

CL-10426050-2238 **AUG 26 2011**

To Whom It May Concern;

I live in a 2005 Newmar MountainAire Moterhome. On July the 11th 2011 I was making a regular move from one of my home parks to another. I was cleaning my front windows and I noticed on the drivers side the top corner was out of the molding. I decided to drive to a repair show in Napa California to check this out. The shop was Dan's RV service about 35 miles from the resort. On my trip there I felt a lot of air coming in the front window. When I arrived at the shop he found both my front windows came loose out of the seals. He said he could not take me in for about a week. He pushed the windows back in the seals which cost me about \$300.00 and sent me to a local RV park that cost \$231.00. When I came back there was 14hrs labor cost to get the windows back in. The bill for this was \$1506.20. He told me he felt the frame on top of the window wasn't tied togther well. I called Newmar and they said the moterhome was out of warrenty and they had no problems with this issue in the past. I found this staement to be false. On the internet ~~I checked~~ I checked with the National Highway Safety Administation and found a 1995, and two 2000 Mountain Aires lost the front windows and there are probably more that have not been reported. My moterhome is a 2005 with only 14 thousand miles on it which shows me it is a defect in the manufacturing process. I hate to think what would of happened to my wife and myself if they blew out at 65 miles per hour, or fell down in front of the moterhome. We obviosly would be dead right now. I believe I should be compensated for my cost of getting the windows replaced. Again my moterhome is a 2005 with only 14000 miles on it and no accidents.

Thank You,

[REDACTED]
[REDACTED]
Cincinnati, OH [REDACTED]

Cell [REDACTED]

ET
091311
TGW

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED

DAN Shavlik's RV SERVICE

570 Soscol Ave. - Suite E
Napa, Ca. 94559
(707) 265-6769

5785

CALIF. B.A.R. REG.
AJ207234

DATE	7/11/11
DATE COMPLETED	

The registered owner authorizes you to perform the repairs listed below and furnish necessary materials. I understand any cost quoted hereafter is an estimate only. You, employees may operate vehicle for inspecting, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicles or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE VEHICLE HEREIN DESCRIBED FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGES ARE PAID IN FULL.
In the event an attorney is retained to foreclose this lien or to bring suit for collection of any sums due, I agree to pay costs of collection and reasonable attorney fees.

ESTIMATE \$

AS NEEDED.

IGNED X

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

ADDITIONAL AUTH. BY	DATE	TIME	BY	\$
				\$

ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

INITIALS

QTY	PART NO. OR DESCRIPTION	SALE
1	R955336 Sensor	12/27
1	Part type	850
		130.77

YEAR	05	MAKE	Mountain Aire	MODEL		NAME	
LICENSE		ADDRESS					
SP		CITY	Cincinnati, OH				
SERIAL NO.	13729	BUS. PHONE		RES. PHONE			
REPAIR ORDER - LABOR INSTRUCTIONS							

Set up new Ash box as needed + remote & test on set-up remote to work with TV. 310-

Replace ABS Sensor as needed Right front wheel test ok. 275-

Temporarily reset DS windshield into rubber & tape to hold in place. 285-

FAX #

800-924-0273

XMH28891

Vin # SB4MPA76443

QTY.	SALE	PAID BY	MECH. LABOR
	GALS. GAS	☐ CASH	870-
	QTS. OIL	☐ CHECK	130.77
	LBS. GREASE	☒ VISA	
		☐ MASTER CHARGE	
	TOTAL GAS, OIL & GREASE		

WE RECOMMEND THE FOLLOWING REPAIRS

- David 800-242-9442
- 888-398-443269
-

30675

	SUBLET	15-
	SALES TAX	1275
	TOTAL	1,028.52

TOTAL SUBLET REPAIRS

THANK YOU

SKYLINE PARK

2201 IMOLA AVENUE • NAPA, CALIFORNIA 94559 • (707) 252-0481

PLEASE PRINT

NAME

ADDRESS

CITY

CAR LIC. NO.

MAKE

UNIT LIC. NO.

MAKE

HOW DID YOU HEAR OF US?

☐ C.G. Directory
☐ Friends

☐ Hwy. & Road Signs
☐ Phone Directory

☐ Camping Show
☐

☐ FIRST VISIT
☐ RETURN VISIT

CHECK
ONE



NOTICE TO GUEST

This Property is privately operated. We reserve the right to refuse service to anyone and will not be responsible for accidents or injury to our guests or for loss of money or valuables of any kind. Management

I AGREE TO READ AND TO COMPLY WITH ALL CAMPGROUND RULES AND REGULATIONS AS POSTED IN THE OFFICE AND/OR ON THE GROUNDS.

X

SIGNATURE OF CAMPER

IF YOU HAVE ANY SPECIAL NEEDS OR NEED ASSISTANCE, PLEASE CONTACT THE OFFICE

5-Digit
Gate Code # 0731

DATE
IN
DATE
OUT

7-12-11
7-19-11

SITE NO.

210

CAMPING CHARGES

\$ 3500

A/C - HEATING

\$

SEWER

\$

ADDITIONAL PERSON(S)

\$

ADDITIONAL VEHICLE(S)

\$

disc 200

TOTAL DAILY CHARGES

\$ 33.00

of Nights x \$

7

\$

\$

\$

SUB-TOTAL

\$

TAX

\$

TOTAL CHARGES

\$

LESS ADVANCE DEPOSIT

\$

BALANCE DUE & PAYABLE

\$ 231.00

CLERK

[Signature]

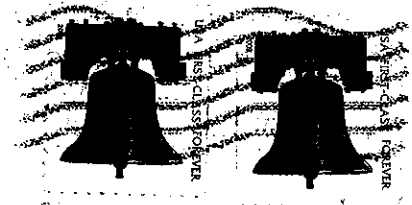
PAID BY

☐ CASH ☐ CHECK
☐ VISA ☐ MASTERCARD
☐ DISC ☐ AMEX



SACRAMENTO CA 957

20 AUG 2011 PM 1 L



Cincinnati, Oh.



N.H.T.S.A. Headquarters

1200 - New Jersey Ave. SE

West Building

Washington, D.C.

20590

Complain't
Dept.

