


MAR 12 2014

 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 27-JAN-2014		Repository <input type="checkbox"/> Reference No. 10561618	
OWNER INFORMATION (Type or Print)			Daytime Telephone Number [REDACTED]	
Name [REDACTED]			E-mail Address [REDACTED]	
Address [REDACTED]			Evening Telephone Number [REDACTED]	
City NEW VILLE		State PA	Zip Code [REDACTED]	

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).

VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4UZAAJDT7EC [REDACTED]		Make FLEETWOOD	Model EXCURSION	Model Year 2014
Date Purchased 10/29/2013	Dealer's Name and Telephone Number FLEETWOOD Headquarters		Engine: No: Cylinders	Fuel Type: Diesel
Original Owner <input type="checkbox"/>	Dealer's City DECATUR	State IN	Zip Code 46733	
Transmission Type Auto	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Cummins 300 Engine	Multiple Failure: Main Frame Brackets P/N 810-0572	Incident Date(s) 10-JAN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 162000 STRUCTURE: BODY, 980000 UNKNOWN OR OTHER		Failure Mileage 1500 DAY 1-	Failure Speed

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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				
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2014 FLEETWOOD EXCURSION. THE DEALER STATED THE MOTOR HOME WAS MISSING BRACKETS ON THE REAR DRIVERS SIDE. THERE WERE ALSO BROKEN BRACKETS ON BOTH SIDES OF THE REAR WHEELS OF THE MOTOR HOME. THE MANUFACTURER STATED THAT THEY WOULD FIX THE MOTOR HOME FREE OF CHARGE. THE CONTACT STATED THAT HE PURCHASED THE MOTOR HOME BRAND NEW AND THE FAILURE OCCURRED WITHIN TWO WEEKS. The failure occurred right from assembly line. See DWG 01B00006 part # 810-0572 Item 1. Broken welds poor welding AND missing Bracket high-lites on DECAUR. Dealer then extends welds on all brackets on part # 810-0572. See high-lites repaired welds on DWG 01B00006. There are FATAL FLAWS ON ALL BRACKETS.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

This unit is not only RV out there why isn't someone following up on the A.S.A.P? Post someone need to die or be injured before your Department reports to this complaint I also inspected at TAMPA RV Show on 1/19/14 the same RV unit, model, year missing brackets and told the dealership AND LAZY DAYS RV. The produce 18 RV units per day from this facility. Also brackets never removed over engine.

X 13 PAGES OF WORK ORDERS - THIS IS NOT POOR WORKMANSHIP

ATTACH ADDITIONAL SHEETS IF NECESSARY

IT IS NEGLIGENCE photo's included

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



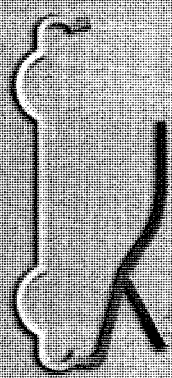
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**





Think your vehicle as a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
**Vehicle Safety Hotline
888-327-4236**

NHTSA is a Division of the U.S. Department of Transportation
National Highway Traffic Safety Administration



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: 27-JAN-2014
Repository:
Reference No.: 10561618

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: NEW VILLE State: PA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4UZAADT7EC [REDACTED]
Make: FLEETWOOD Model: EXCURSION Model Year: 2014
Date Purchased: 10/29/2013 Dealer's Name and Telephone Number: Fleetwood Headquarters Engine: No: Cylinders: Diesel
Original Owner: Dealer's City: Decatur State: IN Zip Code: 46733
Transmission Type: Auto Antilock Brakes Cruise Control Powertrain: Cummins 300 Engine Multiple Failure: Motor Frame Brackets PIN 810-0572 Incident Date(s): 10-JAN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 980000 UNKNOWN OR OTHER Failure Mileage: 1500 Failure Speed: Day 1-

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2014 FLEETWOOD EXCURSION. THE DEALER STATED THE MOTOR HOME WAS MISSING BRACKETS ON THE REAR DRIVERS SIDE. THERE WERE ALSO BROKEN BRACKETS ON BOTH SIDES OF THE REAR WHEELS OF THE MOTOR HOME. THE MANUFACTURER STATED THAT THEY WOULD FIX THE MOTOR HOME FREE OF CHARGE. THE CONTACT STATED THAT HE PURCHASED THE MOTOR HOME BRAND NEW AND THE FAILURE OCCURRED WITHIN TWO WEEKS. The failure occurred right from assembly line. See DWG 01B0006 part # 810-0572 Item 1. Broken welds poor welding AND missing Bracket high-lites on DRAWING. Dealer then extends welds on all brackets on part # 810-0572 see high-lites repaired welds on DWG 01B0006. There are FATAL FLAWS ON ALL BRACKETS.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

This unit is not only RV out there why isn't someone following up on the A.S.A.P? Post someone used to die or be injured before your Department reports to this complaint I also inspected at TAMPA RV Show on 1/19/14 the same RV unit, model, year missing BRACKETS AND told the dealership AND LAZY DAYS RV. THE PRODUCE 18 RV UNITS PER DAY FROM THIS FACILITY. ALSO BRACKETS NEVER REMOVED OVER ENGINE.

* 13 PAGES OF WORK ORDERS - THIS IS NOT POOR WORKMANSHIP

ATTACH ADDITIONAL SHEETS IF NECESSARY

It is Negligence photos included

U.S. Department of Transportation

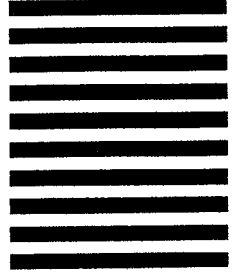
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

January 28, 2014

Fleetwood Headquarters

1031 US 224 East

Decatur, IN 46733

Attention: John Lowry, COO

John Draheim, CEO and President

Barry Krueckeberg Customer Service

Subject: 2014 Fleetwood Excursion

Objective: We request a meeting with all three to discuss our motorhome; reimbursement for cost incurred. We will come to Decatur, Indiana.

We are [REDACTED] and [REDACTED] owners for 14 years of Dogwood Acres Campground in Newville, PA. Our campground won nationally in 2010-2011 campground of the year for outstanding service in our industry. In September 2013 we went to the Hershey RV show to live one of our dreams and possibly purchase a motorhome. This is so we can travel the off season.

We stopped at Grumbine's booth who is a Fleetwood dealer. We had purchased before from Grumbine's so we knew we were satisfied with their service. We found a 2014 Fleetwood Excursion that was due off the assembly line October 5, 2013. We signed the papers that afternoon and picked up the motorhome on October 29, 2013. After we got home we went over again what the dealer showed us and got out our manuals. There were minor issues and we called Grumbine's and talked to Wayne in service. He told us to write down what we had and set up an appointment on November 14, 2013. Even at that time they would have a four week backlog.

Our first trip was 300 miles towards Pittsburgh. College football game everything was fine. Parked it in a campground for a week, for PCOA convention and slide did not work. Unable to open to get any clothing that was in the drawers or back cabinets.

On November 14, 2013 the coach went in so we could attempt to fix slide and look at minor issues that we had. Brian Quinn the service manager worked on it himself. Asked what happened. We did not know. Brian said the slide had collapsed on the limit switches. He repaired the slide so we could use the coach for a family need. Warranty parts were ordered and nor expected to have the parts in until November 27, 2013. As long as the slide was fixed we could use the motorhome. The next appointment was December 4, 2013.

While up at our daughters in Connecticut we noticed that daylight was coming in under the right side of the slide, along with cold air and rain. We put a blanket on the floor against the slide to keep the water and cold out. [REDACTED] had more than a 1/2" gap between the slide and coach. So that needed to be addressed. While up in Connecticut we went approximately 30 miles to a college football game at which

time found out that the vacuum toilet pump stopped working. We added that along to the list. Over 15 items needed addressing; things not caught at last inspection from the factory.

On December 23, 2013 we picked up the motorhome again. All on the items that we addressed except the warranty parts were not there yet, so we brought the coach back on December 27, 2013 to finish. The explanation for the vacuum pump in the toilet was that the factory had the wires too short and they pulled out of the switch.

On January 7, 2014 I picked up the motorhome and was preparing to leave on January 11, 2014 for a two month vacation. Saturday we washed and prepped the motorhome. Put the food inside along with clothes, linens etc. Checked tire pressure and all fluids until we tried to check the oil. I had done one at 1300 miles and now it is 1800. Went to pull out oil dip stick and as it inched out something was wrong. Could not understand why it made it out to about 30 inches and did not move any more. Being Saturday we could not reach Freightliner, Cummins, Fleetwood headquarters, Good Sam Roadside Assistance- they could not get there for four days; they would have come if we were on the road stuck. We tried to find out if we could drive it or did it have to be towed. Our brand new motorhome and we are stuck!! Finally our mechanic who has worked on diesels came up and tried to pull it out. It was like watching the Sword and the Stone. No one could budge the oil dipstick.

Going inside to get to the top of the engine, they pushed up the bed, took out the floor and the engine compartment. Looking down on the engine they saw the floor collapsed on top of the engine turbo boosters along with the dip stick tube. I called Grumbines and left a message that I was bringing in the coach on Monday. It took two hours to empty the coach. So my vacation wouldn't be starting as planned and I started cancelling reservations at campgrounds. We thought this would be an easy fix and we would get on our way.

Monday morning January 11, 2014 we brought the coach to Grumbine's and had Wayne, Brian and their head mechanic look at the engine. The mechanic and Brian said they had never seen anything like this before and we had a major problem. Brackets were broken underneath and missing. That is what made the floor drop on top of the engine. Thank goodness [REDACTED] checked the oil we never would have known and would have driven down to Florida, over 1000 miles. Grumbine's was instructed to get the coach back to Indiana so it left on that Tuesday morning. In order for Grumbines to get the coach back to Indiana they needed to lift the floor off the engine, they rewelded the broken brackets and installed a makeshift bracket for the one that was forgotten. To make sure they even bolted the brackets onto the frame. The coach is still at Fleetwood factory.

On Wednesday, Brian Krueckeberg in Customer Service called us and went over the bracket problem. He left out telling us that there was a missing bracket too. We already knew that from Grumbines. He was supposed to call us that Friday as well but did not. We finally called him the next Friday. He tried to explain the missing bracket, the broken brackets, and how lucky we were that they also forgot to take out the bracket. That was good otherwise the floor would have fallen further onto the engine. He said they were inspecting the whole coach and we should be ready to go. [REDACTED] asked many questions and Brian answered. [REDACTED] wanted to speak to the person inspecting the coach.

A conference call was set up on Wednesday and then rescheduled for Friday, January 24, 2014. Friday came and at 10:00 we got a call from Brian and said Doug was not ready and we had to reschedule again. We planned later that afternoon and finally at 3:30 had Barry Krueckeberg and Doug Haas on the phone along with [REDACTED] and I. [REDACTED] spoke and I wrote. Apparently Doug tried to explain that day the brackets were being welded by a "rookie" welder. Meaning highed through a temp agency. [REDACTED] explained his background in manufacturing for over 35 years and had experience with temp agency workers and that they should be closely monitored. What he got from Doug was he oversaw testing and procedures for welding, prototypes, etc. I questioned if any of the welders had AWS, ASTM certifications experience. He stated that the welders were tested by him personally. We went on to discuss the assembly processes and I asked if the same welder was involved with welding the bridge frame to the Freightliner chassis? He said no that is a different process further down in the assembly line. So I asked why the next welder didn't catch the missing bracket that was supposed to be welded? And he replied "you got me on that one". I asked about Fleetwoods Quality Control procedures and Doug stated it went to first article inspection. When he said he was involved with the Q.C. Procedures I got upset that Engineering was controlling the inspection process. That is when I ended my conversation with Doug and asked to speak to Barry privately. In all my 35 years of working in manufacturing a never seen a business or process being run by the engineering team. I asked Barry who was the Q.C. manager and he could not answer that question. It seems there is no one involved independently from your Manufacturing or Engineering processes. There seems to be a conflict of interest in your business practices. I left it by asking Barry for a complete written report of the repairs being made to this unit.

At this time we request to meet you personally and discuss our motorhome and how this has ruined our vacation and a financial nightmare at no fault of ours.

Respectfully,

[REDACTED]

President

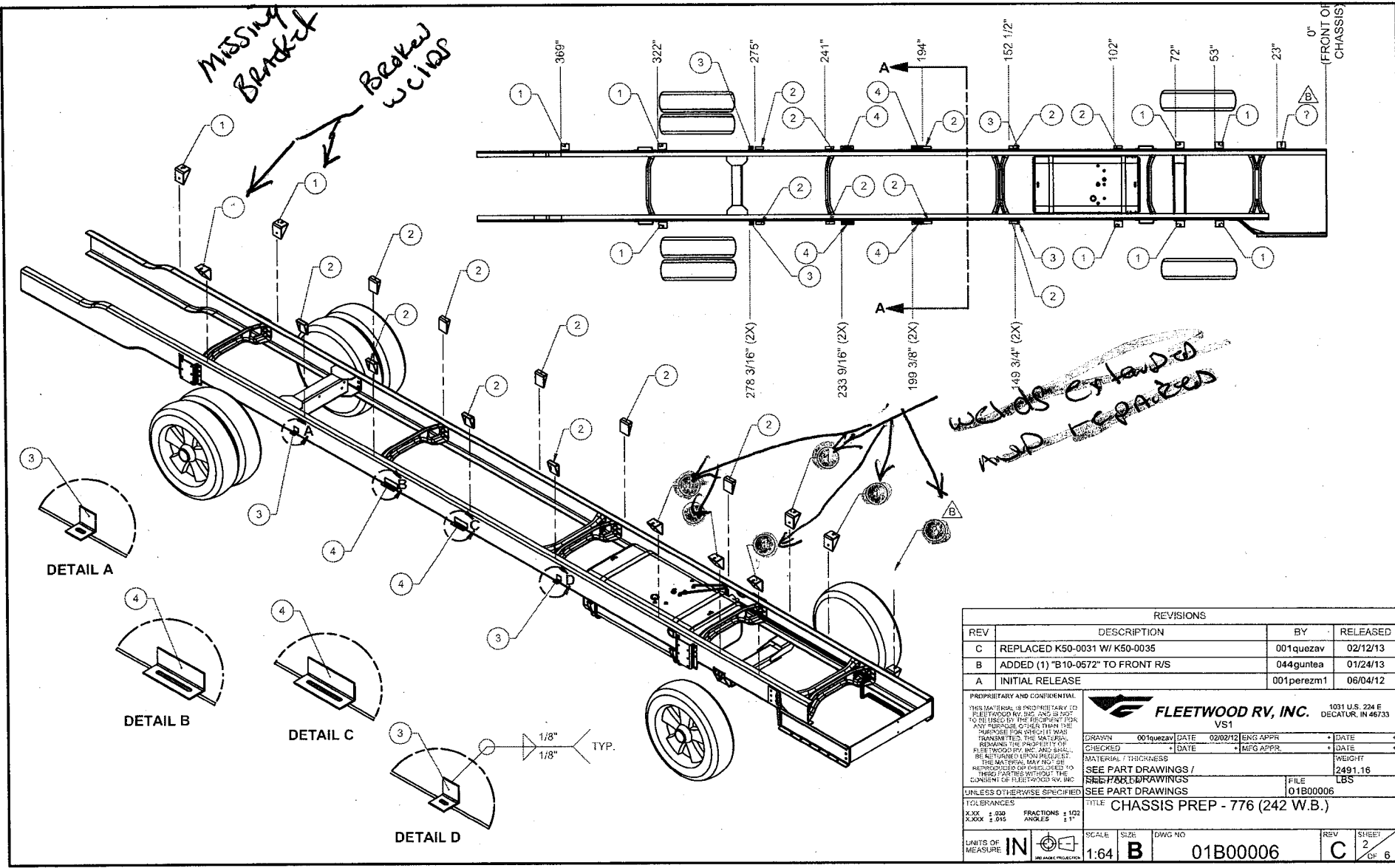
[REDACTED]

CPO- Vice President

Dogwood Acres Campground Inc.

[REDACTED]

Newville, PA [REDACTED]



REVISIONS			
REV	DESCRIPTION	BY	RELEASED
C	REPLACED K50-0031 W/ K50-0035	001quezav	02/12/13
B	ADDED (1) "B10-0572" TO FRONT R/S	044guntea	01/24/13
A	INITIAL RELEASE	001perez1	06/04/12

PROPRIETARY AND CONFIDENTIAL. THIS MATERIAL IS PROPRIETARY TO FLEETWOOD RV, INC. AND IS NOT TO BE USED BY THE RECIPIENT FOR ANY PURPOSES OTHER THAN THE PURPOSE FOR WHICH IT WAS TRANSMITTED. THE MATERIAL REMAINS THE PROPERTY OF FLEETWOOD RV, INC. AND SHALL BE RETURNED UPON REQUEST. THE MATERIAL MAY NOT BE REPRODUCED OR DISCLOSED TO THIRD PARTIES WITHOUT THE CONSENT OF FLEETWOOD RV, INC.

FLEETWOOD RV, INC. 1031 U.S. 224 E DECATUR, IN 46733 VS1

DRAWN: 001quezav | DATE: 02/02/12 | ENG APPR: | DATE: |
 CHECKED: | DATE: | MFG APPR: | DATE: |

MATERIAL / THICKNESS: SEE PART DRAWINGS / SEE PART DRAWINGS | WEIGHT: 2491.16 LBS | FILE: 01B00006

TOLERANCES: XXX ± .030 FRACTIONS ± 1/32 ANGLES ± 1°

UNLESS OTHERWISE SPECIFIED

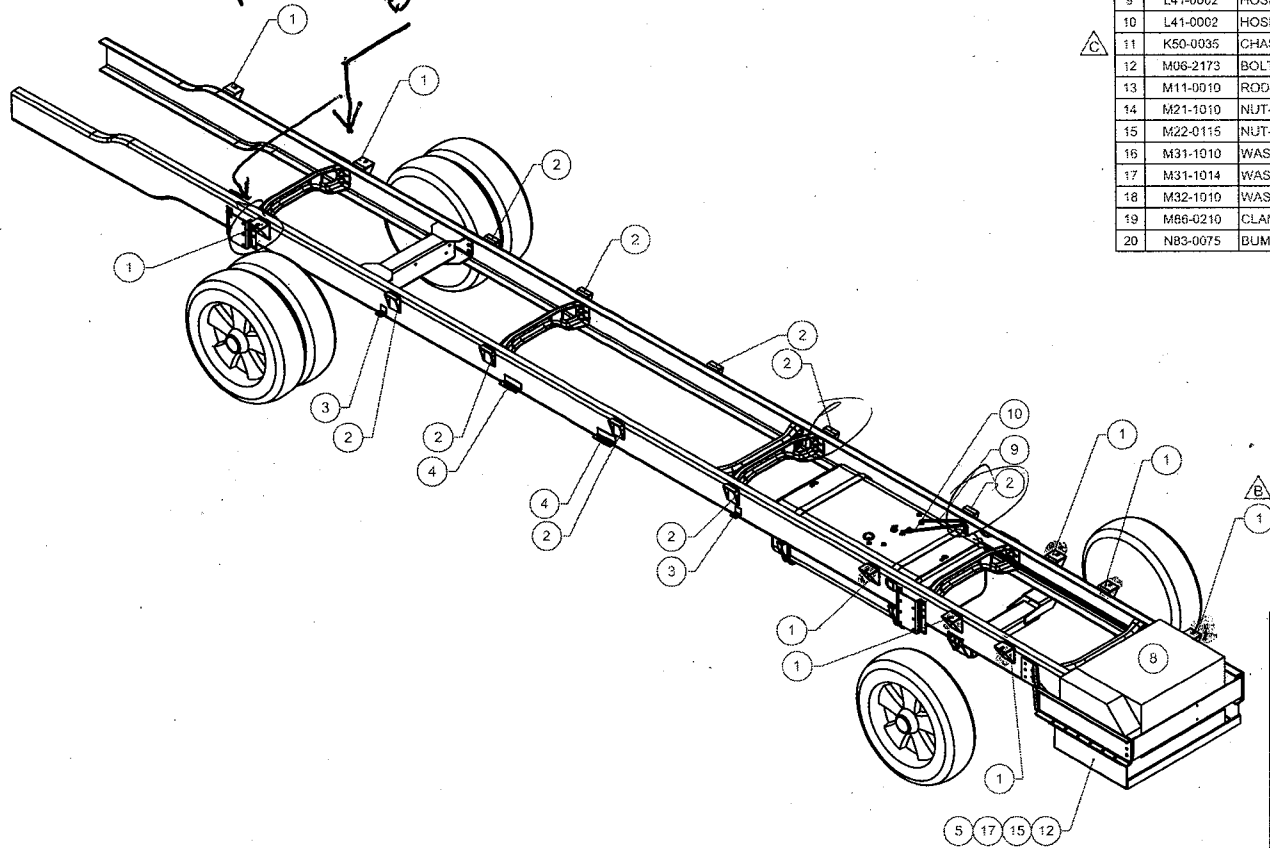
TITLE: CHASSIS PREP - 776 (242 W.B.)

UNITS OF MEASURE: IN | SCALE: 1:64 | SIZE: B | DWG NO: 01B00006 | REV: C | SHEET: 2 OF 6

① - B10-0572

* BRACKET
Never 1/8" thick

Broken welds



ITEM	PartNo	DESCRIPTION	LENGTH	QTY.	NOTE
1	B10-0572	BRACKET- TRUSS/CHASSIS MNTG-A		9	
2	B10-0055	BRACKET- TRUSS/CHASSIS MNTG		9	
3	B10-0094	BRACKET-2 X 2 X 2 X 1/8 W/SLOT		4	
4	B10-0095	BRACKET-2 X 2 X 6 X 1/8 W/SLOT		4	
5	B10-8762	SUPPORT- GENERATOR BRACKET		1	
6	D66-1027	ELBOW-BRASS 1/4 BARB X 3/8 MPT		2	
7	D66-2100	ELBOW-BRS 1/4 BARB X 1/8 MPT		2	
8	F75-0600	GENERATOR- 8.0 KW /GNAN SQD		1	
9	L41-0002	HOSE-GAS 1/4 ID	118 7/16"	1	
10	L41-0002	HOSE-GAS 1/4 ID	120"	1	
11	K50-0035	CHASSIS-FRTLNR 242/300HP		1	
12	M06-2173	BOLT- 1/2-20 X 1 1/4 HH GRD5 PLTD		7	
13	M11-0010	ROD- 1/4-20 THREADED		1	
14	M21-1010	NUT- 1/4-20 HH PLTD		2	
15	M22-0115	NUT- 1/2-20 HH LOCKING GRD5 PLTD		7	
16	M31-1010	WASHER- 1/4 USS FLAT PLTD		1	
17	M31-1014	WASHER- 1/2 USS FLAT PLTD		14	
18	M32-1010	WASHER- 1/4 MED SPLIT LOCKING PLTD		1	
19	M66-0210	CLAMP- SCREW PLTD 11-13MM		6	
20	N83-0075	BUMPER- RUB 3/4DX5/8 W/1/4-20THREAD		1	

REVISIONS			
REV	DESCRIPTION	BY	RELEASED
C	REPLACED K50-0031 W/ K50-0035	001quezav	02/12/13
B	ADDED (1) "B10-0572" TO FRONT R/S	044guntea	01/24/13
A	INITIAL RELEASE	001perez2m1	06/04/12

PROPRIETARY AND CONFIDENTIAL
THIS MATERIAL IS PROPRIETARY TO FLEETWOOD RV, INC. AND IS NOT TO BE USED BY THE RECIPIENT FOR ANY PURPOSE OTHER THAN THE PURPOSE FOR WHICH IT WAS TRANSMITTED. THE MATERIAL REMAINS THE PROPERTY OF FLEETWOOD RV, INC. AND SHALL BE RETURNED UPON REQUEST. THE MATERIAL MAY NOT BE REPRODUCED OR DISCLOSED TO THIRD PARTIES WITHOUT THE CONSENT OF FLEETWOOD RV, INC.

FLEETWOOD RV, INC. 1031 U.S. 224 E. DECATUR, IN 46733 VS1

DRAWN 001quezav DATE 02/02/12 ENG APPR. DATE
CHECKED DATE MFG APPR. DATE
MATERIAL / THICKNESS WEIGHT
SEE PART DRAWINGS / 2491.16
SEE PART DRAWINGS FILE LBS
01B00006

UNLESS OTHERWISE SPECIFIED
TOLERANCES:
X.XX ±.005 FRACTIONS ±.002
X.XXX ±.015 ANGLES ±.1°

SCALE SIZE DWG NO
1:4 B 01B00006

REVISIONS SHEET
C 1 OF 6

FLEETWOOD RV REPAIR ORDER

DEALER STOCK #
 YQ NO

VEHICLE IDENTIFICATION NO. (VIN) **H U Z A A J D T 7 E C**

SERVICING DEALER:

 DEALER NO. **506787** APPROVED LABOR RATE

OWNER
[REDACTED]
Newville, PA
[REDACTED]
 PHONE NO. [REDACTED]

FLEETWOOD SERIAL NO. (COMPLETS) **776BE4415664**
 BRAND **Exc** MODEL **B** MODEL YEAR **14** MILEAGE **2883** DATE OF PURCHASE **10/29/13** CLAIM NO. **571487**
 DATE UNIT RECEIVED **1-16-14** DATE SERVICE STARTED **1-16-14** DATE SERVICE COMPLETED DATE CUSTOMER NOTIFIED AUTHORIZATION NO. **D. Ramsey**
 DEALER SIGNATURE *Derek Ramsey* DATE

CUSTOMER SIGNATURE _____ DATE _____ WRITTEN BY: _____ DEALER RO NO. **272**
 I have inspected my vehicle and have examined the work done. Repairs performed are satisfactory.

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	FEAT. RATE CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	QTY.	QTY. USED	QTY. RCD.	PART REIMBURSEMENT COST
1	Customer States Rear body mounts behind tires have become unwelded	016	014519		C								
	Inspected all body mount brackets for proper attachment, extended welds on 4 front brackets and on rear brackets. Cleaned and Paint welded areas.												
2	Customer States LAST REAR body mount on driver side is missing	020	014519		C		2	584650	BRACKET	EA	1		
	Inspected body mount added by dealer to Realign floor and welded in place. Also installed additional bracket at end of chassis rail on driver side. Cleaned and Painted welds.												

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE, WILL NOT COUNT AS DAYS "OUT OF SERVICE".

DEALER LABOR TOTAL
 DEALER SUBLET TOTAL

DLR PARTS TOTAL
 DLR LABOR TOTAL
 SUBLET TOTAL
 FREIGHT
 CLAIM TOTAL

APPLIANCE AND COMPONENT IDENTIFICATION

BRAND _____ MODEL NO. _____ SERIAL NO. _____

PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS

CUSTOMER SIGNATURE **X** _____ DATE _____

CUSTOMER AUTHORIZATION
 I hereby request that the repair work hereafter set forth be performed on the above described recreational vehicle and authorize the use of necessary labor and materials therefore. Such vehicle may be operated for test, inspection and delivery.
X _____

FOR FACTORY USE ONLY

VENDOR _____	VENDOR _____	VENDOR _____
VENDOR _____	VENDOR _____	VENDOR _____

FLEETWOOD RV REPAIR ORDER

DEALER STOCK #
 YQ NO

VEHICLE IDENTIFICATION NO. (VIN) 4UZAADT7ED

SERVICING DEALER:
 FLEETWOOD SERVICE
 142 LATTERSON ST.
 DECATUR, IN 46733

OWNER
 [REDACTED]
 NEWVILLE, PA
 [REDACTED]

FLEETWOOD SERIAL NO. (COMPLETE) 7708E4415004

BRAND EXC MODEL B MODEL YEAR 14 MILEAGE DATE OF PURCHASE 10/29/13 CLAIM NO. 571252

DATE UNIT RECEIVED DATE SERVICE STARTED DATE SERVICE COMPLETED DATE CUSTOMER NOTIFIED AUTHORIZATION NO.

DEALER NO. 508787 APPROVED LABOR RATE

PHONE NO.

DEALER SIGNATURE [Signature] DATE
 I acknowledge that the work listed below has been performed.

CUSTOMER SIGNATURE DATE WRITTEN BY: GREG DEALER RO NO.
 I have inspected my vehicle and have examined the work done. Repairs performed are satisfactory.

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	FLAT RATE CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	U/M	QTY USED	QTY RCD.	PART REIMBURSEMENT COST
1	Bedroom slide out motor failed, replace	032	0141.01		B				Slide Motor	EA	1		
	Troubleshooter, front slide out motor on R13 Rear slide has power and hum but slide will NOT move. Replaced motor and calibrated.												
	Customer states												
	Customer states												

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE, WILL NOT COUNT AS DAYS "OUT OF SERVICE".

DEALER LABOR TOTAL
 DEALER SUBLET TOTAL

DLR PARTS TOTAL
 DLR LABOR TOTAL
 SUBLET TOTAL

APPLIANCE AND COMPONENT INFORMATION

BRAND	MODEL NO.	SERIAL NO.

FREIGHT
 CLAIM TOTAL
 PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS

CUSTOMER SIGNATURE X DATE

CUSTOMER AUTHORIZATION
 I hereby request that the repair work hereafter set forth be performed on the above described recreational vehicle and authorize the use of necessary labor and materials therefor. Such vehicle may be operated for test, inspection and delivery.
X

FOR FACTORY USE ONLY

VENDOR	VENDOR	VENDOR
VENDOR	VENDOR	VENDOR

FLEETWOOD RV REPAIR ORDER

DEALER STOCK #
 YQ NO

VEHICLE IDENTIFICATION NO. (VIN) **4UZA AJDT7EC**

SERVICING DEALER:

 DEALER NO. **506787** APPROVED LABOR RATE

OWNER
[REDACTED]
NEWVILLE, PA
[REDACTED]
 PHONE NO. [REDACTED]

FLEETWOOD SERIAL NO. (COMPLETE) **776BEH415664**

BRAND	MODEL	MODEL YEAR	MILEAGE	DATE OF PURCHASE	CLAIM NO.
EXC	B	14	2889	10/29/13	571488
DATE UNIT RECEIVED	DATE SERVICE STARTED	DATE SERVICE COMPLETED	DATE CUSTOMER NOTIFIED	AUTHORIZATION NO.	
1-16-14	1-16-14			D. Ramsey	

DEALER SIGNATURE: D. Ramsey DATE: _____

I acknowledge that the work listed below has been performed.

CUSTOMER SIGNATURE _____ DATE _____ WRITTEN BY: _____ DEALER RC NO. _____

I have inspected my vehicle and have examined the work done. Repairs performed are satisfactory.

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	PLANT CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	QTY	QTY USED	QTY RCD	PART REIMBURSEMENT COST
1	Customer states Aluminum tube directly above engine needs cut out, was not done during Production	019	020604		C								
	CUT AND REMOVED Aluminum tubing directly over engine that was not removed during production to insure minimum clearance of one inch												
2	Peascan complete PDI	032	021100		C								
	Peascan full function PDI and corrected items as needed												

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE, WILL NOT COUNT AS DAYS "OUT OF SERVICE".

DEALER LABOR TOTAL	DLR PARTS TOTAL		
DEALER SUBLET TOTAL	DLR LABOR TOTAL		
APPLIANCE AND COMPONENT INFORMATION			
BRAND	MODEL NO.	SERIAL NO.	FREIGHT
			CLAIM TOTAL
			PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS

CUSTOMER SIGNATURE X _____ DATE _____

CUSTOMER AUTHORIZATION
 I hereby request that the repair work hereafter set forth be performed on the above described recreational vehicle and authorize the use of necessary labor and materials therefore. Such vehicle may be operated for test, inspection and delivery.

EQUIPMENT USE ONLY		
VENDOR _____	VENDOR _____	VENDOR _____
VENDOR _____	VENDOR _____	VENDOR _____

FLEETWOOD RV REPAIR ORDER

DEALER STOCK #
 YQ NO

VEHICLE IDENTIFICATION NO. (VIN)

SERVICING DEALER:
PAINTE
 FLEETWOOD SERVICE
 1420 PATTERSON ST
 DECATUR, IN 46733

OWNER
[REDACTED]
 NEWVILLE, PA
[REDACTED]
 PHONE NO. [REDACTED]

FLEETWOOD SERIAL NO. (COMPLETE) **778BE4415864**
 BRAND EXC MODEL E MODEL YEAR 14 MILEAGE 2,901 DATE OF PURCHASE 10/25/13 CLAIM NO. 570997
 DATE UNIT RECEIVED 1-13-14 DATE SERVICE STARTED 1-13-14 DATE SERVICE COMPLETED 2-7-14 DATE CUSTOMER NOTIFIED 2-7-14 AUTHORIZATION NO. B. DUNCAN
 DEALER SIGNATURE Brian Duncan DATE 2-7-14
 I acknowledge that the work listed below has been performed.

DEALER NO. 508787 APPROVED LABOR RATE
ADD ON

CUSTOMER SIGNATURE _____ DATE _____ WRITTEN BY: GREG DEALER RO NO. 1 OF 1
 I have inspected my vehicle and have examined the work done. Repairs performed are satisfactory.

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	FLAT RATE CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	U/M	QTY. USED	QTY. RCD.	PART REIMBURSEMENT COST
1	Customer states repair box doors on r/s #6 and #7 per Barry K. - REPAIRED DENTS TO R/S #7 COND DOOR, REPLACED R/S #6 COND DOOR FOR DENTS & DUE TO BOT OF DOOR, PREPARED, REFINISHED & BLENDED DOORS - REALIGNED RR DOORS PRIOR TO PAINTING	078	0140		C		1	510928	TRG	EA	1		
							1	587146	STRUT BRKT	EA	1		
							1	595987	DOOR	EA	1		
							1	NPN	PAINT & MATLS	EA	1		
2	Customer states DR RR 30 MOUNTED - AFTER SHOP TEAMS REALIGNED SET, PREPARED & REALIGNED PAINT STRIPES ON BOX FACE WALL & SIDE MOUNTS, REFINISHED BOX FACE WALL & BOTH SIDE VERTICAL MOUNTS				C		2	NPN	PAINT & MATLS	EA	1		
	Customer states												

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE, WILL NOT COUNT AS DAYS 'OUT OF SERVICE'.
 DEALER LABOR TOTAL _____ DEALER SUBLET TOTAL _____
 DLR PARTS TOTAL _____ DLR LABOR TOTAL _____
 SUBLET TOTAL _____
 APPLIANCE AND COMPONENT INFORMATION
 BRAND _____ MODEL NO. _____ SERIAL NO. _____
 FREIGHT _____ CLAIM TOTAL _____
 PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS.

CUSTOMER SIGNATURE X _____ DATE _____
 CUSTOMER AUTHORIZATION
 I hereby request that the repair work hereafter set forth be performed on the above described recreational vehicle and authorize the use of necessary labor and materials therefore. Such vehicle may be operated for test, inspection and delivery.
 X _____
 FOR FACTORY USE ONLY
 VENDOR _____ VENDOR _____ VENDOR _____
 VENDOR _____ VENDOR _____ VENDOR _____

FLEETWOOD RV REPAIR ORDER

SERVICING DEALER:
 FLEETWOOD SERVICE
 1120 PARK BLVD
 DEALETOWN, MD
 20628
 50678 APPROVED LABOR RATE

ADD ON

DEALER STOCK # YQ NO

VEHICLE IDENTIFICATION NO. (VIN) 4U2AAAD11E0

OWNER

FLEETWOOD SERIAL NO. (COMPLETE) 770BE4415864

PHONE NO.

BRAND F71 MODEL E MODEL YEAR 14 MILEAGE 2883 DATE OF PURCHASE 10/25/13 CLAIM NO. 570978
 DATE UNIT RECEIVED 1/16/14 DATE SERVICE STARTED 1/16/14 DATE SERVICE COMPLETED DATE CUSTOMER NOTIFIED AUTHORIZATION NO. D. Perry
 DEALER SIGNATURE [Signature] DATE

CUSTOMER SIGNATURE X P.D.E.#

I have inspected my vehicle and have examined the work done. Repairs performed are satisfactory.

WRITTEN BY: GREG DEALER NO. PG 1 of 4

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	FLAT RATE CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	U/M	QTY. USED	QTY. RCD.	PART REIMBURSEMENT COST
1	Techs Found Galley Drain leaking @ Elbow Removed Drain & Found pieces of plastic stuck in the threads of the connector that was leaking. Removed plastic & reassembled connection and retested. No longer leaking.	074	D306	30	C								
2	Techs Found Fit Rt Stereo speaker rattles when radio is on. Removed speaker & insulated above it & nailed the panel down above it.	016	0201	23	C								
3	Techs Found Grab Handle bulb in op Removed handle & found the bulb was not burned out but was plugged in wrong. corrected & tested.	037	0135	10	C								

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE, WILL NOT COUNT AS DAYS "OUT OF SERVICE"

DEALER LABOR TOTAL
 DEALER SUBLET TOTAL

DLR PARTS TOTAL
 DLR LABOR TOTAL
 SUBLET TOTAL
 FREIGHT
 CLAIM TOTAL

CUSTOMER SIGNATURE X _____ DATE _____

APPLIANCE AND COMPONENT INFORMATION
 BRAND MODEL NO. SERIAL NO.

CUSTOMER AUTHORIZATION
 I hereby request that the repair work hereafter set forth be performed on the above described recreational vehicle and authorize the use of necessary labor and materials therefore. Such vehicle may be operated for test, inspection and delivery.
 X _____

FOR FACTORY USE ONLY
 VENDOR VENDOR VENDOR
 VENDOR VENDOR VENDOR

PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS

FLEETWOOD RV REPAIR ORDER

SERVICING DEALER:

ADD ON

DEALER NO. 336787

APPROVED LABOR RATE

DEALER STOCK # YQ NO

OWNER

PHONE NO.

CUSTOMER SIGNATURE

I have inspected my vehicle and have examined the work done. Repairs performed are satisfactory.

VEHICLE IDENTIFICATION NO. (VIN)

FLEETWOOD SERIAL NO. (COMPLETE)

4UZAADJ17CU [REDACTED]

770BE4415064

BRAND	FXD	MODEL	R	MODEL YEAR	14	MILEAGE	2883	DATE OF PURCHASE	11/29/13	CLAIM NO.	570976
DATE UNIT RECEIVED	11/16/14	DATE SERVICE STARTED	11/16/14	DATE SERVICE COMPLETED		DATE CUSTOMER NOTIFIED		AUTHORIZATION NO.			
DEALER SIGNATURE: <i>[Signature]</i> DATE: _____											

I acknowledge that the work listed below has been performed.

WRITTEN BY:

GREG

DEALER RO NO.

Pg 3 of 4

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	FLAT RATE CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	U/M	QTY. USED	QTY. RCD.	PART REIMBURSEMENT COST
1	Customer states stools only 2 straps are no you put together Each stool has a strap that connects to a snap under the seat + also connects to the galley cabinet under the window to anchor it in place. Tested + both snaps + straps work correctly.	D16	020558		C								
	Customer states can see daylight and hears water across bottom of bedroom slide room and feels draft also Put sweep seal on bottom corners + sealed both corners to prevent water + air coming into bottom slide out. Tested at rain bay with no water intrusional.	D45	016132		C				Shore Supplies				3.50
	Customer states adjust vents in bedroom Metal came off of Louvers. Handed and pressed metal on Louvers to hold tight.	D15	060126		C								

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE, WILL NOT COUNT AS DAYS "OUT OF SERVICE"

DEALER LABOR TOTAL

DEALER SUBLET TOTAL

DLR PARTS TOTAL

DLR LABOR TOTAL

SUBLET TOTAL

FREIGHT

CLAIM TOTAL

PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS

APPLIANCE AND COMPONENT INFORMATION

BRAND	MODEL NO.	SERIAL NO.

CUSTOMER SIGNATURE X

DATE

FOR FACTORY USE ONLY

VENDOR	VENDOR	VENDOR
VENDOR	VENDOR	VENDOR

CUSTOMER AUTHORIZATION

I hereby request that the repair work hereafter set forth be performed on the above described recreational vehicle and authorize the use of necessary labor and materials therefore. Such vehicle may be operated for test inspection and delivery.

X

FLEETWOOD RV REPAIR ORDER

DEALER STOCK #
YQ NO

VEHICLE IDENTIFICATION NO. (VIN)

4U2AAJD7E0

SERVICING DEALER:

FLEETWOOD RV SERVICE
1420 PATTERSON ST.
DECATUR, GA 30033

ADD ON

OWNER

NEWVILLE, PA

FLEETWOOD SERIAL NO. (COMPLETE)

770BE4415084

BRAND: EXG MODEL: B MODEL YEAR: 14 MILEAGE: 2883 DATE OF PURCHASE: 10/29/13 CLAIM NO.: 570977

DATE UNIT RECEIVED: 1/10/14 DATE SERVICE STARTED: 1/10/14 DATE SERVICE COMPLETED: DATE CUSTOMER NOTIFIED: AUTHORIZATION NO.: D Perry

DEALER SIGNATURE: *D Perry* DATE: _____

I acknowledge that the work listed below has been performed.

DEALER NO.

APPROVED LABOR RATE

PHONE NO.

CUSTOMER SIGNATURE

DATE

WRITTEN BY:

GREG

DEALER RO NO.

Pg 4 of 4

I have inspected my vehicle and have examined the work done. Repairs performed are satisfactory.

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	FLAT RATE CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	U/M	QTY. USED	QTY. RCD.	PART REIMBURSEMENT COST
1	Customer states front grill latch by generator? Found Rubber Bumpers on each side of the front hood to not be providing support for the hood. Removed 1/4" Bolts and installed 2 1/4" Bolts and adjusted to support hood when locked.	016	012923		C		1	NPO	Bolts	EA	2		41.12
	Customer states passenger wiper blade actuator washer? TESTED OPERATION of washers on the wipers. Both sides are spraying correctly. Also tested while in transit with the same result.	059	012716		C								
	Customer states DRIVERS SEAT Belt is too short. - Replaced DRIVERS SEAT Belt with a longer one. Also Replaced The Receiver with a longer one!	019	020801		C		3	134011	SEAT Belt Mech.	EA	1		32.88

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE, WILL NOT COUNT AS DAYS "OUT OF SERVICE".

DEALER LABOR TOTAL

DEALER SUBLET TOTAL

DLR PARTS TOTAL

DLR LABOR TOTAL

APPLIANCE AND COMPONENT INFORMATION

BRAND

MODEL NO.

SERIAL NO.

FREIGHT

CLAIM TOTAL

PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS

CUSTOMER SIGNATURE X

DATE

FOR FACTORY USE ONLY

VENDOR

VENDOR

VENDOR

VENDOR

VENDOR

VENDOR

CUSTOMER AUTHORIZATION
I hereby request that the repair work hereafter set forth be performed on the above described recreational vehicle and authorize the use of necessary labor and materials therefore. Such vehicle may be operated for test, inspection and delivery.

X

FLEETWOOD RV REPAIR ORDER

DEALER STOCK # YD NO

VEHICLE IDENTIFICATION NO. (VIN) **4UZAADJT7EC**

SERVICING DEALER:
 FLEETWOOD RV SERVICE
 1400 INTERBOND ST
 DEWITT NY 13832
 ADD ON
 DEALER NO. 508787 APPROVED LABOR RATE

OWNER
 [REDACTED]
 NEWVILLE PA
 [REDACTED]
 PHONE NO. _____

FLEETWOOD SERIAL NO. (COMPLETE) **770BE4415664**
 BRAND EXC MODEL E MODEL YEAR 14 MILEAGE 2883 DATE OF PURCHASE 10/29/13 CLAIM NO. 570974
 DATE UNIT RECEIVED 1/16/14 DATE SERVICE STARTED 1/16/14 DATE SERVICE COMPLETED _____ DATE CUSTOMER NOTIFIED _____ AUTHORIZATION NO. _____
 DEALER SIGNATURE _____ DATE _____
 I acknowledge that the work listed below has been performed.

CUSTOMER SIGNATURE _____ DATE _____ WRITTEN BY: GREG DEALER NO. PG 1 of 4
 I have inspected my vehicle and have examined the work done. Repairs performed are satisfactory.

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	FLAT RATE CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	U/M	QTY. USED	QTY. REC.	PART REIMBURSEMENT COST
1	Customer states passenger side door does not work properly. Replaced broken hooks + adjusted so track is tight. Also checked and tightened pass. track.	020	020315		C		1	NPN	hooks	EA	4		500
2	Customer states passenger side door not working. Replaced all screws on both window covers with smaller head screws & tested. swaps all work correctly now.	059	020315		C								
3	Customer states shower rubber off. Inspected all rubber on all shower glass & on door. All is intact and in place.	125	020215		C								

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE, WILL NOT COUNT AS DAYS "OUT OF SERVICE" DEALER LABOR TOTAL DEALER SUBLET TOTAL DLR PARTS TOTAL DLR LABOR TOTAL

CUSTOMER SIGNATURE X DATE _____ APPLIANCE AND COMPONENT INFORMATION BRAND MODEL NO. SERIAL NO. FREIGHT CLAIM TOTAL PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS

CUSTOMER AUTHORIZATION FOR FACTORY USE ONLY VENDOR VENDOR VENDOR VENDOR VENDOR VENDOR

FLEETWOOD RV REPAIR ORDER

DEALER STOCK #
YQ NO

VEHICLE IDENTIFICATION NO. (VIN) 4WCAH1175D

SERVICING DEALER:
FLEETWOOD RV SERVICE
142 PATTERSON ST
LEAVERTON, OH 43032
DEALER NO. 50878 APPROVED LABOR RATE

OWNER:
PHONE NO.

FLEETWOOD SERIAL NO. (COMPLETE) 770BE4415064
BRAND 111 MODEL 33 MODEL YEAR 14 MILEAGE 2883 DATE OF PURCHASE 1/23/13 CLAIM NO. 571048
DATE UNIT RECEIVED 1/16/14 DATE SERVICE STARTED 1/16/14 DATE SERVICE COMPLETED DATE CUSTOMER NOTIFIED AUTHORIZATION NO. D Rues
DEALER SIGNATURE Dean Rues DATE
I acknowledge that the work listed below has been performed.

CUSTOMER SIGNATURE X P D I * DATE WRITTEN BY: DEALER RO NO. Pg 2 of 4
I have inspected my vehicle and have examined the work done. Repairs performed are satisfactory.

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	FLAT RATE CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	U/M	QTY. USED	QTY. RCD.	PART REIMBURSEMENT COST
1	TECH FOUND DRIVERS SIDE #1 COMPARTMENT HAD WATER IN IT FROM WHEEL WELL. REMOVED WATER FROM COMPARTMENT, Sanded INSIDE OF COMPARTMENT & REPAINTED. Sealed TOP OF COMPARTMENT and wheel well where WATER WAS ENTERING. SPRAYED WITH HOSE @ RAIN DAY TO TEST FOR LEAKS. HAD NO LEAKS.	045	0150	21									
2	TECH FOUND BLUE TOOTH MIC WONT STICK TO DASH. - CLEANED OFF EXISTING ADHESIVE, primed with preband + REINSTALLED WITH DOUBLE BACK TAPE.	125	0512	00									
3	TECH FOUND LENS COVER ON PORCH LT. MISSING. Installed LENS COVER	062	0125	20			3	002472	LENS COVER	EA	1		e. 1704

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE WILL NOT COUNT AS DAYS OUT OF SERVICE

DEALER LABOR TOTAL DEALER SUBLET TOTAL

DLR PARTS TOTAL DLR LABOR TOTAL

APPLIANCE AND COMPONENT INFORMATION

BRAND	MODEL NO.	SERIAL NO.

SUBLET TOTAL FREIGHT CLAIM TOTAL

CUSTOMER SIGNATURE X DATE

PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS

CUSTOMER AUTHORIZATION

I hereby request that the repair work indicated herein be performed on the above described recreational vehicle and authorize the use of necessary labor and materials therefore. Such vehicle may be operated for test, inspection and delivery.

FOR FACTORY USE ONLY

VENDOR	VENDOR	VENDOR
VENDOR	VENDOR	VENDOR

FLEETWOOD RV REPAIR ORDER

DEALER STOCK #
YQ NO

VEHICLE IDENTIFICATION NO. (VIN)

SERVICING DEALER:

FLEETWOOD RV SERVICE
1420 PATTERSON ST
DECATUR, IN 46733

DEALER NO. 508737 APPROVED LABOR RATE

OWNER
[REDACTED]
WEAVER, PA
[REDACTED]

PHONE NO. [REDACTED]

FLEETWOOD SERIAL NO. (COMPLETE) 770BE4410064
 BRAND FXC MODEL 8 MODEL YEAR 13 MILEAGE 2883 DATE OF PURCHASE 10/29/13 CLAIM NO. 571049
 DATE UNIT RECEIVED 1/16/14 DATE SERVICE STARTED 1/16/14 DATE SERVICE COMPLETED DATE CUSTOMER NOTIFIED AUTHORIZATION NO. *D. Runy*
 DEALER SIGNATURE *[Signature]* DATE

CUSTOMER SIGNATURE *[Signature]* DATE

I have inspected my vehicle and have examined the work done. Repairs performed are satisfactory.

WRITTEN BY: DEALER RO NO. Pg 3 of 4

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	FLAT RATE CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	U/M	QTY. USED	QTY. RCD.	PART REIMBURSEMENT COST
1	Tech Found Voids IN ES concrete window sealer - touched up sealer AS Needed.	045	0194 09		C								
2	Tech Found 7 Floor tile Damaged From slide-out recognition Rollers - Removed all 7 Damaged tile, cleaned off old glue, Repaired gouges IN sub floor. Installed New tile	006	0206 23		C		2	601056	Floor Tile	EA	7		4.45 ea
3	After tile are Replaced, Floor protectors need to be used.	016	0206 06		C		3	NPN	Floor Protectors	EA	5		17.99

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE, WILL NOT COUNT AS DAYS "OUT OF SERVICE".

CUSTOMER SIGNATURE X _____ DATE _____

DEALER LABOR TOTAL
DEALER SUBLET TOTAL
APPLIANCE AND COMPONENT INFORMATION
 BRAND MODEL NO. SERIAL NO. FREIGHT CLAIM TOTAL
 PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS

CUSTOMER AUTHORIZATION
I hereby request that the repair work hereafter set forth be performed on the above described recreational vehicle and authorize the use of necessary labor and materials therefore. Such vehicle may be operated for test, inspection and delivery.
X _____

FOR FACTORY USE ONLY		
VENDOR	VENDOR	VENDOR
VENDOR	VENDOR	VENDOR

FLEETWOOD RV REPAIR ORDER

DEALER STOCK #
 YQ NO

VEHICLE IDENTIFICATION NO. (VIN) **40ZAAJDI1L0**

SERVICING DEALER:

FLEETWOOD RV SERVICE
 1120 PATTERSON ST.
 DECATUR, IN 48733

OWNER
[REDACTED]
 NEWMI, E. PA
[REDACTED]

FLEETWOOD SERIAL NO. (COMPLETE) **770BE4415884**

BRAND **FNC** MODEL **B** MODEL YEAR **14** MILEAGE **2883** DATE OF PURCHASE **11/28/13** CLAIM NO. **571050**

DATE UNIT RECEIVED **1/16/14** DATE SERVICE STARTED **1/16/14** DATE SERVICE COMPLETED DATE CUSTOMER NOTIFIED AUTHORIZATION NO. **D R...**

DEALER SIGNATURE **[Signature]** DATE

DEALER NO. **508787** APPROVED LABOR RATE

PHONE NO.

I acknowledge that the work listed below has been performed.

* PDI *

CUSTOMER SIGNATURE DATE WRITTEN BY: DEALER RO. NO. **Pg 4 of 4**

LINE	PROBLEM DESCRIPTION	ROOT CAUSE CODE	FLAT RATE CODE	LABOR HOURS	LABOR AMOUNT	SUBLET	LINE	PART NO.	PART DESCRIPTION	U/M	QTY. USED	QTY. RCD.	PART REIMBURSEMENT COST
1	Drives side Rear Bunk Chain Rattles	016	0212										
	IN TRANSIT - Used Bottom TENSIONING Bolt to Add TENSION TO the chain. No Longer Rattles. TEST DRIVE OK.												
2	Tech Found Water in #1 Compartment.	045	0150	21									
	Sanded & Repaired Luggage Box Rusted metal. Sealed along top of the compartment and wheel well where water was entering. SPRAYED @ RAIN BAY TO TEST FOR FURTHER LEAKS		0150	42									
	Customer states												

SPECIAL ARRANGEMENTS FOR STORAGE, EITHER BEFORE OR AFTER SERVICE, WILL NOT COUNT AS DAYS OUT OF SERVICE.

DEALER LABOR TOTAL
 DEALER SUBLET TOTAL

DLR PARTS TOTAL
 DLR LABOR TOTAL

APPLIANCE AND COMPONENT INFORMATION

BRAND	MODEL NO.	SERIAL NO.	FREIGHT
			CLAIM TOTAL

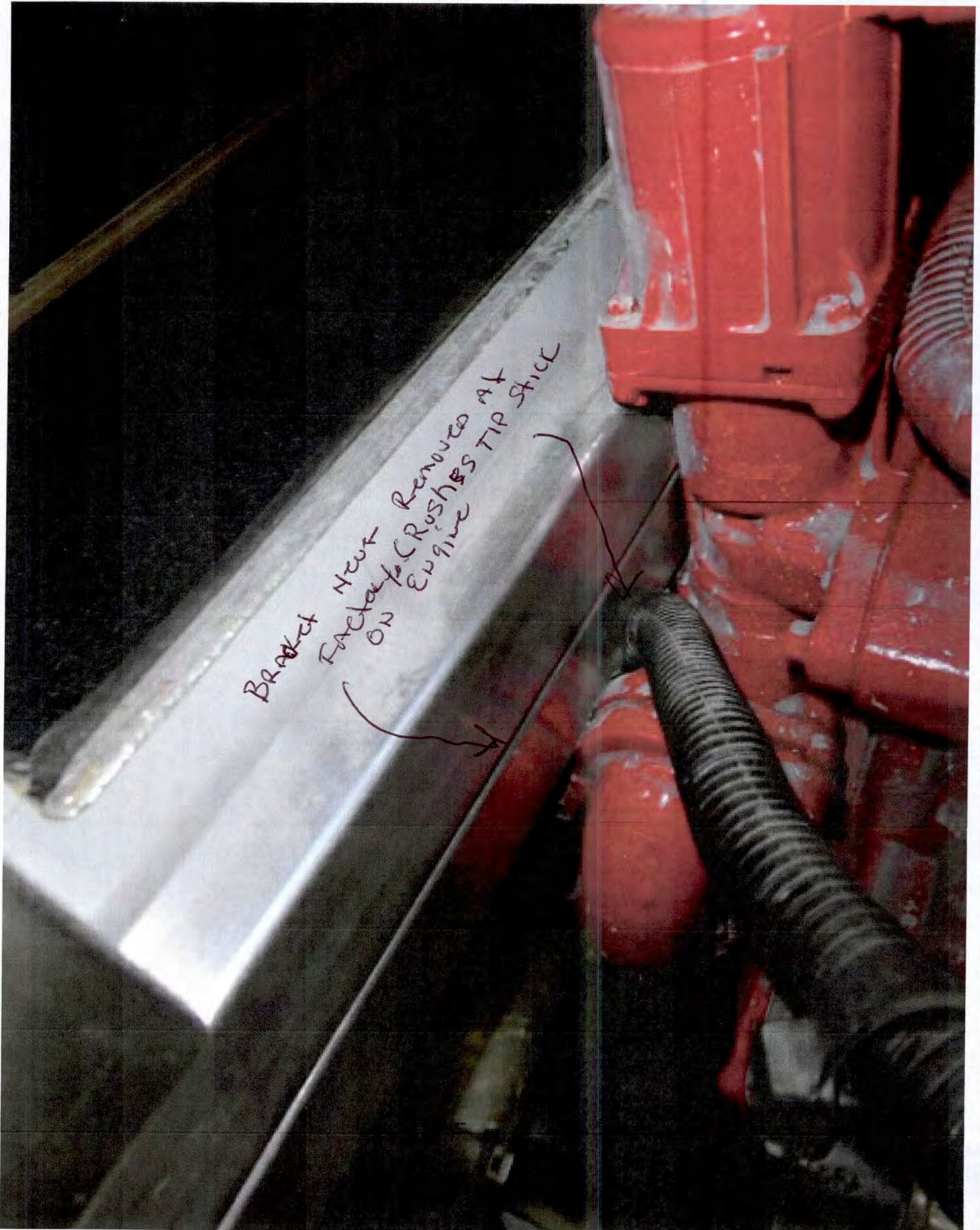
CUSTOMER SIGNATURE X DATE

PLEASE ATTACH COPIES OF ALL FREIGHT/SUBLET BILLS

CUSTOMER AUTHORIZATION
 I hereby request that the repair work hereafter set forth be performed on the above described recreational vehicle and authorize the use of necessary labor and materials therefore. Such vehicle may be operated for test, inspection and delivery.
 X

FOR FACTORY USE ONLY		
VENDOR	VENDOR	VENDOR
VENDOR	VENDOR	VENDOR

BRACKET NEW RENOVATED AT
FACTORY ON CRUSHERS TIP STICK
ON ENGINE





BROKEN WELDS
PART # B010-0572

Broken welds part # B10-0572

