent: Wednesday, April 23, 2008 12:56 PM

Subject: lemon law

I received your inquiry from our Website regarding a possible "lemon law" claim with your vehicle. Based upon the information you've provided, we do not believe that you qualify for a claim at this time.

To qualify for a claim, you must generally have at least five documented repair attempts for the same problem (excluding minor trim issues).

Our experience indicates "once a lemon, always a lemon," so please keep our contact information listed below just in case. We are more than happy to re-review your claim at a later date if you continue to experience troubles with your vehicle and welcome you to contact us should your vehicle continue to act like a "lemon." If your vehicle continues to suffer problems, we are confident we will be able to help you at a later date to obtain a refund, replacement or cash compensation from the manufacturer and/or dealer - **WITH NO ATTORNEYS FEES CHARGED TO YOU.**

Krohn & Moss, Ltd. has been around for the past 12 years and has handled close to 30,000 consumer claims. We know how to handle these cases with the knowledge and attention needed to procure our clients their needed results. Over 90% of our cases settle without ever going

5/9/2008

to trial.

Thank you for considering our services.

Krohn & Moss, Ltd.

1-800-US Lemon

www.krohnandmoss.com <<http://www.krohnandmoss.com/>>

5/9/2008

April 20, 2008

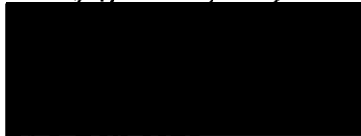
CEO
Dutchmen Manufacturing Inc.
2164 Caragana Court
Goshen, IN 46526

Re:47CFCRR257C

Dear Dutchmen CEO,

Yesterday it rained and I checked for any leaks in the "quality" Colorado Young RV sold us. Well it still leaks, this will be the third time in the shop for a leaking roof. The dealer gets more use out of our camper than we do.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Newland, NC

Cc: Thor Industries, Inc.
Better Business Bureau
Young RV

April 14, 2008

CEO
Dutchmen Manufacturing Inc.
2164 Caragana Court
Goshen, IN 46526

Re: 47CFCRR257C [REDACTED]

Dear Dutchmen CEO,

I am writing in response to your letter dated March 7, 2008 regarding the above mentioned trailer. To clear the matter of mailed or faxed letter, I mailed it to you not faxed as you indicated.

Your letter did enlighten me as that you did not "crow" about what a quality product you furnish as did your letters dated 4/25/07 (Our goal is to provide the highest quality products and services to achieve complete customer satisfaction.) or your letter dated 11/6/07 (The Colorado is a quality well built product.). Especially since I've been to the dealer for repairs four times in nine months of use with a total of twenty-two items being repaired (from leaking roof to poor cabinet drawers).

In fact, your letter of 3/7/08 was more of a letter that informed me that the warranty is expiring so good luck and sorry to hear of your problems. I had heard from another individual that Dutchmen didn't back their product much and I am inclined to agree.

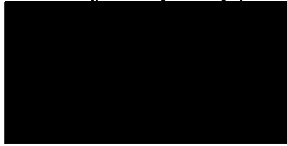
I have realized with all the problems with this vehicle that you would and are expecting me to trade for another. In fact, I realize that keeping this camper is the greatest advertising tool I could use against you (Dutchmen Manufacturing, Inc.). I'm not sure if you people actually do any camping at all yourselves, but people come up to you all the time at the campgrounds and ask about how you like the camper you have. I camp from North Carolina to Montana and from North Carolina to Florida, need to say, a few fellow campers do we come into contact with. If I have to take this camper back to the dealer this year, I will use the big flat area of the camper known as the rear of the camper as one huge billboard.

I figure that you average \$50,000 per unit, then if two persons per month ask me about the Colorado Camper, it would be \$100,000, then four persons per month is \$200,000 and so on and so forth. My feeling about Colorado Campers on the back of my camper going down the interstate, could divert a lot of consumers, unaware of your quality, from going through what me and my family have had to go through.

All my previous letters have been direct to the CEO of Dutchmen Manufacturing/ or Colorado, but I only get a response from the Customer Relations Supervisor, or the

Consumer Advocate, or the Director of Marketing. Is it that the CEO could really care less about his product?

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Newland, NC

Cc: Thor Industries, Inc.
Better Business Bureau
Young RV

Dutchmen

Manufacturing, Inc.

March 7, 2008

[REDACTED]
Newland NC [REDACTED]

Re: 47CFCRR257C [REDACTED]

Dear [REDACTED]:

We are writing in response to your faxed letter dated March 4, 2008 regarding the above mentioned trailer.

Dutchmen Manufacturing Inc. built a 2007 Colorado 29BH and shipped it to Young RV Sales on October 31, 2006. The unit was retail sold to Michael Shirley on February 16, 2007. The Two Year Limited Warranty provided with the unit had the following two components:

- One year Bumper to Hitch Limited Warranty
- Two Year Structural and Appliance Warranty

With the retail date of February 16, 2007, the one year limited warranty coverage expired February 16, 2008, and the two year structural and appliance limited warranty will expire February 16, 2009.

Any warranty concerns, which had been previously noted, will need to be addressed with your dealership as soon as possible to still be considered under the terms of the warranty. You will notice in the warranty document that it is the responsibility of the owner of the trailer to transport the trailer to and from the dealership for any necessary warranty work to be performed.

We are very sorry to hear of the issues you have experienced and look forward to working with Young's RV to assure these issues are resolved.

Sincerely,



Connie Kuehner
Customer Relations Supervisor
Dutchmen Manufacturing, Inc.
E-mail: ckuehner@dutchmenmfg.com
Phone: 574-537-0700 ext. 8107

Unit VIN: 47CFCRR257C [REDACTED]

Customer Phone #: [REDACTED]

Floor Plan #: 29BH-BS16

Disappointed that the drawers in the camper where not travel worthy. A lot of money for this camper and things should be right. When you travel and every time you open the camper and the drawers are flung open, that's not right, and you all should not expect the dealer to have to correct the problem. Disappointed that there are no lights at the compartment hatch on the off door side of camper, no light inside at the fifth wheel hatch, and no light at the under bunk storage in the rear of camper.

The back drawers in the bunkhouse area are not right like they where from the factory after dealer worked on them, too much play.

Seems like there's always a smell in the camper when our last Forest River camper had none.

Customer Copy

YOUNG RV SALES
101 OAK GROVE RD.
KINGS MOUNTAIN NC 28086
Phone #:(704) 734-0595
Fax #:(704) 734-0532



RO Number: WAR 20578
Service Advisor: 157
Tag Number:
Ticket Date: 3/5/2008
Cash Out Date:
Ticket Type: Service Warranty

Proposed Date - Time Completed: 3/5/2008 - 5:00 PM

Vehicle Sold Date: 2/16/2007

Date and Time In: 3/5/2008 11:31:31 AM

Warranty Company Information

DUTCHMEN
2164 CARAGANA COURT
GOSHEN, IN 46526

Customer Information

NEWLAND NC

Number:

(828) 387-1769

Stock Number	Year	Make	Model	Serial Number	Mileage In	Mileage Out
06-201	07	COLORADO	29 BH	47CFCRR257C		

License Plate:

Customer Copy

Mech. Number	Rpr Nbr	Hours	Requested Repair Description
130	1	0	- WATER LEAK--REAR OF COACH AT THE ROOF LINE INSIDE---USE PRESSURE MACHINE--- CAUSE: WATER LEAK AT REAR OF COACH INSIDE AT ROOF LINE CORRECTION: PRESSUREIZED INSIDE OF COACH--SPRAYED SOAP SOLUTION FROM ONE END OF ROOF TO REAR OF COACH--FOUND BUBBLES ON ROOF SIDE MOULDING--RESEALED SEAMS--LET IT DRY OVER THE WEEKEND AND PRESSURIZED THE COACH AGAIN--DIDN'T FIND ANYMORE LEAKS
	2	0	- WATER LEAK FRT OF LIVING ROOM SLIDE--CARPET WET CAUSE: GAP AT THE BOTTOM OF VERTICULE WIPER SEAL AT THE FRT. OF SLIDE CORRECTION: INSTALLED SCREWS IN WIPER SEAL TO HOLD SEAL CLOSED
130	3	0	- DRILL OUT POP RIVETS ON ENTRANCE DOOR STEPS--INSTAL STOVE BOLTS WITH LOCK TITE CAUSE: POP RIVETS POPPING OUT OF STEP CORRECTION: DRILLED OUT ALL THE REST OF RIVETS--INSTALLED STOVE BOLTS WITH LOCKTITE
130	4	0	- LEFT FRT TIRE--VALVE CORE LEAKING CORRECTION: PLONK TIRE CHANGE CORE

March 4, 2008

CEO
Dutchmen Manufacturing Inc.
2164 Caragana Court
Goshen, IN 46526

Re: 47CFCRR257C [REDACTED]

Dear Dutchmen CEO,

I do apologize for not responding but there is a new development with the camper. This is in response to your letter dated November 6, 2007.

I am really impressed with your reimbursements to Young's RV, so where's my reimbursement for time and fuel. This camper is making the dealer richer and me poorer to have it repaired.

Your sentence in the third paragraph regarding looking forward to remedying our future warranty items kind of speaks for the quality you speak in the fourth paragraph.

Your statement that Colorado is a quality well built product is basically hogwash, and as for anything manufactured with human hands there may be a chance for problems. Well sir, there's no maybe about it, you all need to inspect your hands a little better than what is indicated by the quality of this camper. To help you summarize your quality product, I currently to date have returned your quality product to the dealer for repairs three times so far with a fourth coming. On the 3/12/07 appointment 7 items repaired or checked, on the 9/7/07 appointment 4 items repaired or checked, and on the 10/29/07 appointment 4 items repaired or checked. That is 15 items repaired from when we purchased the camper in February 2007 to when I winterized it in November 2007, now what part of quality product do you see in this. For your reading enjoyment I have included the work orders to show you Colorado quality.

Now the camper has been winterized since November, so you have had a free ride for four months on your one-year warranty, until now. Hadn't been in it much this winter, but checked it today while it was raining and the back wall in the bunkhouse area is leaking in two different places and there is a seal leak on one side of the living room slide. Young RV supposedly repaired one of the rear wall leaks back in November.

Now, does any of the above sink in about how great your quality is on your product?

I'll be returning your quality product back to its dealer tomorrow. Mr. Young will only shake his head and say, "It's the nature of the beast." My question now would be if the nature of the beast pertains to the quality of Colorado campers.

Sincerely,

[REDACTED]
Newland, NC [REDACTED]

cc: Thor Industries, Inc.
Better Business Bureau
Young RV



BBB of Southern Piedmont, Inc.
13860 Ballantyne Corp. Pl. Ste. 225
Charlotte, NC 28277
Tel: (704) 927-8611 Fax: (704) 927-8615

November 26, 2007

[REDACTED]
Newland, NC [REDACTED]

RE: Case # 367565: Dutchmen Manufacturing Inc.

Thank you for contacting the Better Business Bureau. It appears however, that the business your complaint refers to is located or headquartered outside of our service area.

We have forwarded your case to the BBB that services the area where the business is located.

Please contact the following BBB for further info regarding your complaint:

BBB of Northeastern Indiana
4011 Parnell Ave
Fort Wayne, IN 46805-1413
260 423-4433
info@neindianabb.org
www.neindiana.bbb.org

Sincerely,

Sandra McLaughlin
Dispute Resolution Specialist
BBB Complaint Department
smclaughlin@charlotte.bbb.org

**THE BETTER BUSINESS BUREAU serving Asheville
and Western North Carolina**

112 Executive Park
Asheville, NC 28801-2426
828/253-2392 800/452-2882 Fax 828/252-5039
www.asheville.bbb.org

November 21, 2007

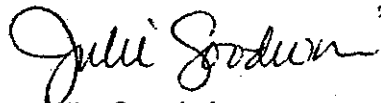
[REDACTED]
Newland, NC [REDACTED]

RE: Young Motor Sales & Leasing

Dear [REDACTED]

Regarding your information received in this office, we have forwarded it to the proper Bureau for handling since the company or its headquarters is in their service area. If you have any further questions or need more information, please contact the Bureau on the attached sheet.

Sincerely,



Julie Goodwin
Dispute Resolution Specialist

Enc.

Dutchmen

Manufacturing, Inc.

November 6, 2007

[REDACTED]
Newland NC 28657

Re: 47CFCRR257C [REDACTED]

Dear [REDACTED]

This letter is in regards to your correspondence dated October 25, 2007 regarding the above mentioned trailer.

Thank you for taking the time to write and advise us of your areas of concern. We are very sorry to hear of the issues you have experienced and hope that your dealership is able to remedy these issues.

We have fully reviewed your file and claims. Dutchmen Manufacturing Inc has reimbursed Youngs RV for all warranty items claimed against your trailer. We look forward to working in cooperation with your dealership to remedy all future warranty items as well.

The Colorado is a quality well built product. As with anything manufactured with human hands there may be a chance for problems to occur, for this reason we supply a one year manufacturers warranty with all new Colorado's purchased.

Please contact Young's RV to schedule an appointment to have the leak reviewed.

Sincerely,



Connie Kuehner
Customer Relations Supervisor
Dutchmen Manufacturing, Inc.
E-mail: ckuehner@dutchmenmfg.com
Phone: 574-537-0700 ext. 8107

October 25, 2007

CEO

Dutchmen Manufacturing Inc.
2164 Caragana Court
Goshen, IN 46526

Dear Dutchmen CEO,

I previously wrote you in April of this year of problems with the Colorado we purchased. I'm writing you again of further problems.

Back in September of this year I again had to return the camper to the dealer for repairs. This time it was a bunkhouse door that would not stay shut during transit and one of the bunkhouse drawers still opened in transit. Also the trim piece on the nose cone was coming loose. Also I've had black water tank problems that I'm still not sure if it's fixed. The dealer fixed the problems listed this last time.

Today my wife discovered something, which really upsets me. We've had a drought all summer down here in the south with no rain. Well, it's raining; my wife discovered the roof was leaking in the back in the bunkroom. The leak is coming down onto the cabinets in the bunkhouse, which I'm sure is not good for them.

Now with all our problems we have encountered with this camper, I am kind of disillusioned about the quality of this camper you claim on your website, your brochure, and your dealers. We spent a lot of money on this camper, a lot more than on the previous camper, and you would think that things would be right with the much more expensive trailer, but it's not. Enclosed is a copy of a page from your Colorado brochure and I very much question your claim of being designed for years of durable use. Of using only the best components available in the industry to assure that we receive the best built recreational vehicle possible. Bull!!!!!!

You know, it's not right to take people for a ride and mislead them about your product. There are laws in this country that protect consumers from this kind of lemon production.

I'll be returning the camper again to the dealer for repairs, which will only be the third time in just eight months, and I sure don't remember anyone paying me for fuel and time spent taking this camper back and forth to the dealer. We do not live just down the road from Young RV and it takes a lot of fuel to go on the 100+ mile one-way trip and takes up the better part of the day each time I have to take it to them. My time and money is just as valuable as yours.

Sincerely, 


Newland, N.C. 

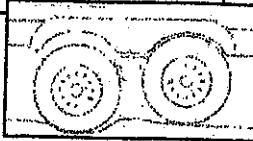
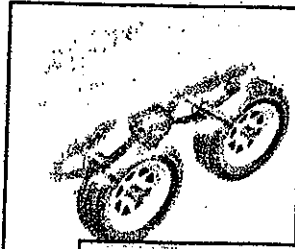
Dealer: Young Motor Sales & Leasing,
Unit VIN: 47CFCRR257C 
Customer Phone #: 
Floor Plan #: 29BH-BS16

Cc: Thor Industries, Inc.
Better Business Bureau
Young RV

Encl: Previous letter dated 4/18/07
Copy of page from Colorado brochure

Colorado Premium Construction

MOR/ryde System



MOR/ryde System

The MOR/ryde RE system works with the existing leaf springs and axles, but replaces the steel leaf spring equalizer. It isolates and absorbs road shock and increases the dynamic travel of the leaf spring suspension.

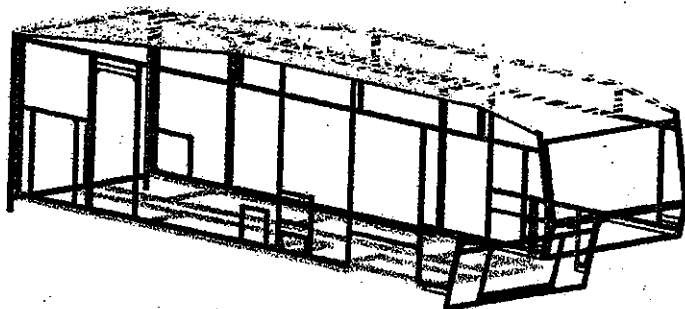
The MOR/ryde RE system provides better protection of your trailer with up to a 30% improvement in the dampening of road shock. Reduced road travel shock means less wear and tear on your trailers components. Colorado and MOR/ryde - you will feel the difference.

COLORADO

Colorado is designed for years of durable use. We use only the best components available in the industry to assure that you receive the best built recreational vehicle possible.

*Premium Components + Premium Construction
= Premium Value*

6-Way Welded Aluminum Cage Construction



R14, 5-Layer Roof Construction

EPDM one-piece rubber roof with 25 year manufacturer warranty

3/8" Structurewood decking, 4'x8' sheets taped at seams

Poly Air bubble/foil Insulation sheet option (increases roof value to R21)

5" Arched aluminum roof rafters, 16" on center

Aluminum foil-wrapped foam air conditioning ducts - foil taped at seams

R7 Fiberglass insulation - 2 layers at top of arch for maximum insulation value

1/8" Decorative Luan wood ceiling liner

Premium Laminated Wall Construction

High gloss "Filon Plus" exterior finish

80% Dark tint, safety glass windows

1/4" Luan underlayment

Tubular aluminum, welded box frame structure

Polystyrene "block foam" insulation

Vinyl-wrapped 1/8" Luan decorative wall board

Laminated Floor Construction

30 oz. Residential carpet

1/2" Rebond carpet padding

Congoleum vinyl flooring in galley

5/8" One-piece Structurewood floor

Aluminum heat ducts - seams foil taped

Polystyrene block foam insulation

1 1/2" x 1 1/2" Welded Aluminum box framed infrastructure

1/4" Luan backer board

Poly-flex 2000 vinyl vapor barrier

Plus, heated and enclosed underbelly is standard!

Customer Copy

YOUNG RV SALES
101 OAK GROVE RD.
KINGS MOUNTAIN NC 28086
Phone #: (704) 734-0595
Fax #: (704) 734-0532

RO Number: WAR 19767
Service Advisor: 157
Tag Number:
Ticket Date: 9/7/2007
Cash Out Date:
Ticket Type: Service Warranty
Vehicle Sold Date: 2/16/2007
Date and Time In: 9/7/2007 11:56:00 AM

Date - Time Completed: 9/7/2007 - 5:00 PM

Number: [REDACTED]

Company Information

LANA COURT
N 46526

Customer Information

NEWLAND NC [REDACTED]

Mileage In Mileage Out

ber Year Make Model
07 COLORADO 29 BH

Serial Number

47CFCRR257C [REDACTED]

Customer Copy

Ch. Rpr	Hours	Requested Repair Description
1	0	- TRIM PIECE ON EX. BOTTOM RIGHT SIDE ON FRT BY PIN BOX---COMING LOOSE CORRECTION: RESECURED WITH MORE SCREWS AND RESEALED WITH CAULK
2	0	- DOOR IN BUNK HOUSE WILL NOT STAY CLOSED DURING TRAVEL CORRECTION: READJUSTED STRIKE PLATE SO DOOR WILL CLOSE BETTER
3	0	- DRAWER IN BUNK HOUSE WILL NOT STAY CLOSED DURING TRAVEL CORRECTION: BOTTOM DRAWER -CHANGED OUT CATCH AND READJUSTED
4	0	- CK BLACK WATER TANK--CUST SAYS DOES NOT DUMP CORRECTLY (REAL SLOW) DOES NOT THINK VALVE OPENS ALL THE WAY CORRECTION: NPF--TREATED WITH GAUGE CLEANER--GOOD FLOW -NO PROBLEM W/VALVE

Rpr	Part Number	Description
1	83-1689	LEVEL GAUGE CLEANER 16 OZ
1	38-8554	SILICONE RUBBER BLACK 2.8

Picked	S/O	B/O	Rec	Tot
Up				Qty
1	0	0	0	1
1	0	0	0	1

Dutchmen

Manufacturing, Inc.

April 19, 2007

[REDACTED]
Newland, N.C.

Re: Colorado 29BH-M5-BS
VIN 47CFCRR257C [REDACTED]

Dear [REDACTED]

We are writing in reply to your letter regarding the issues you have experienced with your drawers sliding open throughout your trailer while in transit. Thank you for taking the time to notify us. Dutchmen Manufacturing, Inc. apologizes for any inconvenience this may have caused you.

Our records show that our warranty department has authorized the adjustment of latches on 12 drawers and the replacement of 3 drawer faces on claim 143256 due to what has occurred. Should you have any additional questions please feel free to contact our customer service department at the below listed telephone number or email address.

Sincerely,



Jessica Phillips
Consumer Advocate
Dutchmen Manufacturing, Inc.
Phone: 574-537-0700
Fax: 574-537-0496
jphillips@dutchmenmfg.com

April 15, 2007

CEO
Colorado
2164 Caragana Court
Goshen, IN. 46526

Dear Colorado,

I purchased one of your Fifth Wheel Travel Trailers February 16th of this year from Young RV located at Kings Mountain, North Carolina. We had traded in a smaller Forest River Fifth Wheel for your Colorado 29BH-M5-BS. Nice trailer for the most part, but there was a major problem we had with the drawers sliding open throughout the camper, even when empty. You know when you've got a Travel Trailer listing around \$43,900, you had better make sure things work right before you sale it to the public.

We took the Colorado on it's maiden voyage to Florida. With every hop of the journey we would open the camper to find drawers either in the kitchen area or rear bunk area opened during travel. When returning home from our trip we found that the rear drawers in the bunkhouse area had came all the way out into the floor, bending the rails on the drawers and damaging the drawer fronts. Drawers at the sink where open and the sliding drawers in the very front at the entrance door where slid open.

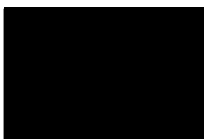
Now when we purchased this camper under the guise of being a travel trailer, we kind of expected to have a trailer that would be travel worthy in everyway. The drawers flying open going down the road is not being travel worthy.

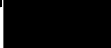
You need to put a much more heavier duty latch on the Colorado's drawers throughout the camper. What you have in them now, at least the one we purchased, are entirely insufficient.

We had to return the camper back to the dealer for repairs which took a while because of ordering the drawer fronts from the factory. Young RV was very apologetic and corrected the problem, but it should not have been their place to do that, it should have been right from the factory.

We are now hoping the construction of the Colorado proves better down the road.

Sincerely,



Newland, N.C. 

Cc: Thor Industries, Inc.
The Council of Better Business Bureaus
Young RV

Customer Copy

YOUNG RV SALES
101 OAK GROVE RD.
KINGS MOUNTAIN NC 28086
Phone #:(704) 734-0595
Fax #: (704) 734-0532



RO Number: WAR 18564
Service Advisor: 157
Tag Number:
Ticket Date: 3/12/2007
Cash Out Date:
Ticket Type: Service Warranty
Vehicle Sold Date: 2/16/2007
Date and Time In: 3/12/2007 12:30:57 PM

Proposed Date - Time Completed: 3/12/2007 - 5:00 PM

Warranty Company Information

DUTCHMEN
2164 CARAGANA COURT
GOSHEN, IN 46526

Customer Information

NEWLAND NC

Number: [REDACTED]

Stock Number	Year	Make	Model	Serial Number	Mileage In	Mileage Out
06-201	07	COLORADO	29 BH	47CFCRR257C	[REDACTED]	

License Plate:

Customer Copy

Mech. Number	Rpr Nbr	Hours	Requested Repair Description
144	1	3	- DRAWERS WONT STAY LATCHED-- CORRECTION: ADDED LATCHES WHERE TECH COULD
144	2	1.6	- DRAWERS IN REAR BUNK AREA--DAMAGED--NEEDS NEW FACES AND RAILS BACK ON STOCK #
144	3	0.5	- AWNING RAIL LEAKS WHEN SEAMS TOGETHER CAUSE: RAIL COMING LOOSE CORRECTION: RESECURED RAIL AND SEALED UP
144	4	0.3	- STAIN TOP OF CABINET TO THE RIGHT OF ENTRANCE DOOR CORRECTION: STAINED AROUND TOP OF CABINER
144	5	0.2	- ENTRANCE DOOR FRAME DENT--BOTTOM LEFT CORNER--STRAIGHTEN CORRECTION: STRAIGHEDN DOOR JAM
144	6	0.5	- SLIDING DOOR GOING INTO BEDROOM---DOES NOT SHUT TIGHT AT TOP CORRECTION: HAD TO PULL INSIDE FACING @ TOP OFF--ADJUSTED DOOR
144	7	1	- CK TEMP OF REFRIG--DOES REFG HAVE A DEFROST CYCLE--ICE MELTED CORRECTION: FREEZER IS BELOW -0 REFRIG IS 35 DEGREE
	8	0	- FILL LP TANK---RETAIL

pr br	Part Number	Description	Picked Up	S/O	B/O	Rec	Tot Qty
1	SS	GOLD STAIN	1	0	0	0	1
1	46122	BRASS BEAD CATCH, PAK/2	6	0	0	0	6