



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

26-MAY-2009

Repository ☐

Reference No.
10269910

OWNER INFORMATION (Type or Print)

Name

Address

City

BUTLER

State

PA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date / /

VEHICLE INFORMATION

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

5B4MP67G123

Make

WINNEBAGO

Model

ADVENTURER

Model Year

2002

Date Purchased

08/14/07

Dealer's Name and Telephone Number -330-645-1991

SIRPILLA R.V. & CAMPING WORLD

Engine: WORK HORSE

No: Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

AKRON

State

OHIO

Zip Code

44312

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

AUTOMATIC

Multiple Failure: YES

Incident Date(s)

11-APR-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC, & ELECTRICAL SYSTEM

Failure Mileage

20000

Failure Speed

40

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

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2002 WINNEBAGO ADVENTURER RV, MODEL 35U. THE CONTACT RECEIVED A RECALL NOTICE REGARDING THE BRAKING SYSTEM ON THE VEHICLE. IN OCTOBER OF 2008, THE BRAKES FAILED AND NEARLY CAUSED A CRASH. THE CONTACT CALLED THE DEALER AND A LAWYER AND WAS ADVISED TO FILE A COMPLAINT WITH THE ATTORNEY GENERAL IN PENNSYLVANIA. THE ATTORNEY GENERAL REFERRED THE CONTACT TO THE ATTORNEY GENERAL IN OHIO. THE DEALER REFUSED TO REPAIR THE VEHICLE. THE VEHICLE HAS BEEN PARKED AT A STORAGE FACILITY SINCE OCTOBER 10, 2008 AND HAD TO BE TOWED. THE COST TO REPAIR THE VEHICLE WAS ESTIMATED BETWEEN \$3,000 AND \$5,000. PRIOR TO THE FAILURE, THE DEALER CHARGED \$795 FOR A SYSTEM CHECK. WHILE DRIVING APPROXIMATELY 40 MPH DOWN A HILL, THE VEHICLE FAILED AND WAS TOWED AWAY. THE CONTACT CALLED THE MANUFACTURER, BUT THERE WAS NO ANSWER. THE DEALER WAS NOTIFIED OF THE NEAR CRASH AND HUNG UP THE PHONE ON THE CONTACT. THE NHTSA CAMPAIGN ID NUMBER WAS UNKNOWN. THE CURRENT MILEAGE WAS 20,000.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



SIRPILLA RV
AND **CAMPING WORLD**

*It's hard to believe this
man sent us this letter, since he
was the one who hung up on us when
we told him we had problems. His
answer was "too bad!"*

8/8/2008

[REDACTED]
Espyville, PA, [REDACTED]

Dear [REDACTED]

Happy Anniversary! It's hard to believe, but a full year has gone by since you took delivery of your RV.

To insure your enjoyment and to retain the optimum resale value, we want to remind you to review your maintenance schedule and be sure to save the records of all work performed.

As your friends and colleagues learn about and experience firsthand the great times that come with owning a RV, they no doubt will want one of their own. If you feel they could benefit from the same level of service we provided you, we would welcome your referrals. Please make sure they tell us you sent them so we can thank you appropriately when the time comes.

Thanks again for your business.

Sincerely, [REDACTED]



[REDACTED]
Sales Associate
Sirpilla RV Center
[REDACTED]

AUG. 27, 2008

DEAR MS. [REDACTED]

THIS IS IN ANSWER TO OUR TELEPHONE CONVERSATION THIS MORNING AND WE PRAY YOU CAN HELP US. WE HAVE BEEN TRYING TO GET THIS RESOLVED FOR ALMOST A YEAR.

① WE HAD RECEIVED SOME LITERATURE FROM SERPILLA'S IN THE MAIL AND DECIDED WE WOULD GO OVER AND LOOK. THIS HOME WAS SITTING INSIDE, IN THE SHOWROOM. WE SPENT SOME TIME LOOKING IT OVER. THE SALESMAN, JOHN, PRICE, SAID IT WAS A #1 AND READY TO GO. HE SAID HE WOULD GIVE ME \$1500.00 TRADE IN FOR MY MALLARD, ¹⁹⁸⁹ SIGH. UNSEEN. I SAID OK. THAT WAS BETWEEN 11 AM & 12 NOON. HE TOLD US TO BRING THE MALLARD OVER AT 9 AM THE NEXT DAY & OUR WINNABEGO WOULD BE OUTSIDE & READY TO GO. WE DROVE 100 MILES EACH WAY. WE WERE THERE WITH OUR MALLARD AT 8:45 A.M. WE ALSO TOOK OUR NEIGHBOR WITH US, AS WE THOUGHT IT WOULD BE A SHORT STAY. THEY TOOK OUR MALLARD AS SOON AS WE GOT THERE AND WE DIDN'T SEE IT AGAIN. THE THREE OF US SAT THERE UNTIL 5:30 PM. I WAS GETTING VERY DISGUSTED. THEY KEPT SAYING SOON-SOON! IF MY MALLARD COULD BE FOUND, WE WOULD HAVE LEFT. WHEN WE FINALLY DID GET INTO THE OFFICE. WITH GREG SERPILLA, PAPERS WERE SHOVED AT US TO SIGN, SO FAST, WE COULDN'T GET TIME TO READ THEM ALL.

② WHEN I PICKED IT UP FINALLY, THE CARPET WAS SO WET, I JUST LOOKED INSIDE, NOT WANTING TO TRACK IT UP. WE LEFT AROUND 6:00 P.M.

③ WHEN WE GOT HOME, WE STARTED TO CHECK IT OUT, & TO OUR SURPRISE, THE SATTELIGHT DISH WAS GONE, AS WERE THE FOLLOWING ITEMS:

- LIGHT COVER, 2 SINK STRAINERS, T.V. REMOTE, 5 HOLES IN SHOWER WHERE SEAT HAD BEEN REMOVED, REGISTER IN BATH ROOM, HAIR DRYER IN BATHROOM, MISSING HEAD LAMP RETAINER RING, DIFFERENT T.V. IN BED ROOM.

SOME OF THESE WE REPLACED AT OUR EXPENSE

RIGHT FRONT WHEEL-BLEEDER ON BRAKE LOOSING BRAKE FLUID. THEY CHARGED US \$795.00 TO PREP IT. WHY?

② PAGE

UPON FURTHER INSPECTION, WE DISCOVERED DIFFERENT COLORS OF PAINT ON THE OUTSIDE AND AFTER CONFERRING WITH SOME BODY MEN, THEY CONFIRMED MY SUSPICIONS THAT IT HAD BEEN WRECKED.

I CALLED SERPILLAS THE NEXT DAY AND TOLD THEM I WAS DISAPPOINTED. THEY TOLD ME TO BRING IT BACK & I DID AND THEY TOLD ME THEY WOULD REPLACE THE SAT. DISH AND THEY DID BUT WITH A DIFFERENT ONE, THAT DOES NOT WORK. I TRIED TO TALK TO JOHN PRICE, BUT HE WOULD HANG UP & NOT TALK TO ME. YESTERDAY I RECEIVED A NOTE FROM HIM, A COPY OF WHICH I HAVE ENCLOSED, ASKING FOR ME TO REFER THEM TO FRIENDS. IS HE KIDDING?

ON THE WAY HOME FROM GETTING THE SAT. DISH, I STARTED HAVING PROBLEMS WITH LIGHTS AND BRAKES GRABBING AT TIMES. I TRIED TO CALL THEM FROM MY CELL PHONE BUT NO ONE WOULD TALK.

WE LEFT FOR FLORIDA, OCT 10, 2007. ON THE WAY DOWN, ABOUT $\frac{1}{2}$ WAY, WE HAD NO 4-WAYS, NO TORN SIGNALS, FUSES BLOWING, AGAIN CALLED & NO ONE TO TALK TO. WE LUCKILY MADE IT TO FLORIDA, WHERE IT WAS PARKED FOR 6 MONTHS. WE HAD A MAN FROM AN R.V. PLACE COME AND LOOK AT IT AND HE SAID WE WERE LOOKING AT A LOT OF EXPENSE. OUR CALLS TO SERPILLA'S WERE NEVER RETURNED TO US. EVERYONE WAS ALWAYS BUSY & WE HAD TO LEAVE MESSAGES TO CALL BACK & NEVER HAPPENED.

ON APRIL 9, 2008, WE HEADED BACK TO PA.

WHEN WE GOT TO 7 MILE MT. ON RT #9 IN BECKLY, WEST VA, WE LOST THE BRAKES & ELECTRICAL SYSTEM. IT WAS AROUND 8 P.M. ON APRIL 10, 2008 THE GOOD LORD MUST HAVE BEEN WITH US ALONG WITH SOME HELPFUL TRUCKERS AND WE MADE IT TO A TRUCK STOP AT THE BOTTOM OF THE MOUNTAIN. THEY WERE CLOSED AND JUST LEAVING BUT SAID THEY WOULD GET A FINE...

③ CHECK IT FOR US, WHICH THEY DID AND SAID ALL 4 BRAKES WERE BLOWN & IT SHOUDN'T BE DRIVEN. WE CALLED THE INSURANCE COMPANY & THEY SAID THEY WOULD SEND A TOWTRUCK & NOT TO WORRY, IT WOULD ALL BE COVERED. WELL, IT WASN'T, ONLY THE TOW BILL. THE TOW TRUCK CAME & TOWED US TO CHARLESTON, W.V. AT 12:30 AM. WE SLEPT IN THE MOTOR HOME IN THEIR PARKING LOT TILL 7:30 A.M. WHEN THEY TOLD US THE MAN WHO COULD LOOK AT IT WOULDN'T BE IN TILL LATER & IT WOULD TAKE SEVERAL DAYS AND FOR US TO TAKE OUR CAR & GO HOME. SO - WE GAVE THE GARAGE PEOPLE OUR FOOD OUT OF THE FRIDGE, WHICH HAD BEEN ON PROPANE & WENT HOME. THE NEXT DAY THEY CALLED AND SAID IT WAS DONE TO COME AND PICK IT UP. WHEN WE GOT THERE THEY SAID THEY JUST DROVE IT AROUND THE LOT & COULDN'T FIND A PROBLEM IT COST US \$241.15 FOR THEIR LITTLE RIDE. WE LEFT AND STARTED HOME AND 20 MILES DOWN THE ROAD WE LOST IT ALL AGAIN, NO BRAKES, NO LIGHTS & ETC. WE TRIED TO CALL SERPILLAS BUT TO NO AVAIL. SOMEHOW WE GOT IT HOME & ITS BEEN IN OUR GARAGE AT ESPYVILLE, SINCE. WE TRIED ALL SUMMER TO GET HELP, TALKED TO THEIR NEW SERVICE MANAGER WHO PROMISED TO HELP - NEVER DID! DECIDED TO CANCEL THE \$3999.00 INS. CALLED GREG, HE SAID CALL MISSY & ETC. NO ONE CALLS US BACK & WE ARE STILL MAKING PAYMENTS FOR SOMETHING WE CAN'T USE OR EVEN GET IT INSPECTED.

PLEASE HELP US!

TOM CORBETT
ATTORNEY GENERAL



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Pittsburgh Regional Office
564 Forbes Avenue
Sixth Floor
Pittsburgh, PA 15219
(412) 565-5135
December 19, 2008

[REDACTED]
Butler, PA [REDACTED]

Ref: Sirpilla RV Centers, LLC, C-004177-2008

Dear [REDACTED]

Your correspondence regarding the above referenced matter appears to come within the jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint we believe that your problem will be handled by the agency that is primarily responsible for dealing with these types of problems.

Please direct any further inquiries about this matter to that office.

If you would like more information on this referral, please feel free to contact our office.

Very truly yours,

A handwritten signature in black ink, appearing to read "Richard L. Macom".

Richard L. Macom
Senior Agent

bjk
23

cc: Ohio Consumers' Counsel
10 West Broad St., 18th Floor, Ste 1800
Columbus, OH 43215



CAMPING WORLD
AND FREEDOMROADS

August 6, 2008

Via DHL Overnight Delivery

Mr. Richard L. Macom
Senior Agent Bureau of Consumer Protection
Pittsburg Regional Office
564 Forbes Ave; 6th Floor
Pittsburgh, PA 15219

Re: [REDACTED]

Dear Mr. Macom:

I am writing in response to your letter dated July 28, 2008 regarding the above referenced matter. We are investigating the facts surrounding the consumer complaint. We have been in contact with the customers and are attempting to resolve the matter in a mutually acceptable matter.

Please feel free to call me if you have any questions.

Regards,

Lindsey J. Mondo
Corporate Counsel

RECEIVED
Office of Attorney General

AUG 07 2008

WFO
Bureau of Consumer Protection



FREEDOMROADS
"CAMPING WORLD"

2 Marriott Drive

Lincolnshire, IL 60069

FROM THE DESK OF

Lindsey J. Mondo

Corporate Counsel

P) 847-229-6466

F) 847-574-0888

Facsimile Transmittal

Nino Balsamo

To:

Fax:

(412) 880-0196

Company:

Attorney General's Office

Date:

08/20/08

Re: Herald

Pages:

3 (including cover)

CC:

Fax:

☐ Urgent

☐ For Review

☐ Please Comment

☐ Please Reply

☐ Please Recycle

Comments:

CONFIDENTIALITY NOTICE: This e-mail transmission and/or the attachments accompanying it may contain confidential and / or privileged information belonging to the sender. The information is intended only for the use of the intended recipient. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on the contents of this information is strictly prohibited. Any unauthorized interception of this transmission is illegal under the law. If you have received this transmission in error, please promptly notify the sender by reply e-mail and then destroy all copies of the transmission. Thank you.

Carla Schulz
Client Relations

900 N Lake Havasu Avenue
Lake Havasu City, Arizona 86403
Direct 928.855.2403
Telefax 928.505.1738
cschulz@coach-net.com

April 29, 2008

[REDACTED]
Butler, PA [REDACTED]

Dear [REDACTED]

I was so sorry to hear about all your troubles today when we talked on the phone. As I said I would, I have reported the poor service you received at Cummins Charleston to our vendor department and they are calling and making notes in their file about your situation.

I am sending back your invoice you paid for service. As we discuss, Coach-Net does not pay for service, but maybe you do have an aftermarket warranty through Sirpillars and they can assist you with reimbursement on this labor bill.

I will be thinking of you and your husband and hoping all turns out for the very best for not only your health but with the Winnebago.

Sincerely,



Carla Schulz

TOM CORBETT
ATTORNEY GENERAL



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Pittsburgh Regional Office
564 Forbes Avenue
Sixth Floor
Pittsburgh, PA 15219
(412) 565-5135
July 28, 2008

[REDACTED]
Butler, PA [REDACTED]

Ref: Sirpilla RV Centers. LLC, C-004177-2008

Dear [REDACTED]

Your complaint has been received by the Bureau of Consumer Protection and will be reviewed by Richard L. Macom. To help in keeping accurate and up-to-date records when corresponding with this office, please refer to our file number, C-004177-2008.

The Bureau will attempt to resolve your complaint within a reasonable length of time based substantially on the information you have presented to us. We will attempt to keep you advised of significant developments as your case progresses.

If your complaint has been settled or you have new information that would have a bearing on your complaint, please inform our agent. We encourage you to submit such information in writing; however, we will make every effort to discuss your case with you if special circumstances make telephone contact with us necessary. If you find that it is necessary to meet with the agent, please call or write to schedule an appointment.

On behalf of the Office of Attorney General thank you for bringing this matter to our attention. We hope to be of assistance in resolving your complaint.

Very truly yours,

Richard L. Macom

Richard L. Macom
Senior Agent

bjk
20A

*Mr. - Macom
took over for
Mr. Macom
8/25/08 - was in
office. Day to - morning*

*called
again. 8/27/08
Darlene Westfall.*

*Called
Mr. Macom
10/11/08 9:30 A.M.*

PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL



CONSUMER COMPLAINT FORM

TOM CORBETT
ATTORNEY GENERAL

www.attorneygeneral.gov

Office Use Only Investigator:
Complaint #

Code 1

Code 2

Bureau of Consumer Protection
Administrative Office
14th Floor Strawberry Square
Harrisburg, PA 17120
(717) 787-9707

YOUR NAME

ADDRESS

BUTLER

PA

CITY

STATE

ZIP CODE

BUTLER

COUNTY

HOME PHONE NUMBER

BEST NUMBER TO CALL DURING THE DAY

SIRPILLA RV

NAME OF BUSINESS COMPLAINT IS AGAINST

GREGG SIRPILLA

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED

1005 INTERSTATE PARKWAY

ADDRESS

AKRON

OHIO

CITY

STATE

ZIP CODE

COUNTY

1-800-875-0600 OR 330-645-1991

PHONE

PRODUCT(S) OR SERVICE(S) PURCHASED

2002 or 2003 WINNEBAGO
ADVENTURE

DATE OF PURCHASE

8/14/2007

PURCHASE PRICE

\$75,034.00

To what other agencies have you complained? NONE

What action was taken? N/A

Have you retained an attorney? ☒ Yes ☐ No

If yes, please provide your attorney's name, address and telephone number

RICHARD E GOLDINGER 212 W. DIAMOND ST.

BUTLER, PA 16001 724 2838312

Have you filed a legal action? ☐ Yes ☒ No

If yes, please state WHEN, WHERE and WHAT decision was made?

Your Age:

☐ 18-29

☐ 30-44

☐ 45-59

☒ 60 or older

How did you find
out about us:

☐ Visited Office

☐ Attended County/
Senior Fair
or Speaking
Engagement

☐ State Legislator/
Agency

☐ News Story

☐ Internet

☒ Other-
Please Specify:

ATTORNEY

(This information
will be used for
Statistical &
Enforcement
Purposes Only)

1-800-441-2555

PLEASE COMPLETE THE REVERSE SIDE OF THE COMPLAINT FORM

(2)

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell WHAT happened, WHEN it happened and WHERE it happened. Be specific about any oral statements the business made to you, ESPECIALLY those that influenced you to deal with the company. Describe events in the order in which they happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

ON/ABOUT 8/13/2007 WIFE AND I DROVE TO AKRON, OH. AND LOOKED AT MOTORHOMES TO PURCHASE FROM SIRPILARY, 1005 INTERSTATE PKWY, AKRON, PA. 44312. IT APPEARED TO BE IN A-1 CONDITION WHICH JOHN PRICE, SALESMAN CONFIRMED. TRADED MY 1990 MALIBU IN ON PURCHASE AND \$1500.00 CREDIT. COULDN'T DRIVE WINNEBAGO BACK TO ESPYVILLE PA (100 MI) - SIRPILARY WOULDN'T PERMIT. APPT NEXT DAY FOR 9:30 AM BUT COULDN'T SIGN PAPERWORK 'TIL 5:30 PM. ON DRIVE HOME TURN SIGNALS + BRAKE LIGHTS WERE LOST, ONCE AT HOME WE NOTICED THE TV, SATELLITE DISH AND RECEIVER + REMOTE CONTROL WERE MISSING. ALSO REGISTAR IN BATHROOM MISSING AND HAIR DRYER + COMFORT SEAT WERE MISSING. COVER FOR FLUORESCENT LIGHT AND TWO SINK STRAINERS IN KITCHEN WERE MISSING. ALL THESE ITEMS WERE IN WINNEBAGO THE DAY BEFORE. MY MECHANIC LOOKED AT VEHICLE AND TOLD ME IT HAD BEEN WRECKED. ALSO DISCOVERED HEADLIGHT RING WAS MISSING.

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

The Attorney General, through the Bureau of Consumer Protection, provides a mediation service to consumers where an attempt may be made to mediate your individual consumer complaint if it falls within the jurisdiction of the office. Please be advised that the information you provide will be shared with the party against which you have filed a complaint. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

Your complaint will also be kept on file with our office and the information contained therein may be used to establish violations of Pennsylvania Law. Attached to this complaint form is an informational sheet which will help you in completion of the complaint form and also will explain in greater detail the mediation process.

By signing this complaint form, I authorize the Bureau of Consumer Protection to contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau of Consumer Protection. I verify that I have read and understand the informational sheet about this process; and, that the information I am providing is true and correct to the best of my knowledge, information and belief.

YOUR SIGNATURE

DATE

7/10/08

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell WHAT happened, WHEN it happened and WHERE it happened. Be specific about any oral statements the business made to you, ESPECIALLY those that influenced you to deal with the company. Describe events in the order in which they happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

SALES MAN HAD TOLD ME THE MOTORHOME WAS IN 100% GOOD CONDITION. HE SAID AN OLD MAN WHO HARDLY EVER DROVE THE VEHICLE HAD GIVEN IT TO SIAPILLA. ALSO DISCOVERED SIAPILLA KNEW OF BRAKE PROBLEMS ON RT FRONT WHEEL. BRAKES WERE LOST ON A TRIP - MECHANIC SAYS IT'S GOING TO BE VERY EXPENSIVE TO REPAIR FOR INSPECTION. WE'VE PD. 9 PAYMENTS OF \$563.03 PER MONTH AND I CAN'T DRIVE THE VEHICLE BECAUSE THERE ARE NO BRAKES ON TURN SIGNALS. SIAPILLA CHARGED ME \$75.00 FOR A SYSTEMS CHECK PRIOR TO OUR TAKING VEHICLE. SIAPILLA REFUSES TO TALK TO ME ABOUT THE PROBLEMS. SIGN IN WINNEBAGO SAID "AS GOOD AS NEW." VEH. WAS IN SHOWROOM. WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

SIAPILLA SHOULD REMEDY PROBLEMS AT THEIR EXPENSE AND TO MY SATISFACTION, SHOULD BUY & REPLACE ALL MISSING ITEMS WITH QUALITY ITEMS & TO MY SATISFACTION. THIS SHOULD BE TAKEN CARE OF IMMEDIATELY AT NO FURTHER EXPENSE TO ME.

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

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YOUR SIGNATURE

DATE 7/10/08



SIRPILLA RV
AND **CAMPING WORLD**

Exhibit A

Towing Company

Phone number

Repair Facility

Phone number

about 3 hours
165 3 / 495
165 miles
Begufiak Towing - *Convent Lake 285 - Right on 19*
3 1/4 mile on right
(814) 425-8131

Galbreath Motor Company, New Castle, PA

3075 Pulaski 196 56 - 1075

(724) 658-2340

Two Castles By Pass - around N.C.
to 20 N. - Walnut on left.

Right is Samson St. Turn right
West. take exit - Bear to
left around ramp & Back
onto 422 1/2 mile to Red
Left. - Turn right - Pulaski
Pass - 2 miles on right



SIRPILLA RV
AND **CAMPING WORLD**

September 25, 2008

[REDACTED]
Butler, PA [REDACTED]

RE: Pennsylvania Office of Attorney General Complaint No. C004177-2008

Dear [REDACTED]

In connection with the above captioned complaint and the 2002 Winnebago Adventurer 35U VIN 5B4MP67G123 [REDACTED] the "RV") you purchased on or about August 14, 2007 from Sirpilla RV Centers, LLC ("Sirpilla") you have indicated that you began experiencing brake and electrical issues on or about April 2008 (the "Complaints"). Such issues are within the RV's chassis system which is manufactured by Workhorse Custom Chassis ("Workhorse"). Sirpilla affirms and you acknowledge on your purchase order that the RV was purchased on an "AS-IS" basis as concerns the motorized chassis, the engine, and all related components. Sirpilla takes these matters very seriously. In an effort to end any and all controversy between you and Sirpilla, and in an effort to serve you as a customer, Sirpilla offers the following in compromise and settlement.

SEPT 2007
AS-IS
NOT WRITTEN
ON ANY OF
OUR PAPER-
WORK.

We apologize for any inconvenience these Complaints have caused you. In this regard Sirpilla will pay you the sum of six hundred seventy-five dollars \$675.00 to compensate for, among other things, the towing of the RV to a repair facility in your area. Please note that Sirpilla is unable to service Workhorse chassis. The name of a suggested towing company and a repair facility are attached hereto. These companies are mere suggestions and are being provided to you based on their proximity to your home address as listed on the Attorney General complaint and Sirpilla makes no representation as to their quality, reputation or standing as companies. You will be responsible for coordinating the towing and service with the repair facility so the timing best functions with your schedule and the repair facility's availability. In exchange, you will release and discharge Sirpilla and its affiliates, agents, employees, parent companies, and any other person or corporation chargeable with responsibility or liability from any and all claims, demands, costs, expenses and causes of action arising from and related to the RV.

By accepting this offer, you individually and collectively acknowledge that you may discover facts different from or in addition to those now known or believed to be true with respect to the RV which give cause for demands, causes, damages and liabilities that are different from or in addition to the subject of the release set forth in this letter, and you expressly agree to assume the risk of possible discovery of



SIRPILLA RV
AND
CAMPING WORLD

additional or different facts and agree that this letter shall remain effective and binding in all respects regardless of such additional or different facts.

Please understand that this letter should not be construed as an admission of liability or fault for any matter related to the RV that is the subject matter of this letter. If you accept the above named terms, please sign and return a fully executed original to Sirpilla at my attention. As a valued customer, we look forward to resolving this matter and continuing to serve your RV and RV lifestyle needs in a professional and trustworthy manner.

Sincerely,

Todd Bleichrodt
General Manager,
Sirpilla RV Centers, LLC

1005 Interstate Highway
Akron, OH 44312

Agreed and accepted

By: _____

Name: [REDACTED]

Date: _____

By: _____

Name: [REDACTED]

Date: _____

Thor Credit Corporation
An Affiliate of GEMB Lending Inc.

Customer Service
P.O. Box 6153
Rapid City, South Dakota 57709-6153

Tel (866) 419-2788

*Called
3/31/09
12:49
Talked to:*

November 12, 2008

[Redacted Address]

Butler, PA [Redacted]

RE:

Creditor: GEMB Lending Inc.

Dear [Redacted]

Thank you for your recent inquiry concerning your Thor Credit Corp. installment loan account.

Per your request we have enclosed a complete breakdown of the payments received on your account.

Should you require any additional assistance, please feel free to contact Customer Service at (866) 220-9432.

Sincerely,

Wendy Lewis

Wendy Lewis
Customer Service Representative
for GEMB Lending Inc.

Simple Interest Explanation

Your monthly interest is calculated using the simple interest method. That means interest accrues on the outstanding principal balance on a per diem (daily) basis. The per diem interest is calculated after each payment by multiplying your interest rate times the principal balance, then dividing the product by the number of days in the year. Taking this formula into consideration, the per diem at the beginning of the loan will be higher than at the end of the loan.

Your per diem is taken out of each payment based on the number of days between payments received. For example (figures do not represent your balance or rate of interest): If the last payment made to an account was on the 1st of a 30 day month with a principal balance of \$1000.00 and a 9% interest rate, the per diem would be calculated as such: $\$1000 \times 9\% = \$90 / 365 \text{ (days in the year)} = \$.2465$. If the next payment were received on the 6th of the following month, the per diem would be multiplied by 35 (the number of days between the two payments). In accordance with the simple interest formula, \$8.62 of that payment would go toward interest ($\$.2465 \times 35$). A new per diem would be calculated based on the principal balance after the payment. When a borrower pays early and there are fewer days between payments, less interest is owed and more of the payment is applied to principal. Conversely, when there are more days between payments, more interest is taken from that payment.

Payment History

Account Number

Date Payment Posted	Amount of Payment	Amount Applied to Principal	Amaunt Applied to Interest	Amount Applied to Late Fees	Amount Applied to Pay By Phone Fees	Per Diem	Dates of Interest Collected		Days of Interest Collected from Payment	Principal Balance Before Payment	Principal Balance After Payment
9/7/08	\$563.08	\$190.03	\$373.00			\$12.03	8/8/08	9/7/08	31	\$58,796.49	\$58,606.46
10/9/08	\$563.08	\$179.29	\$383.79			\$11.99	9/8/08	10/9/08	32	\$58,606.46	\$58,427.17
10/18/08	\$2,961.25	\$2,853.64	\$107.61			\$11.96	10/10/08	10/18/08	9	\$58,427.17	\$55,573.53



FOREST CITY, IOWA USA

THIS LABEL IS NOT REQUIRED BY LAW, HOWEVER, WINNEBAGO INDUSTRIES INC. AND
FRED & JACK TRAILER SALES, INC.

BELIEVE YOU HAVE A RIGHT TO BE INFORMED OF FAIR PRICING LEVELS TO HELP YOU READILY COMPARE
THE RELATIVE VALUE OF RECREATIONAL VEHICLES YOU MAY BE CONSIDERING

VEHICLE DESCRIPTION	DIMENSIONS	CAPACITIES
MAKE: WINNEBAGO ADVENTURER	EXTERIOR LENGTH: 34'11"	FUEL: 75 GAL
MODEL: 2002	EXTERIOR HEIGHT (MAX.) 11'8"	FRESHWATER: 90 GAL
SERIAL NUMBER: 10G83C266636	EXTERIOR WIDTH: 102"	HOLDING TANK (MAIN) 40 GAL
CHASSIS VIN: 5B4MP67G12		HOLDING TANK (AUX.): 54 GAL
		LPG (FILLABLE TO 80%): 28 GAL

STANDARD EQUIPMENT AT NO EXTRA CHARGE
(Unless Replaced By Optional Equipment)

AUTOMOTIVE	
REPLACED STD CHASSIS W/OPT WORKHORS	NC
RADIAL TIRES W/SPARE	NC
TRAILER HITCH-5,000 LB. DRAW BAR	NC
WHEEL LINERS-STAINLESS STEEL	NC
CAB	
AUXILIARY START CIRCUIT	NC
CRUISE CONTROL/POWER STEERING	NC
DUAL BATTERY CHARGE CONTROL	NC
RADIO-CB PREP W/ANTENNA & 12 VOLT	NC
SEATS-ADJUSTABLE SWIVL/SLIDE/RECLIN	NC
SEAT BELTS-3 POINT SHOULDER & LAP	NC
WINDOW SHADES, LIGHT FILTERING	NC
EXTERIOR	
AWNING-PATIO W/METAL WRAP - LADDER	NC
ENTRANCE DOOR STEP-DOUBLE ELECTRIC	NC
EXTERIOR ENTERTAINMENT CENTER	NC
MIRRORS-ELECTRIC REMOTE W/DEFROST	NC
INTERIOR	
COFFEE MAKER	NC
COUNTERTOPS-SOLID SURFACE IN GALLEY	NC
FLUORESCENT CEILING & GALLEY LIGHT	NC
MICROWAVE OVEN-TOUCH CONTROL W/FAN	NC
ONE PLACE SYSTEMS CENTER	NC
PANTRY & VINYL PLANK FLOOR-GALLEY	NC
RANGE W/3-SEALED BURNERS & OVEN	NC
REFRIGERATOR/FREEZER DOUBLE DOOR	NC
REST EASY MULTI-POSITION LOUNGE	NC
HAIRDRYER, WALL-MOUNT IN BATH	NC
SHOWER W/LIGHT & SKYLIGHT	NC
VINYL FLOOR IN BATH	NC
SYSTEMS	
AC/DC ELECTRICAL DISTRIBUTION SYSTM	NC
W/REMOTE 45 AMP CONVERTER/CHARGER	
BATTERY DISCONNECT SYSTEM	NC
BATTERIES, 2-DEEP CYCLE MARINE/RV	NC
CABLE-READY FOR REARVIEW MONITOR	NC
CITY WATER HOOK-UP W/DIVERTER VALVE	NC
ELECTRICAL SYSTEM-30 AMP-POWER CORD	NC
EXTERIOR WASH STATION	NC
FURNACE-40,000 BTU DUCTED IN FLOOR	NC
GENERATOR-5,500 WATT ONAN GASOLINE	NC
HOLDING TANK FLUSHING SYSTEM	NC
HOLDING TANK COMPARTMENT-HEATED	NC
POWER LINE ENERGY MANAGEMENT SYSTEM	NC
POWER VENTILATOR FAN IN GALLEY	NC
SOLAR PANEL BATTERY CHARGER-10 WATT	NC
TV SATELITE SYSTEM READY/PHONE JACK	NC
WATER HEATER-10 GALLON W/MOTOR/RAID	NC
WATER PURIFICATION SYSTEM-EVERPURE	NC
WATER SYSTEM WINTERIZING VALVE	NC
SAFETY	
APPLIANCE TIE DOWNS/GFI	NC
CO2/LPG & SMOKE DETECTOR/ALARMS	NC
FIRE EXTINGUISHER-10 BC	NC

MANUFACTURER'S SUGGESTED RETAIL BASE PRICE	\$ 105,955
*** OTHER FEATURES INCLUDE ***	NO CHARGE

LEVELING JACKS-HYDRAULIC FRONT/REAR	NC
COMPASS-ELECTRONIC W/THERMOMETER	NC
DRIVER'S DOOR W/POWER WINDOW	NC
RADIO-AM/FM STEREO CASSETTE/CD	NC
SLIDEOUT-REST EASY/DINING	NC
W/STOREMORE SLIDEOUT STORAGE	
SLIDEOUT-QUEEN BED/WARDROBE	NC
TRUE AIR RESIDENTIAL CENTRAL A/C	NC
TV'S-COLOR, FRONT 25" & REAR 19"	NC

OPTIONS INSTALLED BY MANUFACTURER	RETAIL
N43 GARDEN GATE/GRN FLORAL/P OAK	NC
1D5 ENTERTAINMENT CENTR/EXT W/CD	182
1PN WORKHORSE 20,700#-19.5 TIRE	2,390
13C MICROWAVE/CONVECTION OVEN	245
13Y WINDOWS-COACH-DUAL PANE	875
132 RANGE TOP 3-BURNER	35-
27G GRAPHICS-MOSS GREEN MET.	NC
36N FANS-DEFROSTER, AUXILIARY	119
48Q SATELLITE DISH & ELEV.SENSOR	350
64Q SEAT PED-6-WAY POWER DRIVER	350
72H VCR	259
74J REARVIEW MONITOR SYSTEM	1,085
9A1 ACCESSORY PACKAGE	84
9B1 SHOWER PACKAGE	231
9L1 HOME COMFORT PLUS PACKAGE	728

TOTAL OPTIONS	\$ 6,863
DELIVERY & HANDLING CHARGE	465
TOTAL BASE, OPTIONS, & DELIVERY CHARGE	\$ 113,283

Manufacturer's Suggested Retail Price Does Not Include State and Local Taxes,
Dealer Prep and/or Options Installed by the Dealer. Winnebago Industries,
Inc. Reserves the Right to Change Prices and Specifications Without Notice.

NOTES:
CSA SPECS MAY VARY
EXTERIOR HEIGHT = TO THE TOP OF
FACTORY INSTALLED EQUIPMENT

Cancellation date

*05/01/08
20,692 miles*

Mailed

08/11/08

*@ 3: PM Post Office
at Butler Post Office*

Dear Sirpilla RV Customer,

Please find enclosed a form to cancel your warranty and/or credit life policy, per your request. After filling in all necessary information and including your signature, please return all required paperwork to Sirpilla RV Super Center. We will then forward your request for cancellation on to the proper insurance agency. Please note that the expected duration of time for the cancellation to be finalized is 6-8 weeks.

In order to help you receive your refund from a warranty and/or credit life policy quickly, please provide us with a valid document from your bank showing the date the vehicle was paid off in full. By providing this document for us we can send any refund due directly to you instead of the bank. If we are not provided with a valid bank document, or if the vehicle still requires payments, by law, we are required to return all refunds to the bank. Thank you for your understanding.

Sincerely,

Sirpilla RV Super Center
1005 Interstate Parkway
Akron, OH 44312
1-800-875-0600

[Redacted] - I contacted the Insurance Company to inquire about back-dating the Cancellation, and they said it would be no problem to backdate it to March 1, 2008. If you're okay with that, go ahead and fill in the date, otherwise please give me a call.

Thanks!

Missy Moore

BUYER		PHONE		E-MAIL	
ADDRESS		CELL PHONE		SALESPERSON	
CITY		STATE		DATE	
ESPYVILLE		PA		JOHN PRICE	
MAKE		MODEL		COUNTY	
ADVENTURER		35U		08/14/07	
SERIAL NUMBER		2002		STOCK NUMBERS	
5B4MP67G12		17974		14370	
☐ NEW ☐ DEMO		☐ USED ☐ RENTAL		DELIVERY DATE	
BUYER MAY CHOOSE PERSON FROM WHOM INSURANCE IS OBTAINED		ODOMETER MILEAGE ON VEHICLE BEING PURCHASED		WHITE/GREEN	
INSURANCE AGAINST LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE TO OTHERS IS NOT INCLUDED IN THIS TRANSACTION.		17974		08/14/07	
IN THIS CONTRACT THE WORDS, I ME AND MY REFER TO THE BUYER AND CO-BUYER SIGNING THIS CONTRACT. THE WORDS YOU AND YOUR REFER TO THE DEALER, SUBJECT TO THE TERMS AND CONDITIONS ON BOTH SIDES OF THIS AGREEMENT YOU AGREE TO SELL AND I AGREE TO PURCHASE THE FOLLOWING DESCRIBED UNIT.		PRICE OF UNIT		\$ 69995.00	
OPTIONAL EQUIPMENT, LABOR AND ACCESSORIES		Optional Equipment, Labor & Accessories		3995.00	
FREIGHT		Freight		N/A	
SYSTEMS CHECK (SEE BELOW)		Systems Check (SEE BELOW)		795.00	
DOCUMENTARY FEE		DOCUMENTARY FEE		249.00	
SUB-TOTAL		SUB-TOTAL		\$ 75034.00	
SALES TAX		Sales Tax		N/A	
LICENSE FEE		License Fee		N/A	
TITLE FEE		TITLE FEE		N/A	
TOTAL PRICE		TOTAL PRICE		75034.00	
TRADE-IN ALLOWANCE		TRADE-IN ALLOWANCE		\$ 15000.00	
LESS BAL DUE ON ABOVE		LESS BAL DUE ON ABOVE		\$ N/A	
NET ALLOWANCE		NET ALLOWANCE		\$ 15000.00	
CASH DOWN PAYMENT		CASH DOWN PAYMENT		\$ N/A	
CASH AS AGREED		CASH AS AGREED		\$ N/A	
TOTAL CREDITS		TOTAL CREDITS		\$ 15000.00	
LESS TOTAL CREDITS		LESS TOTAL CREDITS		\$ 15000.00	
UNPAID BALANCE OF TOTAL SALE PRICE		UNPAID BALANCE OF TOTAL SALE PRICE		\$ 60034.00	
IT IS MUTUALLY UNDERSTOOD THAT THIS AGREEMENT IS SUBJECT TO NECESSARY CORRECTIONS AND ADJUSTMENTS CONCERNING CHANGES IN NET PAYOFF ON TRADE-IN TO BE MADE AT THE TIME OF SETTLEMENT.		The following items are inspected during a systems check:		If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days from the date of Deposit.	
Water pump, water tank, all water lines, water intake valve, water heater, holding tank, all traps, gate & toilet valve, drain cock, gas bottle valves, gas lines & regulator, refrigerator vents, furnace vents, L.P. gas test - monometer tied into systems for 20 minute test, Furnace & thermostat - lighting and operation, range, break away switch, refrigeration operation, (gas or electric), operation of automatic or manual gas regulator, 110V system, 12V system, interior lights, exterior lights, exterior receptacles, converter operation & use, air conditioner (roof only). Also included: 20 gallons gasoline (if motorized & below 1/4 tank), 13 gallons propane, sewer kit, show-through (explanation of unit by a service team member).		Manufactures warranties. I understand that there may be written warranties covering the unit purchased, or any appliance(s) or component(s), which have been provided by the manufacturer of the unit or manufacturer of the appliances or component(s). You will give my copies of any and all written warranties supplied by the manufacturer.		X	
PICKUPS MUST BE MADE BY CASH OR CERTIFIED CHECK.		MOTORIZED CHASSIS, ENGINE, AND ALL RELATED COMPONENTS - AS IS		X	
DEAL PENDING PHYSICAL INSPECTION OF TRADE WITH REFRIGERATOR COOL: X		THE UNDERSIGNED PURCHASER AGREES TO THE TERMS AND CONDITIONS OF THIS CONTRACT AND HEREBY ACKNOWLEDGES RECEIPT OF A COPY OF THE ORDER AND THAT THE PURCHASER HAS READ THE TERMS AND CONDITIONS ON THE FRONT AND I REPRESENT THAT I AM EIGHTEEN (18) YEARS OF AGE OR OVER. INITIAL		X	
DESCRIPTION OF TRADE-IN		MAKE 30		YEAR 1990	
MODEL		SIZE 30		SERIAL NO.	
EQUIPMENT TRADED		MILEAGE ON TRADE-IN		17N53012XKW015612	
AMOUNT OWING TO WHOM		☐ ACCURATE ☐ NOT ACCURATE		29120	
TRADE-IN DEBT TO BE PAID BY		☐ CUSTOMER ☐ DEALER		X	
I, OR WE, ACKNOWLEDGE RECEIPT OF A COPY OF THIS ORDER		SIGNED X		BUYER 08/14/07	
SIGNED X		BUYER		08/14/07	

No. 1988823

www.dmv.state.pa.us

MV - 1 (5-05)

A. VEHICLE DESCRIPTION				I. TAX / FEES	
MAKE OF VEHICLE Winnipeg		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY 584VMB07G1233		BODY TYPE (SDN, TK, S, ETC.) MTRH	MODEL YEAR 2002
GROSS VEHICLE WT. RATING 20,700		FUEL TYPE: ☐ GASOLINE ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ HYBRID ☐ OTHER	DIN/MECHANIC # 834994	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME) Stephen J. Paulik	
CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)		I certify that I have verified that a legible tracing cannot be secured and that the above VIN and vehicle weight information listed here and in Section F are correct.		SIGN HERE Stephen J. Paulik	
B. APPLICANT INFORMATION		DATE ACQUIRED/ PURCHASED 8/27/07		X 6% (.06) SALES TAX X 7% (.07) (*See note on reverse)	
STREET 1237 Noble Lane		CITY Epsworth		STATE PA	
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐ . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)		ZIP 19005		COUNTY CODE 20	
NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐ . IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L.		DEALER ID NUMBER (IF APPLICABLE)		LESS TAX CREDIT	
C. MILEAGE INFORMATION		ODOMETER READING 114,974		1. SALES TAX DUE 3,299.70	
☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		1A. Exemption Reason Code (must be a number from 1 to 26 or 0)	
WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.				1B. EXEMPTION NO.	
D. LIEN INFORMATION		1ST LIEN DATE: ☐ IF NO LIEN, CHECK ☐		2. TITLE FEE 22.50	
1ST LIEN HOLDER First Credit Corporation		2ND LIEN DATE: ☐ IF NO LIEN, CHECK ☐		3. LIEN FEE 5.00	
STREET Box 14005		STREET		4. REGISTRATION OR PROCESSING FEE	
CITY St Paul		CITY		Fee Exempt Number as assigned by the Bureau	
FINANCIAL INSTITUTION NUMBER		FINANCIAL INSTITUTION NUMBER		5. DUPLICATE REG. FEE NO. OF CARDS	
IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED		IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED		6. TRANSFER FEE 6.00	
E. VEHICLE INFORMATION		MAKE OF VEHICLE MTRH		7. INCREASE FEE	
BODY TYPE (SDN, BUS, TK, ETC.) MTRH		CONDITION OF VEHICLE ☐ GOOD ☒ FAIR ☐ POOR		8. REPLACEMENT FEE	
PASSENGER TAXI/BUS		PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐		9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount 335.20	
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED		CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO ☐ BRAKE HORSEPOWER 1.5 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0 ☐			
MOTOR HOME		OPERABLE PEDALS ☐ YES ☐ NO ☐ AUTOMATIC TRANSMISSION ☐ YES ☐ NO ☐			
TRAILER & VEHICLES BELOW		CHASSIS MFR.			
TRUCK TRUCK TRACTOR		NUMBER OF AXLES:			
		SUM OF GAWRS:			
		REQ. REGISTERED GROSS WT. (INCLUDING LOAD)			
		UNLADEN WT. (EMPTY)			
		REQ. REGISTERED GROSS COMBINATION WT.			
		GROSS COMBINATION WT. RATING			
G. APPLICATION FOR REGISTRATION		ORIGINAL PLATE ☒ Check One			
☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		☒ TRANSFER OF PREVIOUSLY ISSUED PLATE			
☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU		☐ TRANSFER & REPLACEMENT OF PLATE			
☐ TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)		☐ TRANSFER & RENEWAL OF PLATE			
		☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER			
PLATE NO. [REDACTED]		REASON FOR REPLACEMENT			
EXPIRATION DATE Month 07 Year 08		☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)			
TRANSFERRED FROM TITLE NO. [REDACTED]		NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.			
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): [REDACTED]		SIGN HERE [REDACTED]			
TEMP. PLATE NO.		VIN 17N53012X KW [REDACTED]			
INSURANCE COMPANY NAME Epsworth		NATC NO. 8027			
		POLICY NO. (OR ATTACH BINDER)			
		POLICY EFFECTIVE DATE 06/10/07			
		POLICY EXPIRATION DATE 06/10/08			
ISSUING AGENT INFORMATION		I CERTIFY THAT ON MONTH 05 DAY 04 YEAR 07 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.			
		ISSUING AGENT (PRINT NAME) Crawford County			
		ISSUING AGENT SIGNATURE [REDACTED]			
		AGENT NO. 834994			
		TELEPHONE NO. [REDACTED]			
H. I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.					
SUBSCRIBED AND SWORN TO BEFORE ME:		SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER [REDACTED]			
		TELEPHONE NO.			
		SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER [REDACTED]			



Crosspoint

TERMS: NET 10TH PROX unless otherwise specified. A
SERVICE CHARGE OF 1.5% PER MONTH (EFFECTIVE APR
19.6%) WILL BE CHARGED ON PAST DUE ACCOUNTS.

CHARLESTON BRANCH
3100 MACCORKLE AVE SW
P O BOX 8456
S CHARLESTON, WV 25303-
(304)744-6373

APR 15 2008

INVOICE NO

083-72866

REMIT TO: P.O. BOX 663811
INDIANAPOLIS, IN 46266

BILL TO

BUTLER, PA

OWNER

BUTLER, PA

PAGE 1 OF 1

*** CASH ***

DATE		CUSTOMER ORDER NO.		DATE IN SERVICE		ENGINE MODEL		PUMP NO.		EQUIPMENT MAKE	
11-APR-2008		CK# [REDACTED]				8.1 LITER				WORKHORSE	
CUSTOMER NO.		SHIP VIA		FAIL DATE		ENGINE SERIAL NO.		CPL NO.		EQUIPMENT MODEL	
492781				09-APR-2008		23351445				WORKHORSE	
REF. NO.		SALESPERSON		PARTS DISP.		MILEAGE/HOURS		PUMP CODE		UNIT NO.	
121666		71391				20363				N/A	
QUANTITY ORDERED	BACK ORDERED	QUANTITY SHIPPED	PART NUMBER	DESCRIPTION		PRODUCT CODE		UNIT PRICE		AMOUNT	
OSN/MSN/VIN		5B4MP67G123									

OSN/MSN/VIN

5B4MP67G123

COMPLAINT

CHECK FOR NO BRAKES

CAUSE

FOUND NO PROBLEM

CORRECTION

MISC. TIME TO CHECK BRAKES

COVERAGE

BILLABLE TO CUSTOMER

1

REPAIR

LABOR

227.50

STATE

13.65

MATERIAL SAFETY DATA SHEETS REQUIRED BY OSHA HAZARD COMMUNICATION STANDARDS ARE AVAILABLE AT ALL BRANCHES.

THIS INVOICE FOR ENGINES, PARTS, COMPONENTS, REPAIR AND/OR SERVICE IS
SUBJECT TO THE TERMS AND CONDITIONS OF SALE SET FORTH ON THE BACK OF THIS
INVOICE, WHICH INCLUDES LIMITATIONS ON WARRANTIES AND REMEDIES. PURCHASER
ACKNOWLEDGES THAT SUCH TERMS AND CONDITIONS HAVE BEEN READ AND FULLY
UNDERSTOOD.

SUB TOTAL: 227.50

TOTAL TAX: 13.65

TOTAL AMOUNT: US \$

241.15

AUTHORIZED BY :

DATE :

TOM CORBETT
ATTORNEY GENERAL



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Pittsburgh Regional Office
564 Forbes Avenue
Sixth Floor
Pittsburgh, PA 15219
(412) 565-5135
October 7, 2008

[REDACTED]
Butler, PA [REDACTED]

Ref: Sirpilla RV Centers, LLC, C-004177-2008

Dear [REDACTED]

The enclosed correspondence is related to your complaint filed with the Bureau of Consumer Protection.

Please provide us with a written response to this correspondence within fifteen (15) days of the date of this letter so that we may further evaluate your complaint.

If we do not hear from you in a reasonable amount of time, we will assume that you do not wish to pursue the matter further.

Thank you for your cooperation and attention to this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "Richard L. Macom".

Richard L. Macom
Senior Agent

*Called Mr. Macom
Wed. 11/5/08
10 A.M. - He's not
in - Will
call back.*

fmd
Enclosure
25C



CAMPING WORLD
AND FREEDOMROADS

VIA FACSIMILE

September 25, 2008

Richard L. Macom, Senior Agent
Office of Attorney General
Bureau of Consumer Protection
6th Floor, Manor Complex
564 Forbes Avenue
Pittsburgh, Pennsylvania 15219
Telephone (412) 565-5134
Facsimile (412) 880-0196

RE: Pennsylvania Office of Attorney General Complaint No. C004177-2008



This letter serves to confirm our conversations during the week of September 15, 2008. [REDACTED] and [REDACTED] (the [REDACTED] purchased a 2002 Winnebago Adventurer 35U VIN 5B4MP67G123 [REDACTED] (the "RV") from Sirpilla RV Centers, LLC ("Sirpilla") on or about August 14, 2007. On or about April 2008, the [REDACTED] allege that they began experiencing issues with their brake and electrical systems (the "Complaints"). Such issues are within the RV's chassis system which is manufactured by Workhorse Custom Chassis ("Workhorse"). Sirpilla notices and the [REDACTED] acknowledge on their purchase order that the RV was purchased on an "AS-IS" basis as concerns the motorized chassis, the engine, and all related components. Sirpilla takes these matters very seriously. In an effort to end any and all controversy between Sirpilla and the [REDACTED] concerning the RV, and in an effort to serve its customers, Sirpilla offers the following in compromise and settlement.

Sirpilla will give the [REDACTED] the sum of six hundred seventy-five dollars (\$675.00) in consideration for signing the enclosed settlement letter. They may use those funds as they wish for



CAMPING WORLD
AND
FREEDOMROADS

towing, repairs if any are necessary and/or inconvenience expenses. For the sake of ease and convenience, the [REDACTED] will be responsible for coordinating the towing and inspection/repair services.

Please forward the enclosed letter to the [REDACTED] for their review and signature.

Regards,

A handwritten signature in black ink, appearing to read 'LJ Mondo'.

Lindsey J. Mondo

Corporate Counsel

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X CUSTOMER'S SIGNATURE

QTY.	PART NO.	AND DESCRIPTION	SALE AMOUNT
4	sets	Brakes	26000
4		Rotors	636 00
	set	SEALS	6000
	set	GASKETS	6000
		Brake Module	667 00
TOTAL PARTS			1683 00

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturers of those products. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller either assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from seller any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

LL CALL A.M. DELIVER A.M. P.M. P.M.

STICKER NO.

LICENSE NO.

NEW MILEAGE

WRITTEN BY

YEAR & MAKE

TYPE

OLD MILEAGE

ITEMS	P	A	R
HORN			
WIPERS			
MIRROR			
LIGHTS			
GLASS			
STEERING COMPONENTS			
EXHAUST SYSTEM			
APPROVED BRAKE HOSE			
WHEEL PULLED			
PERCENT OF BRAKE LINING			
BRAKE ADJ.			
STEERING			
BRAKE CONTROL			
LIGHT CONTROL			
HITCH COUPLING			
FLARES			
IDENT. LIGHTS			
CLEAR LIGHTS			
SIDEMARKERS			
REFLECTORS			
TURN SIGNALS			

TIRES

WHEELS

ORIGINAL ESTIMATE

2737.98

REVISED ESTIMATE

NO ESTIMATE

ESTIMATE YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES.

ORAL ESTIMATE

WRITTEN ESTIMATE

DATE

TIME

BY

INITIAL YOUR CHOICE



Galbreath Motor Co.
"Special Cars For Special People"

3075 Pulaski Road
NEW CASTLE, PA. 16105
(724) 656-1075



08533

RV SALES & SERVICE

NAME

ADDRESS

CITY

OPER. NO.

INSTRUCTIONS:

DATE

PHONE

SERIAL NO.

LABOR CHARGE

① ALL 4 BRAKES BAD.
1.5 x 4
1.0 DIAGNOSE.
9000 Hr.
6. hrs.

② DIAGNOSE ELEC. IN STEERING COLUMN.
2.0.

③ Problems.
2.0

ADDITIONAL TIME & PARTS
MAY BE NEEDED.
DOES NOT INCLUDE
SHIPPING.

TOTAL LABOR	900 00
TOTAL PARTS	1683 00
SUBTOTAL	2583 00
TAX	154 98
SHIPPING	
TOTAL AMOUNT	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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X

CUSTOMER'S SIGNATURE

QTY.	PART NO.	AND DESCRIPTION	SALE AMOUNT
4	sets	Brakes	2600.00
4		Rotors	636.00
	set	SEALS	60.00
	set	GASKETS	60.00
		Brake Module	667.00
TOTAL PARTS			1683.00

STICKER NO.

LICENSE NO.

NEW MILEAGE

WRITTEN BY

YEAR & MAKE

30' Winnebago

OLD MILEAGE

ITEMS	P	A	R
HORN			
WIPERS			
MIRROR			
LIGHTS			
GLASS			
STEERING COMPONENTS			
EXHAUST SYSTEM			
APPROVED BRAKE HOSE			
WHEEL PULLED			
PERCENT OF BRAKE LINING			
BRAKE ADJ.			
STEERING			
BRAKE CONTROL			
LIGHT CONTROL			
HITCH COUPLING			
FLARES			
IDENT LIGHTS CLEAR LIGHTS			
SIDEMARKERS			
REFLECTORS			
TURN SIGNALS			

	TIRES	WHEELS
RF		
LF		
RR		
LR		
SP		

ORIGINAL ESTIMATE

2737.98

REVISED ESTIMATE

NO ESTIMATE

ORAL ESTIMATE

WRITTEN ESTIMATE

ESTIMATE YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE

DATE

TIME

BY



Galbreath Motor Co.
"Special Cars For Special People"

CUSTOM VANS
MOBILITY EQUIPMENT

3075 Pulaski Road
NEW CASTLE, PA. 16105
(724) 656-1075



RV SALES & SERVICE

08533

NAME		DATE 10/9/08	
ADDRESS		PHONE	
CITY		SERIAL NO.	
ESPYVILLE, PA. 16424		564 MP67612	
OPER. NO.	INSTRUCTIONS:		
	① ALL 4 BRAKES BAD.		
	1.5 x 4		
	1.0 DIAGNOSE.		
	9000 Hr.		
	6. hrs		
	② DIAGNOSE ELEC. IN STEERING Column.		
	2.0.		
	③ Problems.		
	2.0		
TOTAL LABOR		900.00	
TOTAL PARTS		1683.00	
SUBTOTAL		2583.00	
TAX		154.98	
SHIPPING			
TOTAL AMOUNT			

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturers of those products. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller either assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from seller any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ILL CALL

A.M. DELIVER
P.M.

A.M.
P.M.