

NVS-200  
CL-10396411 -3459

APR 1 2 2011

[REDACTED]

Erie, PA

April 4, 2011

Tele. [REDACTED]

APR 11 11:34

Mr. Jerry Mc Carthy  
Director of Service Operations  
Dutchman Manufacturing, Inc.  
P.O. Box 2164  
Goshen, IN. 46527

Re: Dutchman Recall 12/13/10  
Vin# 47CTCLK25BM [REDACTED]

Dear Mr. McCarthy:

At our expense and effort we took our 2011 Coleman Camper to a local dealer only to find that warranty work was not needed. Date code was 0310.

Two locks were not workable and this cost \$9.00. Why was this not covered under warranty?

We are responsible for the inspection and battery replacement which with tax comes to \$162.18. This leaves \$56.24 that the recall letter cost plus \$7.00 in gas to get to and from Boyer RV.

Your attention to this matter will be appreciated.

[REDACTED]

✓ Cc: Administrator, National Highway Traffic Safety Administration

MC  
641311  
TRW

11 2011 INDIAN CMCLEMAN Model

Vin 47CTCLK25Bm [redacted] Warranty? Y N Keys? Y N

Campground: Lot # Promised Done Called

WORK TO BE DONE INIT TIME

Invoicing: Leave Inv. At Site In Store Mail To:

SERVICE CALL \$

Recall - No recall Needed circuit breaker ~~rec~~  
 date code is 0310 DB (1)

PA Insp 9/9 2/3  
 9/9 2/3 RH 58.00

CK. BATTERY & LOADS → DRAINS QUICKLY NO WARRANTY  
 - Pull battery & place on charger. Load tested no good, needs replaced - taking to Interstate Dealer DB .2

ADJ. Latch on RF. Camp. NO WARRANTY  
 - Screw loose. Tightened & adjusted DB -1

Note: Damaged & Scratched front Panels by Marker lights & logs

QTY	DESCRIPTION	\$
3	LABOR	60.00
	PARTS	27.00
		9.00
	SUB TOTAL	96.00
		\$
	6% PA TAX	5.76
	GRAND TOTAL	101.76

I Authorize the Above Repairs  
 X

[REDACTED]  
Erie, PA [REDACTED]

Phone: [REDACTED]

Boyer RV Center  
ATTN: Mr. Key/Boyer  
8495 Peach Street  
Erie, PA

RE: 2011 Dutchman Warranty Service  
Coleman-CT-CT Sil2kRD11  
Vin: 47CTCLK25kBM [REDACTED]

Dear Mr. Boyer:

We are leaving the above-mentioned camper with you today rather than go the distance to Meyers RV Center in Hamburg, NY.

The warranty work to be done is as stated in the enclosed letter from the Dutchman Manufacturing Co. Their phone is 574-537-0700.

An additional problem is that last summer the battery went from full charge to low quickly, indicating one of the electrical units is draining the battery at a larger rate than necessary. For example: fully-charged battery was drained overnight. In the morning only the lights would work and were not that bright. When the warranty work is completed, possibly this problem will be corrected.

We would like the work to be done as soon as possible as we are going on a trip in April. Thank you.

Sincerely,

[REDACTED]  
Enc. Recall Notice 12/13/10  
Cc: Dutchmen Manufacturing, Inc.

Eric, PA

ERIC PA 165

04 APR 2011 PM 3 T



Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, NE  
Washington, DC 20590

