



State of Wisconsin
Governor Scott Walker

CL-10639964-4607

Department of Agriculture, Trade and Consumer Protection

Ben Brancel, Secretary

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

September 5, 2014

[REDACTED]

BARABOO WI [REDACTED]

RE: **File 573444** (Refer to this number when contacting our agency)

SEP 18 2014

COACHMEN RV GROUP
423 N MAIN ST
MIDDLEBURY IN 46540

PROSSER RV CORP
6146 S HOWELL AVE
MILWAUKEE WI 53207

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Coachmen RV Group, and Prosser RV Corp.

The issues in your complaint may be within the authority of the agency listed below, so we are forwarding your complaint directly to them:

WISCONSIN DEPARTMENT OF TRANSPORTATION
DEALER REGULATION UNIT
4802 SHEBOYGAN AVE RM 201
PO BOX 7909
MADISON WI 53707-7909

Telephone: 608 266-1425

* NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123

Website: www.nhtsa.dot.gov

Agriculture generates \$59 billion for Wisconsin

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DATCP Hotline

From: [REDACTED]
Sent: Tuesday, September 02, 2014 4:21 PM
To: DATCP Hotline
Subject: DATCP Web: Online Consumer Complaint Form

Complaint or inquiry received via email/Internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. This complaint and the information provided will be used in efforts to resolve the problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, Wis. Stats. sec. 19.31, this complaint will be available for public review upon request.

Today's Date:	9/2/2014
Your information:	
Title:	[REDACTED]
First name:	[REDACTED]
Middle initial:	[REDACTED]
Last name:	[REDACTED]
Email address:	[REDACTED]
Verify email address:	[REDACTED]
Street address:	[REDACTED]
Address line 2, or Apt #:	
PO Box:	[REDACTED]
City:	baraboo
State:	WI
ZIP code:	[REDACTED]
County:	[REDACTED]
Home phone:	[REDACTED]
Work phone:	[REDACTED]
Cell phone:	[REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at:	Home
Best time to call:	[REDACTED]
Information about the business your complaint is against:	
Business name:	Coachmen RV

Business address:	423 N. Main street
Address line 2, or Suite #:	
PO Box:	P.O. Box 30
City:	Middlebury
State:	IN
ZIP code:	46540
County:	
Business email address:	
Business website address:	www.coachmenrv.com
Telephone:	574-825-8203
Name of the person you talked to:	Daniel Carr
Title of the person you talked to:	Customer Service Representative
What product or service did you buy?	2014 Coachmen Prism 24G motorhome
Information about your complaint:	
Which of the following best describes your first contact with the business?	I telephoned the business
When did your first contact with the business occur?	06/05/2014
How old is the person who had contact with the business?	█ and older
Was the item advertised?	Yes
When?	01/31/2014
Where?	Madison RV Show
Did you sign a contract/agreement?	Yes
Date you signed the contract/agreement:	01/31/2014
Contract/agreement number:	Motor Vehicle Purchase Contract
Where were you when you signed the contract/agreement?	Madison RV Show
Amount paid:	76,686
Payment method:	Other
Where did you pay the business?	At a convention or trade show
Did you contact the business about your complaint?	Yes

Date you contacted the business:	06/15/2014
What happened?	Daniel Carr basically said to bad, they have the right to change things
Have you filed this complaint with another agency?	No
Agency name:	
What happened?	
Have you contacted a private attorney?	No
Have you started court action?	No

Please describe your complaint.

On 01-31-2014, we purchased a 2014 Coachman Prism 24G from Prosser's Premium RV Outlet (out of Sturtevant, Wi.) at the Madison, WI. RV Show. We picked up the motorhome about 02-15=2014 from Prosser's, drove it back to Baraboo and put it into winter storage. We took it out of storage in April and found many things wrong with it. The most dangerous was an LP gas regulator that was broken from the factory and could have caused the motorhome to blow-up. We then found out that Prosser's had never done a pre-delivery check of this motorhome. To get everything right on this motorhome, took over 3 months, several trips to Camping World in Madison (as they were nice enough to do the warranty work for us) and about \$80.00 in fuel. Finally in June of 2014, we were finally able to take our new motorhome on a little trip. While on our first trip, we discovered that there were no awnings on our slide outs, even though Coachmen advertised them as standard equipment on our motorhome. When we got back home, I called Daniel Carr as I thought with everything else that had been wrong with our motorhome, they just forgot to put them on. Mr. Carr told me that it was not an error, that Coachmen had just decided not to include them or put them on our motorhome. But they are still including them on the Prism LE model. I told him that this was not right, and he told me that they have the right to change anything at anytime without notice. He claimed that Coachmen was not even putting a \$2.00 backing-board into our motorhome, so we could put our own awnings on over our slide-outs. The importance of these awnings over the slide-outs is well known by most RVer's to keep debris off of the slide-out roofs. When I again told Mr. Carr that this was not right, he said that is the way it is and there was nothing he could do about it. I told Mr. Carr that I still did not think it was right and I was going to file a complaint with the Wisconsin Dept. of Consumer Protection. Mr. Carr stated " Go ahead, that is why we have our attorneys", which I took as a threat towards me. The reason it has taken this long for me to file this complaint is because I feared that Coachmen would stop paying for my warranty work, which was still going on in retaliation to this complaint.

How do you feel this complaint should be resolved?

I have checked with Camping World in Madison, Wi. and they claim that they can install an awning over the living room slide-out for approximately \$600.00, but they do not think that they can install an awning over the rear slide-out due to the design of the Prism 24G. As long as Coachmen is still including the awning over the living-room slide-out on the Prism LE model as standard equipment, I think that they should contact Camping World of Madison and work with them to have an awning put on our motorhome at their expense and at-least partially honor their advertisement. Thank you in advance for any help. I have files if needed, but I am not real computer knowledgeable and do not know how to attach them. If any are needed, I can mail them to you.

By submitting this form, I state that the information contained is true and accurate to the best of my knowledge.

Page 2

September 5, 2014

CENTER FOR CAR SAFETY
1825 CONNECTICUT AVE
STE 330
WASHINGTON DC 20009
Telephone: 202-328-7700
Website: autosafety.org

If you have additional information or wish to follow-up on your complaint, please contact them at the telephone number or address listed above.

Sincerely,

Kathi L. Ashmore
Consumer Protection Investigator
Complaint Administration
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4677
E-mail: Kathi.Ashmore@wisconsin.gov
 www.facebook.com/wiconsumer



**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

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WASHINGTON DC 20590

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