 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received NOV 14 2013</p>		<p>Repository <input type="checkbox"/></p>		<p>Reference No. 10549756</p>	
<p>28-OCT-2013</p>		<p>Daytime Telephone Number</p>		<p>Evening Telephone Number</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name</p>		<p>Address</p>		<p>City</p>	
<p>DEERFIELD BEACH</p>		<p>State FL</p>		<p>Zip Code</p>	
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4VZAU1E94CC</p>		<p>Make TIFFIN</p>	<p>Model ZEPHYR</p>	<p>Model Year 2013</p>	
<p>Date Purchased 9-8-12</p>	<p>Dealer's Name and Telephone Number LAZUDAYS</p>		<p>Engine: No. Cylinders Cummins 500 HP</p>	<p>Fuel Type: DIESEL</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City SEPTONET</p>	<p>State FL</p>	<p>Zip Code 33594</p>	<p>Transmission Type ALLISON</p>	
<p><input type="checkbox"/> Antilock Brakes</p>	<p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain 10 WHEEL TAG AXEL</p>	<p>Multiple Failure: SEE ATTACHMENTS</p>	<p>Incident Date(s) 15-SEP-2012 to PRESENT</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 162000 STRUCTURE: BODY SEE ATTACHMENTS</p>			<p>Failure Mileage 3200 2300</p>	<p>Failure Speed 15 to 65</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>	<p>Date Manufactured:</p>		<p>Model No./Name:</p>		
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2013 TIFFIN ZEPHYR. THE CONTACT STATED THAT WHILE DRIVING 15 MPH, THE SLIDE OUT SECTION INDEPENDENTLY OPENED AND CAUSED THE VEHICLE TO VIBRATE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION BUT THEY COULD NOT DETERMINE THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS <del>3,200</del> 2300</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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 to 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.</p>					

This invoice from Lazydays shows where a lady from Georgia put a deposit on this unit 4-7-12. It was sent to pre delivery 4-11-12 & the lady refused delivery 5-29-12 because of all the problems which are listed on this Lazydays invoice.

Please take notice that this invoice was open 4-7-12. I did not buy this unit, [REDACTED] until 9-8-12 but my name appears on this phony invoice to cover up all the mistakes. You will notice the mileage was 907 and the mileage going out when I bought it was 2308. This unit was sent back to the factory in Red Bay, Alabama to have all these major problems repaired four months before I even thought of buying a new RV. I am very upset that my name appears on this invoice.

This RV was returned to the factory 3 times & none of the repairs were ever fixed. The first time it was there for 2 weeks in April 2012, 2 weeks in September 2012 & 5 weeks in March 2013.

Deerfield Beach, FL

*Rec'd - all papers*

# Lazydays

6130 Lazydays Blvd  
Seffner, FL 33584

## Proforma Invoice

Customer No. **100310102**  
Service advisor **James Assad**

RO Number **335345**  
RO Date **3/27/2012**  
Page 1

Contact Name	Cell Phone	Other Phone	E-Mail
Stock Number <b>1013876</b>	Year <b>2013</b>	Make/Model <b>Tiffin/Zephyr</b>	VIN <b>4VZAU1E94CC</b>
License	Mileage in/out <b>907/2,308</b>	Engine type <b>500HP Cum</b>	Engine SN <b>75004145 / ISD- 9/</b>
Delivery date <b>09/08/2012</b>	In service date <b>09/08/2012</b>	Opened <b>04/07/2012 15:03</b>	Closed date <b>05/30/2012</b>
Bill To No.	Bill To Name		

Key tag  
**5114/\*/\*\***

Motor vehicle repair registration # **MV-801C**



Line	Labor code	Term	Service item description	Cause	Correction
335345-001	RO-Int	CC Del I	C/S: Down Deal 5/29/12 PDI Delivery: Jerry Martin 863-944-3281 Delivers 4/11/12		perform pdi, bill 3.0 hrs to 2203, bill 3.0 hrs to 3349 5/23/12
RO 335345-001	RO-Int		Labor line description PDI New Class A Diesel-Crown Clu	Hours 6.00	Sales price 0.00
RO 335345-001			Parts item description Battery, Lithium 3V	Qty 1.00	Sales price 0.00
335345-004	RO-Int	CC Del I	C/S: Test Drive, Fuel & LP coach		fuel and lp drive for test...1239
RO 335345-004	RO-Int		Labor line description Test Drive, Fuel & LP Coach	Hours 0.01	Sales price 0.00
335345-00E	RO-Ext	SMC - D	C/S: bubbles in 3m noted at check in		VOID UNIT SCANNED OFF SITE. 4/19/2012.
RO 335345-008	RO-Ext		Labor line description Sublet-SMC	Hours 0.01	Sales price 0.00
335345-012	RO-Ext	CC Del I	C/S: poor glue seal on coach noted at check in		will note to file
RO 335345-012	RO-Ext		Labor line description Glue residue	Hours 0.01	Sales price 0.00

*open deposits 4/07/12 over a month*

*Please note these problems the first day it arrived at Lazydays 3-26-12*

Deerfield Beach, FL

# Lazydays

6130 Lazydays Blvd  
Seffner, FL 33584

Customer No.  
**100310102**

Service advisor  
**James Assad**

**335345**  
RO Date  
**3/27/2012**  
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Line	Labor code	Team	Service item description	Cause	Correction
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35345-016	RO-Ext	CC Del I	C/S: bay doors are uneven noted at check in		note to file per shannon
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RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-016	RO-Ext	Compartment door repair	0.01	0.00	0.00

35345-018	RO-Ext	CC Del I	C/S: gas door on p/s is not flush noted at check in		note to file
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RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-018	RO-Ext	Door Exterior Repair	0.01	0.00	0.00

35345-021	RO-Ext	Sundial	C/S: paint on the tires noted at check in		VOID UNIT SCANNED OFF SITE. 4/19/2012.
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*Why*

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-021	RO-Ext	Sublet-Sundial	0.01	0.00	0.00

35345-024	RO-Ext	CC Del I	C/S: engine cover is loose noted at check in		note to file per shannon
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RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-024	RO-Ext	Door Exterior Repair	0.01	0.00	0.00

35345-025	RO-Ext	CC Del I	C/S: mudflap scraping lower rear comp. noted at check in		note to file
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RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-025	RO-Ext	Mud flap general repair	0.01	0.00	0.00

35345-030	RO-Ext	CC Del I	C/S: front door has a rattle		no job per shannon
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RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-030	RO-Ext	Noise while Driving	0.01	0.00	0.00

*get ck in sleep*

Deerfield Beach, FL



6130 Lazydays Blvd  
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Customer No.  
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Service advisor  
James Assad

335345  
RO Date  
3/27/2012  
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Line	Labor code	Team	Service item description	Cause	Correction
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35345-031	RO-Ext	CC Del I	C/S: wind noise at front column on p/s		no job per shannon
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RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-031	RO-Ext	Noise while Driving	0.01	0.00	0.00

35345-033	RO-Ext	CHASSI	C/S: ride is very rough, front end bounces after hitting bumps		test drove coach - recalbrated the hadley system - test drove - test drove coach with james bush - the bounce is gone - no vibration in coach - the popping noise is from the front wall of the compartment - 1.0 tech 3086 05/23/12
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*Very* *James Bush*

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-033	RO-Ext	Drivability General Repair	1.00	0.00	0.00

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-033	RO-Ext	Drivability General Repair	-1.00	0.00	0.00

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-033	RO-Ext	Drivability General Repair	1.00	0.00	0.00

35345-034	RO-Int	CC Del I	C/S: top off fluids		shannon topped off
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RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-034	RO-Int	Check all fluid levels/ top o	0.01	0.00	0.00

RO	Activity	Parts item description	Qty	Sales price	Line amount
35345-034		Fluid, Diesel Exhaust (Bulk)	8.00	0.00	0.00
35345-034		Fluid, Washer Windshield	1.00	0.00	0.00

35345-035	RO-Ext	CC Del I	C/S: entry door screen door noisey		no job per shannon
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RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-035	RO-Ext	Door Entry Repair	0.01	0.00	0.00

35345-036	RO-Ext	CC Del I	C/S: d/s window hard to open		tested and found the power slide window (toll window) WAS NOT OPENING completely so i loosend the screws on the slider and lubed the track and realined the bracket on the window that the power slider is attached to then tested several times and now window seems to be working great .5 tech 2203
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Deerfield Beach, FL

6130 Lazydays Blvd  
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Customer No.  
**100310102**

Service advisor  
**James Assad**

**335345**  
RO Date  
**3/27/2012**  
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Line	Labor code	Team	Service item description	Cause	Correction	
RO	Activity		Labor line description	Hours	Sales price	Line amount
335345-036	RO-Ext		Window general repair	0.20	0.00	0.00
335345-036	RO-Ext		Window general repair	-0.20	0.00	0.00
335345-036	RO-Ext		Window general repair	0.20	0.00	0.00

135345-037 RO-Ext CC Del I C/S: windshield washers inop duplicate job

RO	Activity	Labor line description	Hours	Sales price	Line amount
135345-037	RO-Ext	Wiper Windshield, Repair/Replac	0.01	0.00	0.00

135345-038 RO-Ext CC Del I C/S: shower stall leaking

after water testing the shower stall i found the half wall was leaking and around the door area at the other wall so i found several loose areas that i removed and scrypt all sealent off cleaned and resealed then found the door frame was loose and this it what pulled the sealent off i retightend all screws holding frame and let sealent dry and touched up all areas around frame and water tested after and no leaking was found after resealing 1.0 tech 2203

RO	Activity	Labor line description	Hours	Sales price	Line amount
135345-038	RO-Ext	Shower repair	1.00	0.00	0.00
135345-038	RO-Ext	Shower repair	-1.00	0.00	0.00
135345-038	RO-Ext	Shower repair	1.00	0.00	0.00

135345-039 RO-Ext CC Del I C/S: b/r pocket door off track

found the pocket door at bedroom was falling off so i removed and found the bracket screwd to the top of door was pulled out so i reinstalled back on with larger screws after relocating it 1/2in forward then i went to reinstall it and found the track was pulling away from ceiling so i removed door again then removed all screws in the track that were pulled out and found they were broken up in the ceiling so i reinstalled larger shorter screws in the same holes then

*When HIT  
Bump o Bounce  
DOOR Corner of  
Tracks*

Labor pay  
code

Team

Cause

Bed Room  
Slide

predrilled new holes and installed several  
extra screws to help hold track then  
reinstalled door and realined and tested.  
now the pocket door at bedroom opens  
and closes fine and locks in place 2.0  
tech 2203

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-039	RO-Ext	Door Interior Repair	2.00	0.00	0.00
35345-039	RO-Ext	Door Interior Repair	-2.00	0.00	0.00
35345-039	RO-Ext	Door Interior Repair	2.00	0.00	0.00

35345-040 RO-Ext CC Del I C/S: microwave loose m# r-1874-t s#  
514900

(M#R-1874-T S#514900) found the  
left side of microwave was hanging and  
the microwave was loose so i removed  
the power to it and removed microwave  
from wall and found the plate thats  
screwd to the wall was pulling off the  
screws holding it were goinf into nothing  
but the panle so i removed the plate and  
took to my bench and i flatend it out  
cause it was bent i then reinstalled back  
on with larger screws and the larger  
screws seems to grab better so i added  
several exsta screws to the back plate  
and then reinstalled microwave back on  
and recenterd now microwave is tight  
and mounted correctly 1.0 tech 2203

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-040	RO-Ext	Microwave general repair	1.00	0.00	0.00
35345-040	RO-Ext	Microwave general repair	-1.00	0.00	0.00
35345-040	RO-Ext	Microwave general repair	1.00	0.00	0.00

35345-041 RO-Ext CC Del I C/S: d/s main slide curtain loose

no job per shannon

Deerfield Beach, FL

# Lazydays

6130 Lazydays Blvd  
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## PROFORMA INVOICE

Customer No.  
100310102

Service advisor  
James Assad

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Line	Labor code	Team	Service item description	Cause	Correction	
RO	Activity		Labor line description	Hours	Sales price	Line amount
35345-041	RO-Ext		Slide out general repair	0.01	0.00	0.00

35345-042 RO-Ext CC Del I C/S: p/s 1st comp door inop

*Still SAME*

pass side compartment will not close properly, first on behind entry door. had to reposition catch on frame and tested door till working properly. bill .5 hrs to 3349 5/25/12

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-042	RO-Ext	Compartment door repair	0.50	0.00	0.00
35345-042	RO-Ext	Compartment door repair	-0.50	0.00	0.00
35345-042	RO-Ext	Compartment door repair	0.50	0.00	0.00

35345-043 RO-Ext CC Del I C/S: d/s toll window not opening

duplicate job per shannon

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-043	RO-Ext	Window general repair	0.01	0.00	0.00

35345-044 RO-Ext CC Del I C/S: window felt strips loose

no job per shannon

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-044	RO-Ext	Window general repair	0.01	0.00	0.00

35345-045 RO-Ext CC Del I C/S: p/s main slide floor not dropping

shannon checked out and is working now

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-045	RO-Ext	Slide out general repair	0.01	0.00	0.00

35345-046 RO-Int CC Del I C/S: ~~missing water filter~~

installed water filter and test system after filling fresh water bill .5 hrs to 3349 5/24/12

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-046	RO-Int	Water filter general repair	0.50	0.00	0.00
35345-046		Parts item description	Qty	Sales price	Line amount
		Filter, Water Watts 100036	1.00	0.00	0.00

Customer name and address

Deerfield Beach, FL

# Lazydays

6130 Lazydays Blvd  
Seffner, FL 33584

## Protorma Invoice

Customer No.  
100310102

Service advisor  
James Assad

335345  
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Line	Labor code	Team	Service item description	Cause	Correction
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135345-047 RO-Ext CC Del I C/S: stove inop no job stove works with the pans sent with coach only

RO	Activity	Labor line description	Hours	Sales price	Line amount
135345-047	RO-Ext	Stove general repair	0.01	0.00	0.00

35345-04E RO-Ext CC Del I C/S: several shades need reset

had to reset stops on several shades, behind tv in pass slide, behind kitchen sink, at dinette table, and bedroom. day and nite portion, the way tiffin mounted valance panels cant get between valance and window to set shades. had to remove three of the valance panels to gain access. bill 1.0 hr to 3349

5/25/12

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-048	RO-Int	Shades general repair	0.50	0.00	0.00
35345-048	RO-Int	Shades general repair	0.10	0.00	0.00
35345-048	RO-Int	Shades general repair	-0.50	0.00	0.00
35345-048	RO-Int	Shades general repair	-0.10	0.00	0.00
35345-048	RO-Int	Shades general repair	0.50	0.00	0.00
35345-048	RO-Int	Shades general repair	0.10	0.00	0.00
35345-048	RO-Ext	Shades general repair	-0.60	0.00	0.00
35345-048	RO-Ext	Shades general repair	0.60	0.00	0.00

35345-04E RO-Ext CHASSI C/S: vibratio at 65- up

*VIBRATION*

see line 33

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-049	RO-Ext	Chassis General Repair	0.01	0.00	0.00

35345-05C RO-Ext CHASSI C/S: steering wheel off center

see line 33

*steering wheel off  
no chassis alignment*

Customer name and address

Deerfield Beach, FL

# Lazydays

6130 Lazydays Blvd  
Seffner, FL 33584

## Proforma Invoice

Customer No.  
**100310102**

Service advisor  
**James Assad**

RO Number

**335345**

RO Date

**3/27/2012**

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Line	Labor code	Team	Service item description	Cause	Correction	
RO	Activity		Labor line description	Hours	Sales price	Line amount
35345-050	RO-Ext		Steering wheel repair	0.01	0.00	0.00

35345-051	RO-Ext	CHASSI	C/S: loud pop in left front on turns			see line 33
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RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-051	RO-Ext	Chassis General Repair	0.01	0.00	0.00

35345-052	RO-Ext	CC Del I	C/S: p/s main slide noisy in transit			
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*JM Bush*

check pass slide, james bush and shannon drove coach several times and mechanism on front of room squeeks and creeks. remove curtain to gain access to check arms and chain drive assemble, found upper mounting point was creaking where bolted to wall. removed six screws and unbolted cylinder from assemble wrapped in foam, also installed seal behind attaching point of upper arm amd reinstalled the screws and secured arm. reinstalled cylinder assemble and secured and then had shannon road test again and he stated it is quiet at this time, talked w/james and he agreed on time of repair at 3.5 hrs. bill 3.5 hrs to 3349 5/25/12

RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-052	RO-Int	Noise while Driving	1.50	0.00	0.00
RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-052	RO-Int	Noise while Driving	-1.50	0.00	0.00
RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-052	RO-Ext	Noise while Driving	2.00	0.00	0.00
RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-052	RO-Int	Noise while Driving	1.50	0.00	0.00
RO	Activity	Labor line description	Hours	Sales price	Line amount
35345-052	RO-Ext	Noise while Driving	-3.50	0.00	0.00



Line	Labor code	Team	Service item description	Cause	Correction
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Date Vehicle Dropped Off:	Notified of Completion Date:	I/We the undersigned acknowledge the foregoing as factual and I/we hereby acknowledge receipt of completed copy.
Date of Appointment:	Notified of Completion Time:	
Repair Completion Date:	Date Released:	
		Signature of owner: _____

Limited Warranty: Parts and labor are warranted for 90 days or 4,000 miles, whichever comes first. If our repair or replacement falls in normal service, and is reported, within the warranty period, we will fix it free of charge at our facility. THERE ARE NO OTHER WARRANTIES EXTENDED BY LAZYDAYS, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Customer shall not be entitled to recover any consequential or incidental damages, including but not limited to, loss of use, lost profits, lost income, etc. If customer fails to pay any amount due to Lazydays, and collection efforts are required, Customer agrees to pay reasonable attorneys' fees and court costs.

Customer agrees that he or she will carefully inspect all repaired or newly installed components and will notify Lazydays in writing, within 48 hours, if any service work has not been performed or has been performed improperly. Failure to provide timely notice will waive any claim that service work has not been adequately performed.

By \_\_\_\_\_ NAME \_\_\_\_\_ DATE \_\_\_\_\_  
 CUSTOMER SIGNATURE

HISTORY OF TIFFIN ZEPHYR OWNED BY [REDACTED]

#1 Chassis was built August 30, 2011

#2 Tiffin delivered coach to Lazy Days 3-26-12

#3 Coach was sold to a lady from Georgia who refused coach because of all the problems & none were ever corrected.

#4 Went into Lazy Days delivery shop 3-30-12

#5 Clocked 18 hours of work

#6 Sent to Tiffin factory 4-13-12

#7 Returned to Lazy Days 5-18-12 no problems corrected. These problems still exist today 7-3-13

#8 Bob Tiffin & sons came to Lazy Days to find out the severe problems this coach had.

#9 At a sales meeting around 5-20-12 they discussed the condition of this coach to see if it was safe to sell.

#10 Any questions regarding the coach & all the above information contact Jerry Martin a salesman at Lazy Days who sold the coach to the first customer. 863-944-3281

#11 9-8-12 purchased by [REDACTED] It took 20 days for pre-delivery. The mileage was 2308 and was sold to me as a new coach.

#12 9-27-12 was told it had to go back to Tiffin factory for repairs at final finish in Red Bay, Alabama. They were sending a driver to pick up the coach but I agreed to drive it to Red Bay & they would pay the fuel cost, about \$1000.00 round trip.

#13 After 7 days at Red Bay- 2 days in the chassis department I was told they could not correct the handling & noise problem in the rear of the coach and to return back to Lazy Days or a Spartan authorized agent. Could not get an appointment at Lazy Days until 10-25-12. Was at Lazy Days for 11 days then left for an appointment at Joe Sams in Orlando on 11-5-12. Joe Sams could not pin point the noise in the rear and called Spartan and it took many hours to return the call because the person was out for lunch. Charlie Fisher has all the records and told me to take the coach to Detroit Diesel in Ft. Lauderdale, Florida. After speaking with Charlie Fisher I took the coach back to Lazy Days. The coach was picked up at Lazy days 3-8-13 to return to factory in Red Bay for the 3<sup>rd</sup> time was returned to Lazy Days 4-12-13 with none of the problems corrected and in worse condition than when it went to Red Bay, the same problems it

Returned to Sezy Dup after

5 Wks AT RED BAY Factory

- 1 - Filthy - return condition disgustingly dirty
- 2 - Odor very bad
- 3 - Slides will not close - very noisy "bang"
- 4 - Marks on floor tile from slider
- 5 - Compartment doors
- 6 - Generator push out - Paint damage & adjustment
- 7 - Special Chrome trim damage
- 8 - Sliding side window on drivers side
- 9 - Dining table
- 10 - Windshield
- 11 - Blue on rubber gasket on push out
- 12 - Screen over sink (DODGE) Fwd
- 13 - Bathroom window strip
- 14 - Drivers seat belt
- 15 - Wipe seal coming off fuselage main slide at rear room

el had a meeting Monday 4-15-13 with  
Shawn Paul, James Bush, Nasser Adams, Tom Wehner

Tom Wehner 4/15/13  
James Bush 4/15/13  
Shawn Paul 4/16/13

- 16 - After walk around with Shawn Paul today 4-16-13  
Shawn noticed scratches & paint chips on the coach  
that wasn't there on his written inspection before  
coach was sent to Red Bay. Proof of this should be on  
a written report made by Shawn

(17) Leaving Logjays 4-17-13 very hard riding front end.

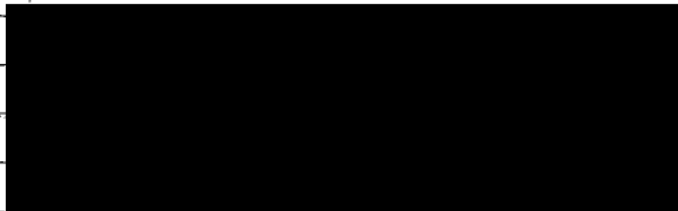
(18) Vibration on the floor & steering wheel

19 - Very loud air noise front - Ammeter opening

20 - Crackling noises + body noises drivers side in the windshield area

21 - Right front jack would not retract emergency light & keeping for 300 miles, called James Bush to check operation procedure was told to jack up with a manual floor jack.

(22) So much vibration the GPS kept going on + off





*Tiffin Motorhomes, Inc.*

4606 Ramshead Drive  
Valrico, FL 33594

**James Bush**  
Technical Support

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Fax: 813-329-6124

Email: [tiffintech@tampabay.rr.com](mailto:tiffintech@tampabay.rr.com)  
[jamesbushtiffintech@gmail.com](mailto:jamesbushtiffintech@gmail.com)



*Tiffin Motorhomes, Inc.*

2630 Little Country Road  
Parrish, FL 34219

**Tom Webber**  
Dealer Support Group

Phone: 941-322-4795  
Fax: 941-776-2314

Email: [tiffintech@tampabay.rr.com](mailto:tiffintech@tampabay.rr.com)

**Shawn Paul**  
CROWN CLUB SERVICE ADVISOR

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CELLULAR  
813.393.7948  
FAX  
813.342.4136  
EMAIL  
[spaul@lazydays.com](mailto:spaul@lazydays.com)

**Lazydays**  
CROWN CLUB

*Tiffin Motorhomes, Inc.*

*HANSEN ADAMS  
TECHNICAL SUPPORT (NO CARD)  
662-424-0555*

7-210-0 11

From: [REDACTED]  
To: liz.jones <liz.jones@tiffinmotorhomes.com>  
Subject: Slide out  
Date: Mon, Apr 22, 2013 12:03 pm

Mr. Bob the main reason that the coach was sent to you the slide out on the passenger side came out 10 times while driving on the highway this was suppose to have been repaired. It came out 2 times while driving home after leaving Lazy Days this was suppose to have been repaired when you sent the coach back. I was so upset and disappointed that I forgot to mention this in my previous e-mail. I did call James Bush Friday after returning home and told him about the slideout coming out. Thank You, [REDACTED]

<http://mail.gal.com/27655.111/col.6/col.html?PrintMessage=1>

10/1/2013

SPRTN\_1

These pictures show the biggest problem or defect in this coaches body movement when on load leveling & driving along the highway.

#1 There is no way that this problem can be corrected without removing the coaches body from the chassis to inspect the problem.

#2 Install a heavier chassis to carry the body weight. This coach has a K2 chassis when other coaches of the same size & weight call for and use a K3 chassis.

#3 The stress crack in the windshield was caused by body movement & will continue to damage the windshield as long as I own the coach, this was told to me by several techs at Lazy Days.

**VERY important**  
**PLEASE READ**

Don  
Backout

It was sold to me as DEMONSTRATOR  
a New 2013 model motor

I purchased this 2013 Zephyr on September 8, 2012 from Lazy Days it had 2,308 miles on engine & over 300 hours on generator. The whole electrical system was completely dead and had to be jump started before it could enter the service department. They told me they found a main fuse that was burnt out. Then it took from 9-8-12 until 9-25-12 before it was ready for delivery because it had so many problems and waiting for parts from Tiffin. Now they told me Tiffin wanted the RV back to Red Bay so they could complete the delivery and they would send a driver to transport the RV there and return it back to Lazy Days. I made an agreement with Tiffin agent Mr. Hanson who sat up all of the appointments at Tiffin and he also offered to cover all the fuel expense for the trip to and from Red Bay, total bill around \$1000.00 dollars which I gave him the receipts for but never received payment as of this date.

Once we got to Red Bay we were treated with open arms by all the staff they were all very professional and polite and knew their job. Once we went to final finish Dwayne Emerson introduced himself then he and all of his techs got on the RV and completed all of the problems that could be covered by final finish. During their check up they heard a noise in the rear while they were driving in the parking lot. Dwayne notified the chassis department and sat up an appointment so they could check the bouncing in the front end and the noise in the rear. Once at the chassis department they started their inspection immediately and for two solid days after several road test 6 to 8 techs could not find the problem, they it up on the lifts for at least 6 or 7 times tighten all the bolts around the chassis still never corrected the problem. The manager of the chassis department told me he had called Spartan company to find out if they could be of any assistance and could help with the problem, Spartan never returned his two calls. Late the 2<sup>nd</sup> day he informed me that there was nothing else he could do he had done all he could do and could not correct the problem and to return back to Lazy Days and sat up an appointment with a Spartan dealer. Once I got to Lazy Days I spoke with Shawn Paul he informed me to get in touch with Joe Sams in Orlando one of the best chassis companies in the US and the world. Once at Joe Sams I spoke with service manager Barry he wanted to take a road test so he could hear the noise. During the road test he repeatedly heard the noise and said he had never heard that noise before. He drove it into the service department and put it on a large chassis machine which shook the whole coach for several minutes while they were under the coach trying to listen for the noise, never heard anything. They checked all the bolts and said he could see where Tiffin had already tighten the bolts, there were wrench marks, but he also tried tightening them. After several hours an another road test Barry called Spartan Company to see if they had a problem like this before. After several hours of waiting for a phone call from Spartan Barry advised me that I should leave and if he heard anything he would let me know. On the way returning to Deerfield Beach, my home, Barry called me and said he got an e-mail from Spartan and it was only the bolts specification. He had already done the bolt check and so had Tiffin. He told me if I wanted to return I could but there was nothing else he could do. Barry told me the shocks on the front were the heaviest made for that vehicle.

Now I am going to a new problem, my slide outs. I had a problem with the passenger slide out sliding out while driving. I spoke with Tiffin while I was in Red Bay he was told that I was not operating the slide correctly. The slide came out at least 10 times while driving and again I was told that I was not operating the slide right and was allowing air to get into the cylinders that I should pull off the highway and let the slide all the way out and return the slide and hold the button for quite awhile after the slider

was in. Everybody was correct air was getting into the cylinder but they forgot to say that there had to be oil in the pump . After I checked the oil in the pump tank it was empty, no oil just air. Once I added 3 quarts of oil the slide came in tighter.

Problems with the Zephyr: Passenger seat, bounce in front end, noise in the rear, automatic levers, odor in half bath sink, bad water leaks in both slide outs, rubber stripping on floor, generator switch, cargo doors , dishwasher automatic switch, cushion missing, hot water, bed mattress, rear flap Zephyr, roof deflector or spoiler, tile near sink & wall, dining table not straight, rug in bedroom under vanity, vac box near bed loose, weather stripping over TV an bathroom window, outside weather stripping on passenger slide out, bathroom shower stripping, outside dryer vent, overhead light over table, shade over sofa, outside porch light, bathroom toilet.

Never received owners manual

The generator compartment has a bad air leak and door to small for the opening.

Right front tire hitting hoses & connections going into the right hand push out.

I would like to send this Coach to the Tiffin factory driven from Lazy Days to Red Bay by one qualified engineer so that he can see for himself the problems I am having on his trip back to Red Bay.

I am not happy with the performance of this coach and do not feel safe driving it. Before any decisions are made I would like to discuss our next step.

[REDACTED]

[REDACTED]

Page 1

2308.

Total Travel Estimate: 695.08 miles - about 11 hours 20 minutes



3-1-13  
12:30 PM

Letters to Bob  
Jeffers

Bob after you, your staff & the person who will deliver this coach to Red Bay have a chance to discuss the problems I would appreciate a call concerning the replacement of this Zephyr for a new Zephyr. This one has had to many problems.

There is a concern that this chassis is not strong enough to carry the weight of the body and that could cause the cargo doors to get out of line when the jacks are lowered. A new passenger seat was ordered at time of delivery did not receive it and was told they would have to change both passenger & driver seat because they do not use this type of seat any longer.

The mattress, passenger seat, coffee table & sofa cushions were removed from this coach for placement in another coach upon my purchase, I assume. This coach was used in rallies for demonstration purchases, that is why it shows 2308 miles the day of purchase.



Returned to Sea Days after 5 wk at Jiffen Factory

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- 10 - Windshield
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I had a meeting Monday 4-15-13 with  
Shawn Paul, James Bush, Nansen Adams, Tom Welker

Tom Welker 4/15/13  
Nansen Adams 4/15/13  
James E Bush 4/15/13  
Shawn Paul 4/16/13

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Shawn noticed scratches + paint chips on the coach  
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- 22 - So much vibration the GPS kept going on + off



*Tiffin Motorhomes, Inc.*

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**James Bush**  
Technical Support

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[jamesbushtiffintech@gmail.com](mailto:jamesbushtiffintech@gmail.com)



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**Lazydays**  
CROWN CLUB

Tiffin Motorhomes, INC.

HANSEN ADAMS

TECHNICAL SUPPORT

(NO CARD)

662-424-0555

# 7 Cargo doors do not open & close , out of line. Check photos sent in last package

# 8 Generator door too small for opening in body

Questions #1 thru #8 still have problems and have not been repaired

The RV was returned to me 4-12-13 at Lazy Days after 5 weeks at Red Bay Tiffin factory for the above repairs.

RV has 7,000 miles and is in storage & cannot be driven. The date of arbitration the RV will have the same mileage.

I would welcome & appreciate a qualified RV professional to accompany me to inspect this RV while it is in storage or someone from the Attorney General's office.

# SPARTON REPORT

Field Service Report			
Owner Name	Owner Address	Mileage In	Mileage out
[REDACTED]	Cell: [REDACTED] Beach, FL, [REDACTED]	7088	7107.6
Vin#	Onsite Location	Date In	Date Out
4VZAU1E94CC [REDACTED]	Lazy Days, Seffner, FL		6/22/2013
The initial test drive was driven with Customer present. Coach test driven after repairs completed, now coach is operating as designed. Caoch returned with full fuel tank for goodwill.			

<b>Item 1</b>	Vibration felt through coach
<b>Cause</b>	Prop shaft damaged by hitting cross member while driving with the suspension deflated, Prop shaft not seated fully into the Transmission yolk, damaged yolk (not installed properly after the vehicle was towed)
<b>Correction</b>	Replace Prop shaft and strap kit, clean up transmission yolk. Labor time: 2hrs
<b>Classification</b>	A1 Policy (customer goodwill)

<b>Item 2</b>	Loud popping noise heard from the rear of the coach
<b>Cause</b>	HTB shifting from side to side
<b>Correction</b>	Install new axle tower hardware, center axle and torque to speck. Labor time: 4hrs
<b>Classification</b>	A1 Policy (customer goodwill)

<b>Item 3</b>	Oil leak at driver side drive axle wheel end
<b>Cause</b>	Inner wheel seal leak, zero endplay measured
<b>Correction</b>	Replace inner wheel seal, bearings, races, and axle shaft gasket. Set endplay to .003". Labor time: 2.5hrs
<b>Classification</b>	V2 Vender warranty

<b>Item 4</b>	Intake plumbing kinked
<b>Cause</b>	Found the intake plumbing to be miss-aligned
<b>Correction</b>	Cut 1/2" off of aluminum pipe between air cleaner and turbo, rotated air cleaner and aligned intake plumbing. Labor Time: 1.5hr
<b>Classification</b>	A1 policy (customer goodwill)

<b>Item 5</b>	Air compressor discharge line rubbing on frame rail
<b>Cause</b>	Air line was not routed properly
<b>Correction</b>	Re-routed airline and used a stand off clamp to keep away from frame rail. Labor Time: 1hr
<b>Classification</b>	M2 Manufacturing warranty

<b>Item 6</b>	Fuel line rubbing on mud flap hanger bracket
<b>Cause</b>	After mud flap bracket was installed the fuel line was not re-routed
<b>Correction</b>	Re-routed fuel line. Labor Time: 1.5hr

<b>Classification</b>	A1 Policy (customer goodwill)
-----------------------	-------------------------------

<b>Item 7</b>	Coach seems to be all over the road
<b>Cause</b>	Ride heights are off and the coach was never aligned
<b>Correction</b>	Set ride heights and perform total chassis alignment. Labor Time: 5hrs
<b>Classification</b>	A1 Policy (customer goodwill)

<b>Item 8</b>	Steering feels loose
<b>Cause</b>	Short drag link ends had excessive play in them
<b>Correction</b>	Replace short drag link ends. Labor Time: 1.5hrs
<b>Classification</b>	A2 Manufacturing Warranty

<b>Item 9</b>	Hydraulic line cracked at the fitting of the reservoir
<b>Cause</b>	Tension on the line and angle of the fitting
<b>Correction</b>	Replace hydraulic line. Labor Time: 1.5hrs
<b>Classification</b>	M2 Manufacturing warranty

<b>Item 10</b>	ABS module and harness melted
<b>Cause</b>	When the house bracket was torched out they melted the harness and module
<b>Correction</b>	Replace module and solder in new wires. Labor Time: 3hrs
<b>Classification</b>	A1 Policy (customer goodwill)

<b>Item 11</b>	Coach has a boat feel
<b>Cause</b>	Koni shocks were installed instead of the stock Bilsteins
<b>Correction</b>	Install New stock Bilstein shocks. Labor Time: 1hr
<b>Classification</b>	A1 Policy (customer goodwill)

**From:** Fisher, Charlie D. <Charlie.Fisher@spartanchassis.com>  
**To:** [REDACTED]  
**Subject:** Vin CC [REDACTED]  
**Date:** Fri, Nov 9, 2012 9:50 am

---

[REDACTED] here is the recap you requested from our conversation on Tuesday. I checked the notes in the case and as Shane explained to you on 10/18 we show no records where Tiffin contacted us for direction. Shane did start a case on that day and he contacted Tiffin after your call and they admitted that the Tiffin tech had not called Spartan.

I checked with the Spartan tech who sent the email to Josams Monday and he stated he took the call from the service center before lunch and researched the noise complaint and when he returned from lunch he emailed the Josam's the manual with direction to re-torque the rear HTB suspension system and drive the unit again and call or email us with the results. They did not respond until 10:00 AM Tuesday they emailed the tech that you had left with the coach and they would call to see if you would bring the coach back to perform what we had asked.

Since then I have talked to JC Blackburn at Tiffin and he said the only thing his techs did there were to re-torque the rear suspension U-bolts and it made no change to the noise.

Our recommendation would be to make an appointment with Expert Diesel in Fort Lauderdale, FL which is 20 miles from your home. They are a Spartan Chassis authorized service center who is qualified to diagnose and repair the noise in the rear of your coach. If you make an appointment with them that works for your schedule and let me know when it is, so we can have it on our calendar to notify us automatically that it is there. It may take more than one day to diagnose the cause of the noise and repair the unit but it will be fairly near your home.

Please let me know if you will be taking it to Expert Diesel or if it is going somewhere else to have it diagnosed so we can get this resolved. My direct number is 517-543-6400 ext. 3405 or you can reach us at the 800 number below or you can email me using my email address below.

Thanks

**Charlie Fisher**

Retail Customer & Product Support (CPS)



Spartan Chassis, Inc.

P: (800) 543-4277

From: JosamUsa2 <JosamUsa2@aol.com>

To: [REDACTED]

Subject: Fwd: Chassis info

Date: Mon, Nov 5, 2012 2:30 pm

Attachments: HTB210ServiceManualTp\_261aMay2007.pdf (6499K)

---

From: Chris.Anzaldua@spartanchassis.com  
To: josamusa2@aol.com  
Sent: 11/5/2012 1:06:17 P.M. Eastern Standard Time  
Subj: Chassis info

Page 68 has torque specs for the upper torque box and the U-bolts for the axle, please re torque and let us know if there is a difference after a test drive.

**Chris Anzaldua**

RV Chassis Dealer Technical Support

(CPS) Spartan Chassis Inc.

clanzald@spartanmotors.com

800-393-8861 option 2

(517)541-3836 fax.

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Print Date: 11/6/2012 10:48:40  
Spartan Motors Case Report

Call Log

**Changed Date:** 11/6/2012      **Changed Time:** 10:48:40      **Changed by:** clanzald  
**Description:** Email from Barry.

**Text:** From: JosamUsa2@aol.com [mailto:JosamUsa2@aol.com]  
Sent: Tuesday, November 06, 2012 10:21 AM  
To: Anzaldua, Chris L.  
Subject: Re: Chassis info

Chris the customer has already left, I will see if he can return to us at a later date.

In a message dated 11/5/2012 1:06:17 P.M. Eastern Standard Time, Chris.Anzaldua@spartanchassis.com writes:  
Page 68 has torque specs for the upper torque box and the U-bolts for the axle, please re torque and let us know if there is a difference after a test drive.

Chris Anzaldua

Call Log

**Changed Date:** 11/6/2012      **Changed Time:** 11:54:31      **Changed by:** cdf73  
**Description:** owner called

**Text:** owner called very upset because he took his coach to Josams for a noise in the rear of the coach that he had taken it to Tiffin for and they couldn't fix it and the owner stated they called us and we didn't return their call. Our records show different.

The owenr stated that he got there Sunday evening and stayed over for a Monday appt and Josams called us and we had not replied by 2:30pm so Josams said to take the coach and drive it because they couldn't get us to return their calls.

I told the owner I was suprised that Josams didn't call again to get someone because we normally if a s/c doesn't get through the first time they just call back a few minutes later.

The owner stated he wanted to know who was going to compensate him for driving 2200 miles to get this repaired. I told him I would like to research some details in the case and call him back and he said that was fine but he also wanted it in an email. I agreed.

## Spartan Motors Case Report

Call Log

**Changed Date:** 3/21/2013      **Changed Time:** 09:26:55      **Changed by:** clanzald  
**Description:** Call from Grey @ Tiffin

**Text:** Grey state that this unit is back with them, they want assistance in getting the popping noise fixed, I sent him the manule asking him to identify components that are moving, he stated that his tech could move suspension patrs with a crow bar. I stated that everything is numbered, let me know what they find.

Call Log

**Changed Date:** 4/10/2013      **Changed Time:** 10:33:50      **Changed by:** cdf73  
**Description:** owner called

**Text:** owner called very upset because he said he called Tiffin to find out if his coach was repaired and he stated that Greg told him that the bolts needed to repair it had just arrived yesterday from Spartan and he told him last week that they would be there last week. I told him I didn't see any notes where Tiffin has contacted us about his unit since 3/21 when they called in and we sent him a manual to point out what was moving and we would ship them what was needed.

The owner requested that I contact Greg at Tiffin and find out what is going on and call him back with a report.

Call Log

**Changed Date:** 4/10/2013      **Changed Time:** 10:35:48      **Changed by:** cdf73  
**Description:** called OEM

**Text:** called OEM and left a message for Greg Dees wanting to know what is up with this coach. I stated that the owner just lit me up because he was told that the parts coming from Spartan were late causing this delay and I told the owner we haven't been contacted on this unit since 3/21. I left my direct number for a call back.

### Lemon Law

As you can see in my letters to Mr. Bob Tiffin I had no intentions of filing a lemon law suite against him or Tiffin Company. As time went on and the problem got more severe I needed some questions answered. At first I thought it was my inexperience in operating the RV push outs. I kept calling different techs and they all lead me to believe yes it was me. After one or two times with the push out opening I was sure it wasn't me. Now on my first trip to Red Bay factory I was on route 75 a few miles from Lazy Days I noticed the RV bouncing on a straight and new highway. I called back to Lazy Days to make sure I had the ride control in the right position. Dave Gladston a tech at Lazy Days went over it with me while I was driving and all of the controls were in the correct positions. Further in the trip on route 10 I went over a bump in the road and the RV bounced about 100 yards, I almost lost control of the RV. I pulled over to see what caused the RV to bounce I saw nothing. When I got to Red Bay factory a chassis expert took the RV with me & Shirley for a test ride. Leaving the Tiffin parking lot we went over a railroad track and one of the cargo doors opened. After a few miles he turned back and said there are different shocks you could have installed. Then the RV was sent to the chassis shop for the noise then some expert came up and did nothing but talk to other techs and they all agreed they could do no more. They suggested me to go to a Spartan dealer, I thought they were the Spartan dealers there expert worked for Spartan before going to Tiffin, or go back to Lazy Days. The rest is in different parts of my letters to Mr. Bob Tiffin. I called Spartan from Lazy Days to get permission to go to Josams in Orlando, got permission to go. Went to Josams then back to Lazy Days, then from Lazy Days the coach went to Red Bay, then the coach came back from Red Bay to Lazy days, and now I own the problem according to Mr. Ken Meal, customer relations. Now about Mr. Ken Meals in talking with him April 22, 2013 I found out he was the person that called me from California March 4, 2013 late in the evening demanding me to have my coach ready for a pick up at 8 am the following morning with very little notice. Then he told me he didn't care what I did or say he would have another chance to repair my coach that he knows how to handle the lemon law and how it works, that was his last chance and he failed.

About 20 minutes after his call Mrs. Smith returned my call and explained the law in a very proper and understanding manner. Like I explained earlier in this letter I wasn't thinking lemon law so I did not follow proper protocol but I know everyone in Tiffin Company knows about the problems this coach has. I have 5 e-mails that were sent to Mr. Bob Tiffin and he did return telephone calls to me at least 5 times, he knows about the severe problems this coach has. Mr. Tiffin personally talked to heads of all the major department managers that worked on this coach, I can produce their names if needed.

The generator compartment has a bad air leak and door to small for the opening.

Right front tire hitting hoses & connections going into the right hand push out.

I would like to send this Coach to the Tiffin factory driven from Lazy Days to Red Bay by one qualified engineer so that he can see for himself the problems I am having on his trip back to Red Bay.

I am not happy with the performance of this coach and do not feel safe driving it. Before any decisions are made I would like to discuss our next step.

[REDACTED]

[REDACTED]

*Windshield cracked*

On March 4, 2013 Ken Schielka told me he had called Tiffin Corp. about the major problems with my coach. I asked if he had called Bob Tiffin and he said he had called the #2 and #3 person at Tiffin under Bob Tiffin. Mr. Schielka is top service manager of Crown Club and also top service manager in charge of all service at Lazy Days.

From: [REDACTED]

To: liz.jones <liz.jones@tiffinmotorhomes.com>

Subject: Coach

Date: Mon, Apr 22, 2013 11:07 am

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Mr. Bob as you know I received my coach Friday April 12th at Lazy Days after a 5 week stay at your factory in Red Bay. Alabama. With in several minutes of looking over the coach I found along with Lazy Days techs several major problems. that was not corrected at your factory. The 15th of April I gthat this was a 2012 chassis ot in tooch with tiffin representatives Tom Webber, James Bush & Hansen Adams to accompaniment me to check out the serious describable problems with the coach. I had them sign a paper to that affect and they seemed to be much disturb with the problems listed below.

April 22nd at 9 am I spoke with Charles Fisher at Spartan to find out when the chassis was manufactured because I received a letter from your service department that this was a 2012 chassis. After speaking with Mr. Fisher I was told this chassis was built August 30th 2011. I purchased this coach 9-8-2012 as a 2013 model, something is wrong. I beleive that is why I am having so many problems with this coach. The life of the tires have been reduced by 2 years which means 3 years remaining. Keep in mind I only drove this coach 1000 miles. It is time we resolve this problem and Mr. Bob Tiffin & [REDACTED] have to come to some conclusion immediatly. I inquired about a trade in and was told that the value had decreased by \$250,000.00. It cost me \$250,000.00 to drive a thousand miles. A fax will follow this mail. [REDACTED]

Slide out

Page 1 of 1

From: [REDACTED]  
To: liz.jones <liz.jones@tiffinmotorhomes.com>  
Subject: Slide out  
Date: Mon, Apr 22, 2013 12:03 pm

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Mr. Bob the main reason that the coach was sent to you the slide out on the passenger side came out 10 times while driving on the highway this was suppose to have been repaired. It came out 2 times while driving home after leaving Lazy Days this was suppose to have been repaired when you sent the coach back. I was so upset and disappointed that I forgot to mention this in my previous e-mail. I did call James Bush Friday after returning home and told him about the slideout coming out. Thank You [REDACTED]

SPRTN\_00060

# 7 Cargo doors do not open & close , out of line. Check photos sent in last package

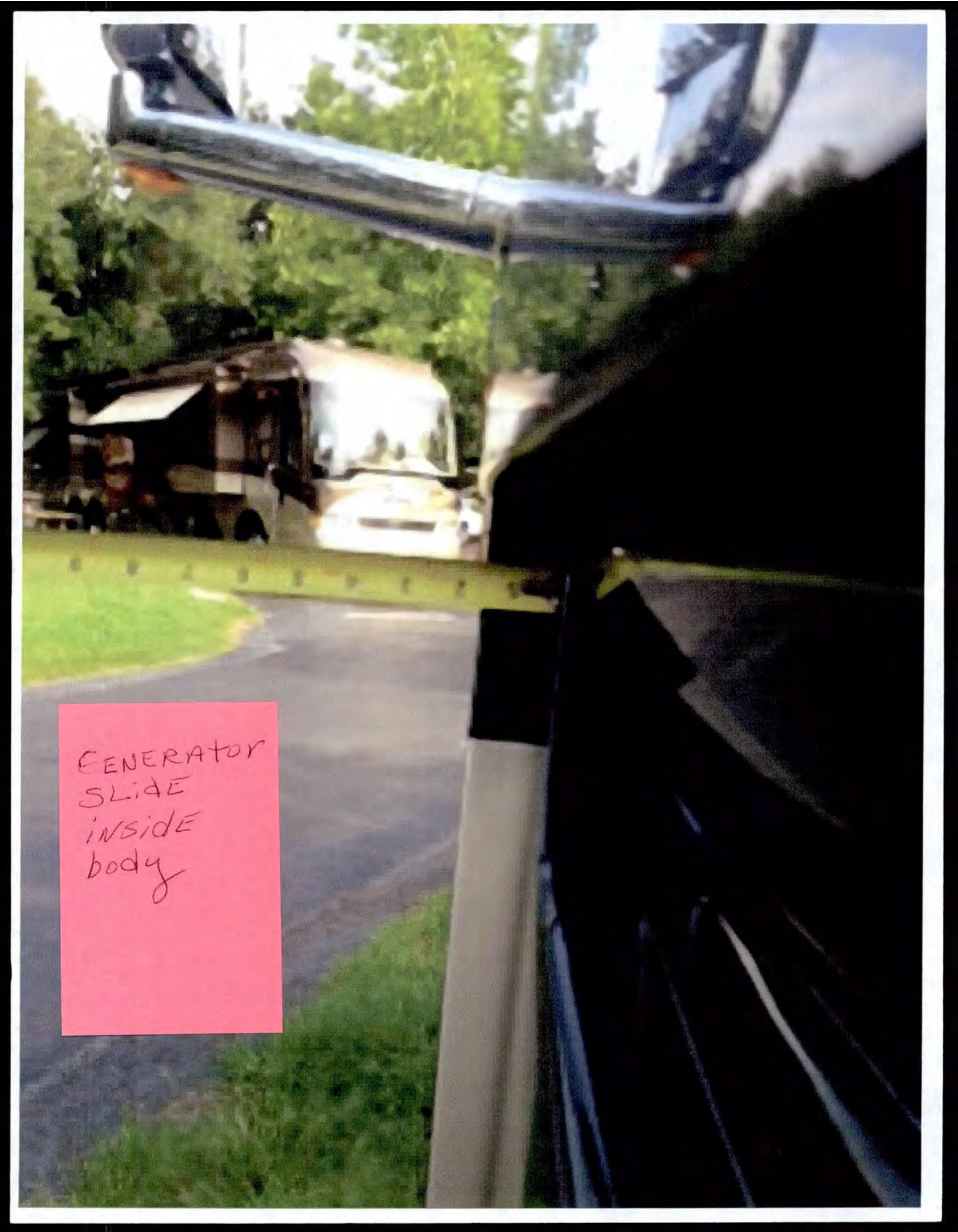
# 8 Generator door too small for opening in body

Questions #1 thru #8 still have problems and have not been repaired

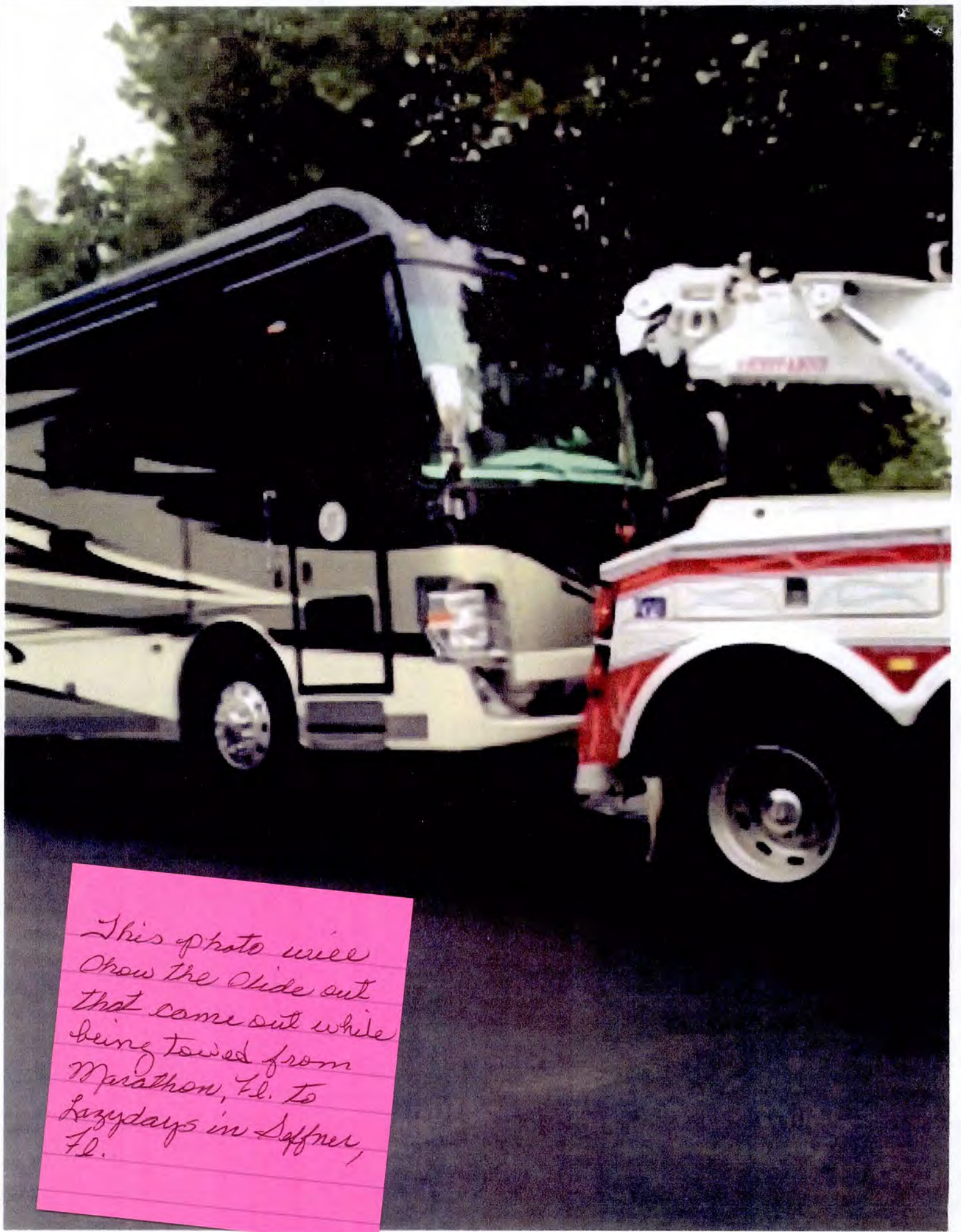
The RV was returned to me 4-12-13 at Lazy Days after 5 weeks at Red Bay Tiffin factory for the above repairs.

RV has 7,000 miles and is in storage & cannot be driven. The date of arbitration the RV will have the same mileage.

I would welcome & appreciate a qualified RV professional to accompany me to inspect this RV while it is in storage or someone from the Attorney General's office.



GENERATOR  
SLIDE  
INSIDE  
body



This photo will  
show the slide out  
that came out while  
being towed from  
Marathon, Fl. to  
Lazydays in Seffner,  
Fl.

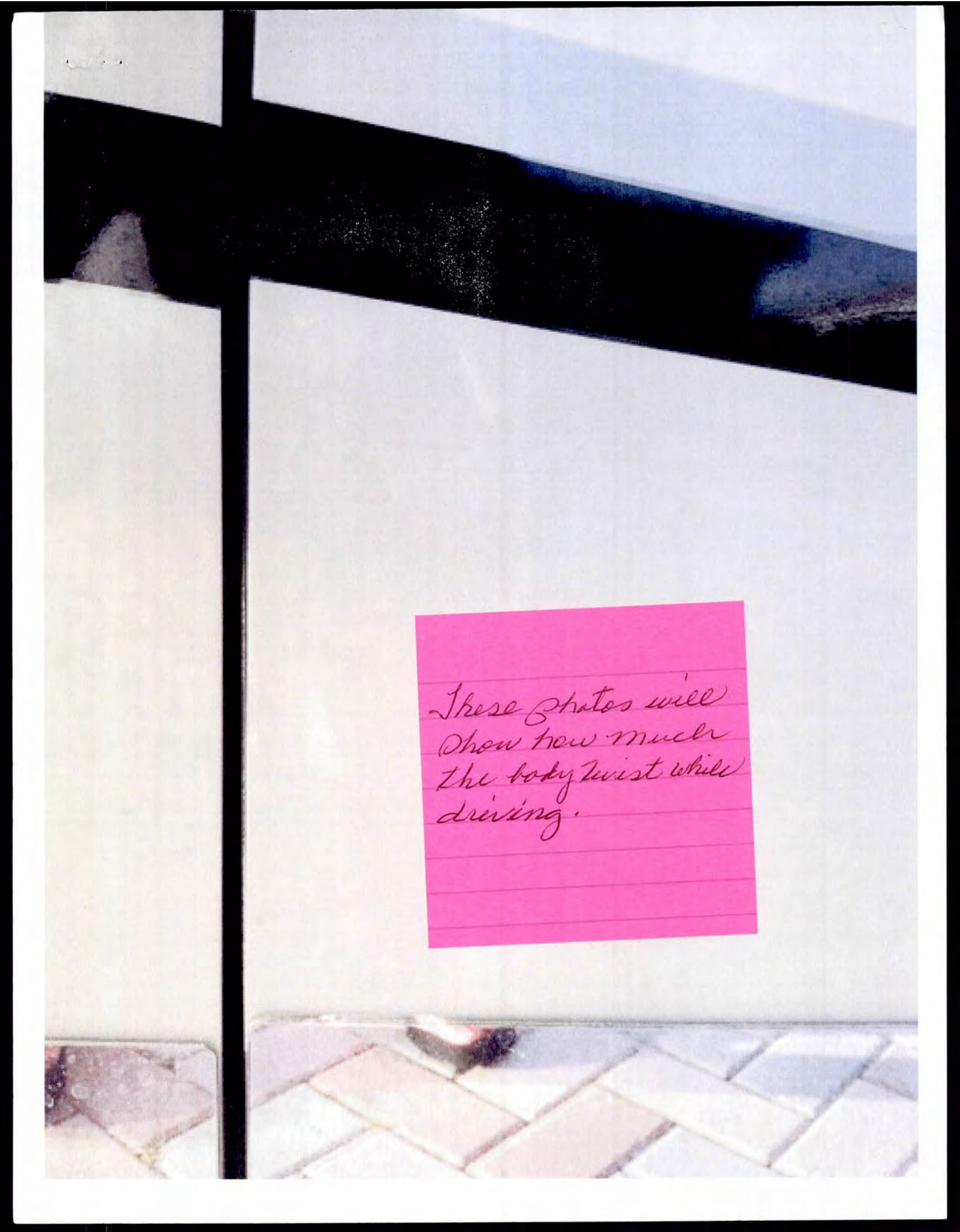








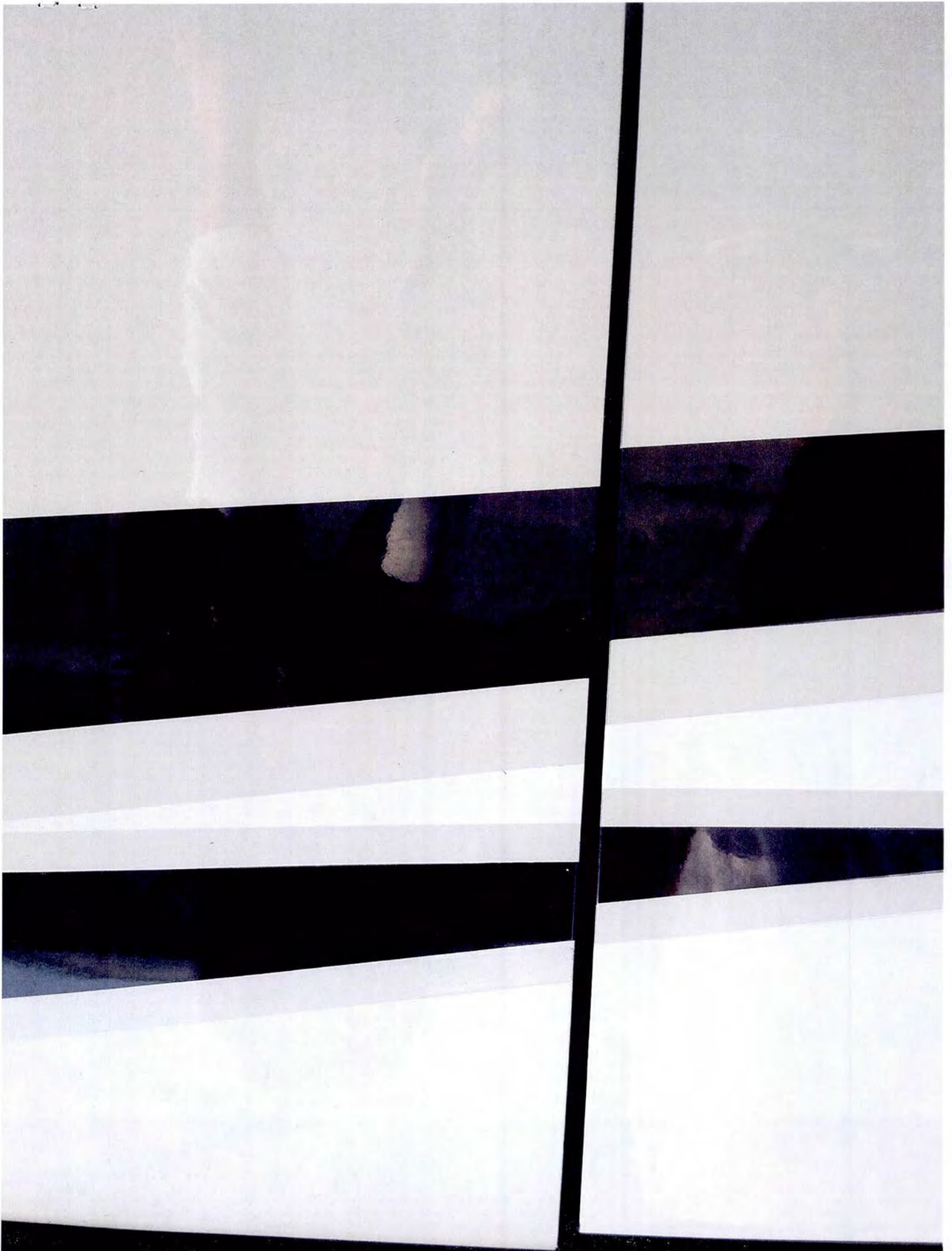




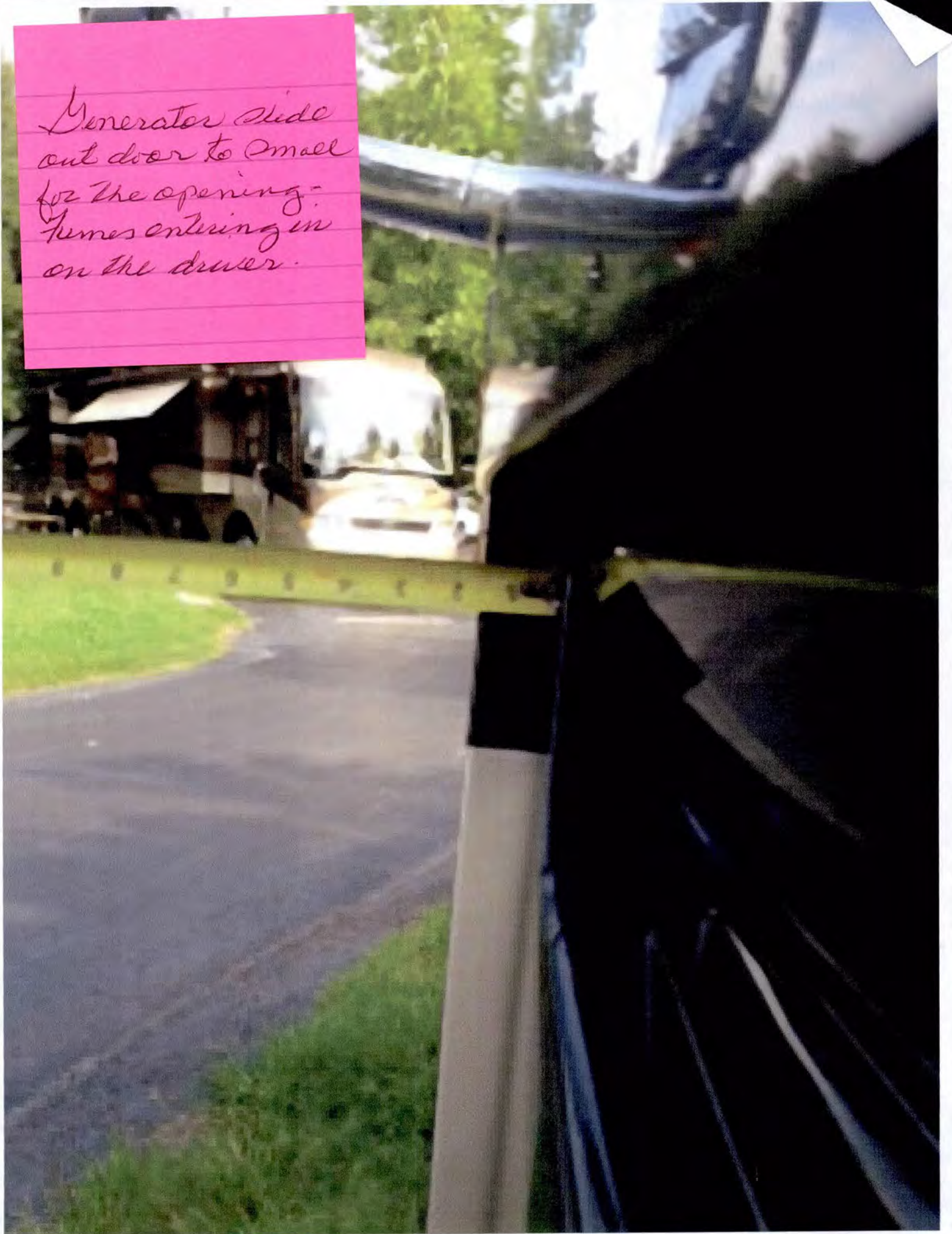
*These photos will  
show how much  
the body twist while  
driving.*





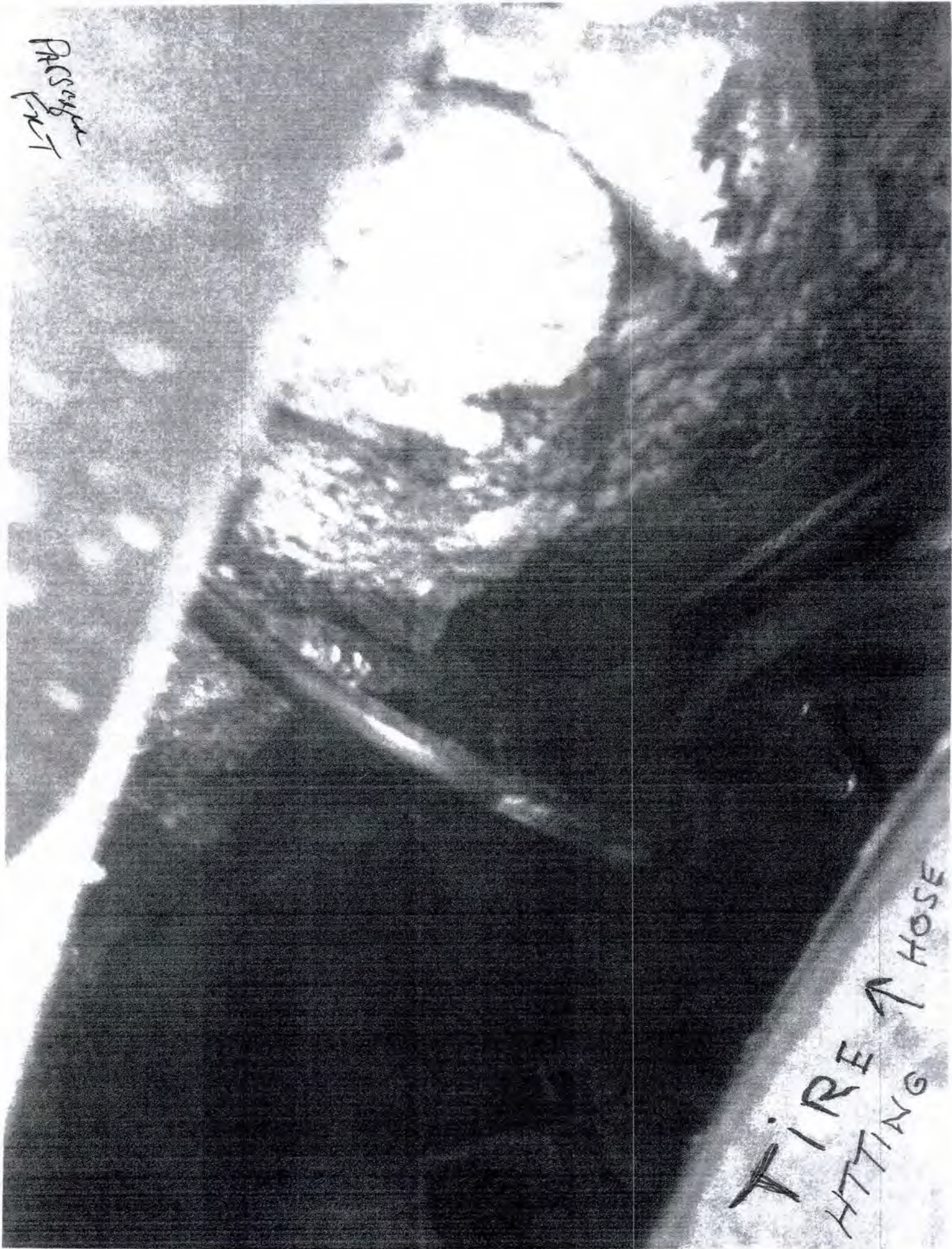


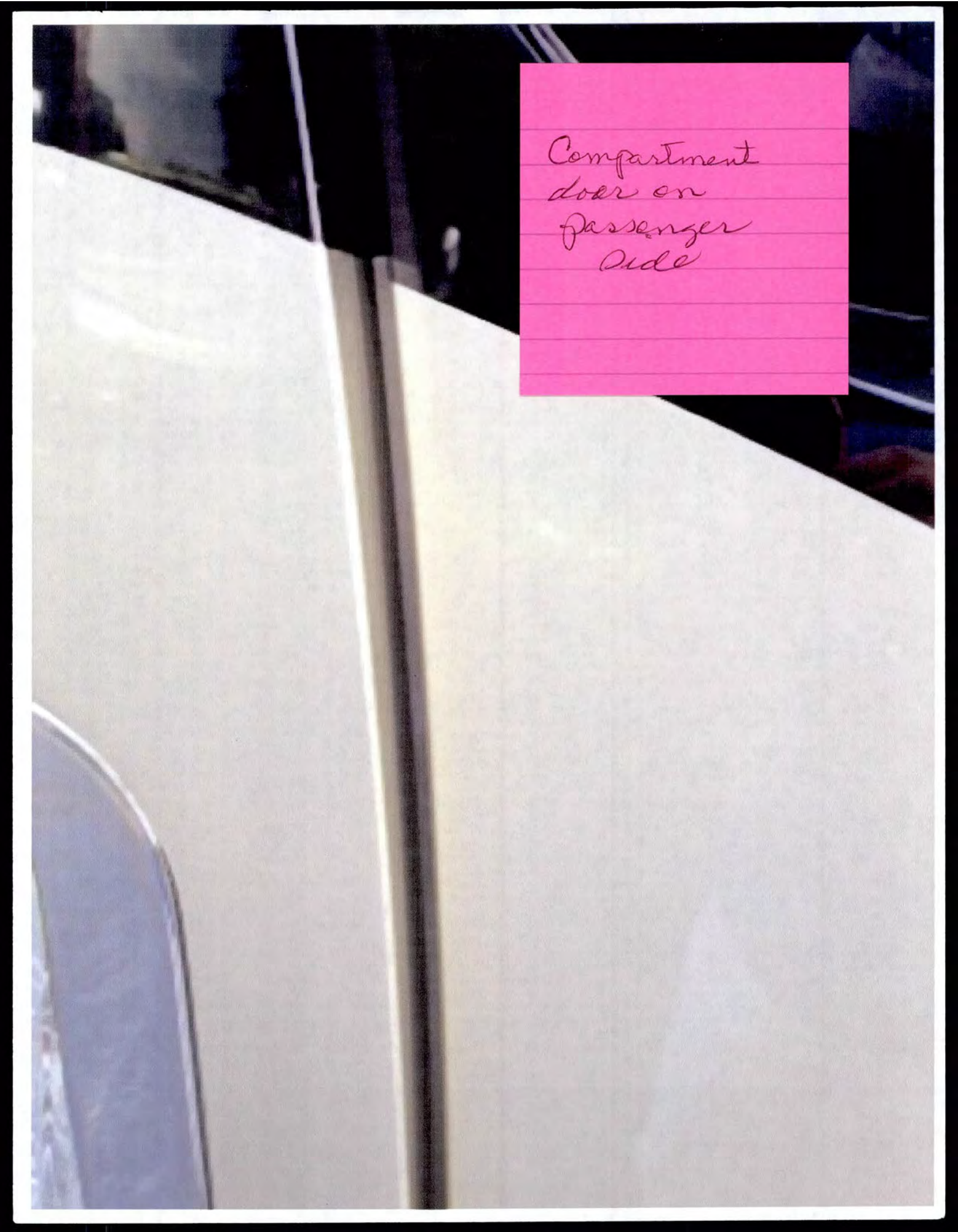
Generator slide  
out door to small  
for the opening -  
times entering in  
on the driver.



PASSENGER  
EXIT

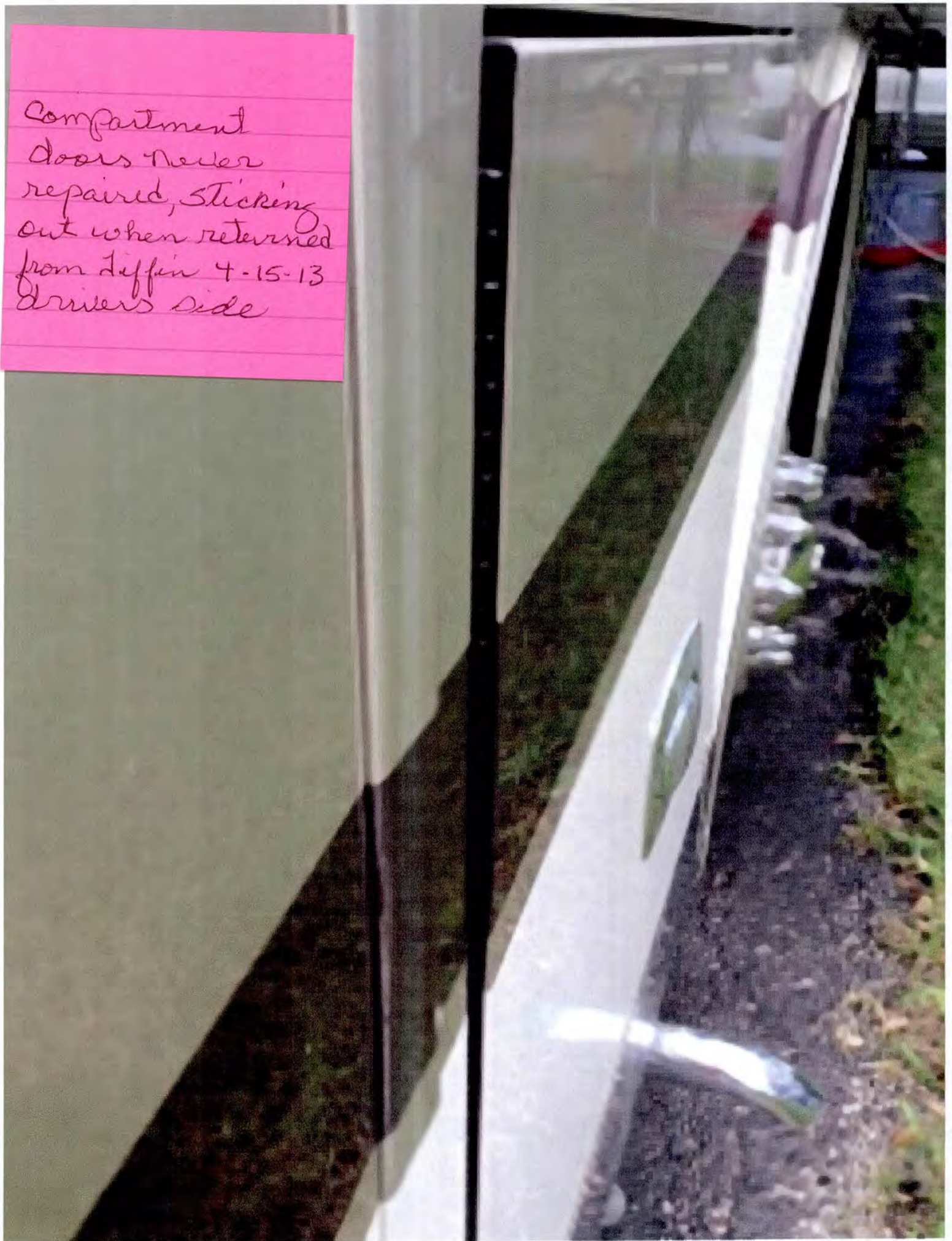
TIRE → HOSE  
HITTING



A photograph showing a close-up of a white, textured compartment door on a passenger side. The door is slightly ajar, revealing a dark interior. A pink sticky note is attached to the upper right portion of the door. The note contains handwritten text in cursive. The background is dark and out of focus, suggesting an interior setting like a vehicle or a small cabin.

Compartment  
door on  
passenger  
side

Compartment  
doors never  
repaired, sticking  
out when returned  
from Tiffin 4-15-13  
drivers side



DEERFIELD BEACH, FL.



US DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY  
TRAFFIC SAFETY ADMINISTRATION  
OFFICE OF DEFECTS + INVESTIGATIONS  
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