

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

NEF-010
31-10947197-6699

[REDACTED]
Lower Lake, CA [REDACTED]

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E
Washington, DC 20590

Subject: Sale of Rodent Infested RV by Freedom RV Inc.

JAN 12 2017

To whom it may concern,

We are [REDACTED] and we are writing you today in the hopes of not only helping our family, but preventing tragedy from befalling another unsuspecting person or family. In February of last year, after losing our home in the 2015 Valley Wildfire, we traveled to Tucson, Arizona to purchase a (temporary home) recreational vehicle from Freedom RV Inc. off of Irvington Road. After a rather arduous buying process, we took our coach home to California only to find out that the vehicle was *infested* with rodents, and had been for a number of years. When we first brought this to the attention of Freedom RV, we received a less than favorable response. Following a series of less than stellar conversations with management at Freedom RV Inc., Devin Murphy, the owner of the facility spoke with [REDACTED] regarding the condition of the coach. At the time, he agreed to reconsider his original offer, made on his behalf by manager James Pruett, which was \$35,000 as a "buy back" for a 2001 Tiffin Allegro RV that we had paid \$51,667.10. (It is pertinent to mention that at the time of purchase we bought all of the additional guarantee services [known as PDI's] offered by Freedom RV that ensure the used vehicle has been thoroughly inspected, serviced, and repaired and is in good and proper working condition.)

At the time of that conversation the vehicle was slated to be inspected by the Lake County California Health department due to the serious nature of rodent infestation and the diseases they could possibly harbor. Since that conversation, the director of the Health Department has determined that the coach is unsuitable for human use. Rodents have been living and nesting in this coach for an untold number of years. The undercarriage of the coach is packed full with rodent nesting debris, feces, urine, and carcasses. The damage is extensive. Wires have been chewed through, every porous surface in the undercarriage has been saturated with excrement, and every unseen crevice within the inner-workings of this vehicle has been home to generations of tiny, unsanitary invaders. This has all been documented by pest control services, the health department, as well as members of our family. Devin Murphy, and Freedom RV Inc. have been made well aware of the extent of the damage to this coach and the Health department's position on its condition. In numerous telephone conversations with James Pruett and one conversation with Devin Murphy, both men attested that they believed the coach was in an uninhabitable condition and that the rodent damage was not only extensive but dangerous.

After the Heath Department reviewed the coach, we wrote a letter to Mr. Murphy pleading with him to review his original position regarding the return of the coach. My family was, and is, under the mindset that Freedom RV sold us a vehicle that should never have been sold. The RV is a serious health risk on wheels that we have dubbed "the Bubonic Plague Mobile." Considering we had purchased the additional guarantees from Freedom RV, we were expecting them to take full responsibility for the

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12317
END

mistake/neglect/(hopefully not intentional fraud) that led to them selling us a rodent infested coach. We were wrong.

Devin Murphy chose not to respond to our first letter. After a month had passed, we wrote a second letter to Mr. Murphy that requested a response from him in writing, and included a reasonable deadline to hear back from him. A day after that deadline had passed, we received a phone call from James Pruett. He told me that Freedom RV and Devin Murphy had changed their position regarding the coach. In fact, they had pulled back from their initial offer and instead told me that I would have to CONSIGN the coach if I wanted to recoup *anything* monetary from the sale. When I reiterated to Mr. Pruett that the coach was a bona fide health hazard, condemned by the California Health Department he told me, "California laws don't apply here. I'm sure that it's that bad, but we are used to pack rats out here. We clean and resell these things all the time." Not only that, Mr. Pruett also made it clear that it would be my family's responsibility to transport the vehicle back to Arizona, thus transporting a rodent infested, condemned RV over state lines so that it can be "cleaned" and sold to some other poor unsuspecting person. To that I [REDACTED] responded "I will not have that on my conscience. If you are in the habit of screwing people over, that's on you, but I will not have it on my head." I admit, I hung up on James after that as I felt I had been insulted enough.

It is cruel what Freedom RV has done to our family. They sold us false hopes, false promises, and a potentially deadly RV. When called out for this they said, tough luck, its on you, if you want out of this mess you are going to have to pass the problem on to someone else (completely paraphrasing of the scenario here, not their words...). Our family has been devastated by the purchase of this coach. Every dime of our insurance money from the fire (and then some) went into the purchase of this coach. It has had numerous debilitating latent effects, aside from rendering us homeless a second time, and we cannot see letting it happen to someone else - which is exactly what Freedom RV intends to do. Negligence on the part of their service department has seriously injured people in the past, and we got lucky we were not injured or killed due to their negligence. Now they want to pass the same dangers on to someone else. We are at a loss for what to do. We have tried to be reasonable, but it falls on deaf ears. We want nothing to do with "The Bubonic Plague Mobile" but we certainly don't want it to ruin other lives.

It is our sincere hope that if an entity such as yourself were to make these practices known, maybe they could be stopped. Devin Murphy and Freedom RV Inc. has ignored our voices, but maybe they will listen to yours. The office of the Attorney General in California referred us to you, as she cannot help due to the sale taking place in Tucson. The Arizona Governor referred us to the AZ Attorney General, who is looking into the matter, but cannot help private citizens or those who live out of state. Since you are a federal entity we had hoped you could surpass the hurdles we have faced for making a large purchase out of our home state. We are in desperate need of help. We put *everything* in that coach - and it should never have been sold in the first place. We are not currently able to afford legal representation.

Thank you so much for your time and consideration,

[REDACTED]

P.S. Copies of all mentioned documents attached.



MARK BRNOVICH
ATTORNEY GENERAL

OFFICE OF THE ARIZONA ATTORNEY GENERAL
CIVIL LITIGATION DIVISION
CONSUMER PROTECTION & ADVOCACY SECTION

**CONSUMER INFORMATION &
COMPLAINTS**
(520) 628-6504
(IN-STATE ONLY) (800) 352-8431

December 20, 2016

[REDACTED]
Lower Lake, CA [REDACTED]

RE: [REDACTED] FREEDOM RV

Dear Consumer:

Thank you for contacting the Arizona Attorney General's Office and bringing your matter to our attention. The Consumer Protection and Advocacy Section investigates possible violations of Arizona's consumer protection laws. We will contact the company or individual mentioned in your complaint to request a response to the issues you outlined. You will receive a copy of the response. The process can take time and we appreciate your patience.

The role of this office is to assist you by initiating communication between you and the party named in your complaint. Whether or not we can help to resolve your individual complaint, the information is maintained and assists us with monitoring the business practices of individuals and companies to determine if future legal action, on behalf of the state, is required.

This office cannot represent or provide legal advice to individuals. Although we will try to resolve your complaint, you may wish to pursue this matter on your own through the court system or by contacting an attorney for legal assistance. Please be aware that there may be statutes of limitations or other deadlines that could apply to your matter.

If you have additional questions or information regarding this matter, please notify us and refer to the complaint number above. Please mail, fax or email copies of documents related to your complaint, including correspondence, contracts, bills, etc. Thank you again for taking the time to file your complaint.

Sincerely,
Consumer Information and Complaints

PLEASE ADVISE US OF ANY CHANGE OF ADDRESS OR CONTACT INFORMATION

CPA:B



STATE OF ARIZONA

EXECUTIVE OFFICE

DOUGLAS A. DUCEY
GOVERNOR

December 22, 2016

[REDACTED]
Lower Lake, California [REDACTED]

Dear [REDACTED]

The Governor's Office is in receipt of your letter.

We regret to read of your experience. We have reviewed your information, and you may wish to contact the Arizona Attorney General for further assistance.

The Attorney General serves as the chief legal officer of the State, and is directly elected by the people of Arizona. The Attorney General's Office has jurisdiction over Arizona's Consumer Fraud Act, and enforces all consumer protection laws.

Mark Brnovich
Arizona Attorney General
1275 West Washington Street
Phoenix, AZ 85007-2926
(602) 542-5025
Fax (602) 542-4085
<https://www.azag.gov/contact-us>

Thank you for contacting the Governor's Office. We wish you a favorable resolution.

Sincerely,

A handwritten signature in black ink, appearing to read "LS" or "Laddie Shane".

Laddie Shane
Deputy Director, Constituent Services

Better Business Bureau of Southern Arizona

COMPLAINT ACTIVITY REPORT Case # [REDACTED]

Consumer Info: [REDACTED]

Business Info: Freedom RV, Inc.

Lower Lake, CA [REDACTED]

520 750-1100

Consumer's Original Complaint:

Freedom RV sold us a rodent infested RV that is not suitable for use. RV was paid in full with cash, including guarantees/PDIs. Dealer refuses refund.

In February 2016, my family purchased a recreational vehicle from Freedom RV Inc. After taking our coach home to California we found out that the vehicle was infested with rodents, and had been for a number of years. When we brought this to the attention of Freedom RV, we received a poor response. Following a series of less than stellar conversations with management at Freedom RV Inc., Devin Murphy, the owner, agreed to reconsider his original offer, made on his behalf by manager James Pruett, which was \$35,000 as a "buy back" for an RV that we had paid \$51,667.10. (At the time of purchase we bought the additional guarantee services, or PDI's, offered by Freedom RV that ensure the used vehicle has been thoroughly inspected, serviced and is in proper working condition.)

At the time of that conversation the vehicle was slated to be inspected by the CA Health department due to the serious nature of rodent infestation and the diseases they may harbor. Since that conversation, the director of the Health Department has determined that the coach is unsuitable for human use. Rodents have been living in this coach for an untold number of years. The undercarriage of the coach is packed full of rodent nesting debris, feces, urine, and carcasses. The damage is extensive. Wires have been chewed through, every porous surface in the undercarriage has been saturated with excrement, and every unseen crevice within the inner-workings of this vehicle has been home to generations of tiny, unsanitary invaders. This has all been documented by pest control services, the health department, and my family. Mr. Murphy/Freedom RV Inc. have been made well aware of the extent of the damage to this coach and the Health Department's position on its condition. In copious telephone conversations with Mr. Pruett and one with Mr. Murphy, both men attested that they believed the coach was in an uninhabitable condition and that the rodent damage was not only extensive but dangerous.

After the Health Department reviewed the coach, I wrote a letter to Mr. Murphy pleading with him to reconsider his \$35k "buy back". My family was, and is, under the mindset that Freedom RV sold us a vehicle that should never have been sold. The RV is a serious health risk on wheels that we have dubbed "the Bubonic Plague Mobile." Considering we had purchased the additional guarantees from Freedom RV, we were expecting them to take full responsibility for the mistake/neglect/(hopefully not intentional fraud) that led to them selling us a rodent infested coach. We were wrong.

Mr. Murphy chose not to respond to my first letter. After a month passed, I sent a second letter to Mr. Murphy and included a reasonable deadline to hear back. A day after that deadline had passed, I received a phone call from Mr. Pruett. He told me that Mr. Murphy had changed his position regarding the coach. In fact, he had pulled back from his initial offer and instead told me that I would have to CONSIGN the coach if I wanted to recoup anything monetary from the sale. When I reiterated to Mr. Pruett that the coach was a bona fide health hazard, condemned by the CA Health Department he told me, "California laws don't apply here. I'm sure that it's that bad, but we are used to pack rats out here. We clean and resell these things all the time." Not only that, Mr. Pruett also made it clear that it would be my family's responsibility to transport the rodent infested, condemned RV over state lines so that it can be "cleaned" and sold to some other unsuspecting person.

It is cruel what Freedom RV has done to my family. They sold us false hopes, false promises, and a potentially deadly RV. When called out for this they said, tough luck, its on you, if you want out of this mess you are going to have to pass the problem on to someone else (completely my paraphrasing of the scenario here, not their words...). My family has been devastated by the purchase of this coach. All we want is rid of it and our money back.

Consumer's Desired Resolution:

Full refund of the original purchase price of \$51,667.10.

BBB Processing

12/08/2016

web BBB Complaint Received by BBB

12/14/2016

DP BBB Member Complaint Accepted by BBB Operator

12/14/2016

Otto EMAIL Send Acknowledgement to Consumer

12/14/2016

Otto EMAIL Inform Member of Complaint

12/14/2016

DP BBB RECEIVE BUSINESS RESPONSE : Freedom RV did not sell [REDACTED] a "rodent infested RV that

is not suitable for use". At no time to date, has an actual living pack rat ever been found anywhere in this RV! There for, its impossible for that comment to be true. There are no rats in this RV. Prior to driving off the lot and before delivery, [REDACTED] performed numerous extensive inspection's on the RV they were considering purchasing. My service manager mentioned that her inspections were as thorough as any inspection he had ever witnessed in his long tenure in service. Prior to taking delivery, several "issues" were brought to Freedom RV's attention by [REDACTED], and every issue was handled to her satisfaction. In fact, thousands of dollars were spent after the fact just to ensure that she was happy and satisfied with this RV and her buying experience. Only after driving off the lot and returning back home, did [REDACTED] at some point discover that in a hidden compartment, there was what appeared to be.... pack rat "gatherings". No one knows for sure when or where or how the "gatherings" were made. Assuming that because a pack rat stowed "gatherings" at some point, means all that [REDACTED] has implied, is simply un-true and un-fair. I (James Pruett Jr.) spoke and interacted with [REDACTED] in a very professional manner from her initial call to freedom RV, informing us of her discovery. It was clear after speaking with her on more than several occasions, that we would not agree that Freedom RV did anything wrong prior, during, or after her purchase. When asked what we would buy the RV back for, I offered her as fair a price as possible taking in account the current market, having to pick it up and bring it back to our dealership, etc. [REDACTED] emphatically declined the offer. This entire complaint status filled out by [REDACTED] is filled with paraphrasing, speculation, and assumptions. The fact is that Freedom RV MORE than delivered an

acceptable RV at the time of purchase, and there is no way that [REDACTED] would have ever continued the purchase process if she at all felt otherwise. Again, no one knows when, where, how, and why, any pack rat ever stowed any "gatherings" in this RV. For all I know, it occurred after taking deliver?? No one knows. We wish [REDACTED] the very best luck in the future with her RV.

Sincerely,

James A Pruett Jr.

12/14/2016

DP EMAIL

Forward Business response to Consumer

12/15/2016

WEBBBB

RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/she DID NOT accept the response from the business.)

Both Mr.Pruett and Owner, Mr. Murphey, acknowledged the RV was sold with pre-existing rodent damage in telephone conversations with myself. To say it came after delivery is knowingly fraudulent. The RV is packed with mesquite "gatherings", not native to our area. The RV was inspected by Pest Control and the CA Health Department after failed attempts to allow Freedom RV to make a suitable return offer. Evidence of "gluing" of the rodent droppings prove RV was infested for at least months, if not years prior to sale. Live animals were likely in the coach during its time at Freedom RV because during one of our own inspections on delivery day, we noted debris in storage compartment of coach. Freedom RV staff vacuuumed up debris and sealed in damage instead of doing a thorough inspection, despite having been paid thousands of additional dollars for their Pre-delivery inspection packages. Initial monetary buyback offer was excessively low. Current offer to consign the coach to someone else in order to relieve ourselves of it is completely unacceptable. We still believe that this coach should never have been sold. When Freedom first accepted fault and offered a monetary offer it should have been for the original purchase price, not forcing the customers to take the hit for a company mistake/oversight/negligence. We paid for your guarantees that said the coach would be suitable and it was not.

12/15/2016

DP EMAIL

Forward Consumer Rebuttal to Business

12/16/2016

WEBBBB

RECEIVED BUSINESS' REBUTTAL RESPONSE : There is absolutely NO way that the owner or I ever speculated as to when, where, or how, any of the pack rat "gatherings" occurred. If we tried to, it would be complete speculation, just like [REDACTED] is speculating. The said RV was inspected, many repairs done, additional repairs and work nor originally negotiated as part of the deal but accomplished as "good will", and after [REDACTED] diligently inspected the RV inside and out herself, she satisfactorily drove it all the way home without any issues. Freedom RV has done nothing wrong. Freedom RV's solution is to: (1) receive the RV, inspect, repair, and service the RV in order to put it on our lot and consign it for [REDACTED] for \$51,667.10. In the event one of our customers offer's less, then we would contact the consignor ([REDACTED]) and run all offers through her (the same way we approach all our consigned units) OR (2) We receive the unit here at our service center on Irvington, go through the unit, inspecting, repairing, and servicing, and then re-evaluating what kind of cash offer we can extend to [REDACTED] based on the current market, etc.

I strongly believe that either solution is fair for both parties. Neither party has done anything wrong.

I hope that one of the solutions Freedom RV has offered is found to be acceptable. However, in the event [REDACTED] doesn't like either option, we fully understand if she chooses to pursue her own solution.

Sincerely,

James A Pruett Jr.

12/16/2016

DP EMAIL

Send Business' Rebuttal Response

1/3/2017

[REDACTED]
Lower Lake, CA [REDACTED]

Diana Peñúñuri
BBB Southern Arizona
5151 E. Broadway Blvd., Ste.100
Tucson, AZ 85711

Subject: Sale of Rodent Infested RV by Freedom RV Inc. Complaint # [REDACTED]

Dear Diana,

Thank you so much for your diligence in attempting to resolve our dispute with Freedom RV Inc. We feel it is pertinent that you receive the whole story, as Freedom RV Inc. is clearly trying to dismiss their responsibilities as a dealership. Included with this letter is the correspondence that has taken place between ourselves, and Freedom RV. You will notice that the same reasons we feel the coach is uninhabitable and unfit for sale today, are the same they were when we discovered the rodents. We still feel as though the coach never should have been sold in the first place, and that when first made aware of their negligence, Freedom RV should have offered us a full and immediate refund. Instead they have treated us like lesser citizens and choose to force us to take responsibility for their mistakes.

In their most recent rebuttle, dated 12/16/2016, Freedom RV stated that we "satisfactorily drove it all the way home without any issues" which is highly untrue. We experienced numerous issues with the coach's wiring and speaker systems on our drive home. Issues clearly laid out in the attached correspondence that Freedom RV has received, and is choosing to ignore. Since the BBB's e-mail complaint box is restrictive on the number of characters, the full story was unable to be told there. Hopefully, by sending this, you will see how cruel and unfair Freedom RV is attempting to be.

At no time was any work accomplished in "good will." All repairs were paid for through PreDeliveryInspections in money collected by Freedom RV in addition to the original cost of the coach. PDI's that were supposed to guarantee the coach was thoroughly inspected and suitable for use. Freedom RV has chosen to ignore that we paid for these additional services, and says they were done in "good will." They also will not admit fault when their PDIs overlooked EXCESSIVE rodent damage.

It is unacceptable to force us to drive this coach back to their facility due to the extensive rodent damage. If it were to be transported back, it would need to be on a flatbed truck -- and we do not feel we should carry the liability of transporting a health hazard over state lines. This coach has been deemed unfit by the California Health department. We do not feel it is fair to expect this coach to be cleaned and sold to anyone else. As Freedom RV's service department overlooked years of pack rodent damage in a coach that spent well over a month on their lot/in their service bay, we also do not feel it is fair to expect us to trust that the new work or cleaning of the coach would be done to any standards higher than what Freedom RV has shown in the past. Which is a track record of negligence and bodily harm for such negligence.

We still feel that the only fair resolution to this dispute is a complete and full refund of the purchase price of \$51,667.10. However, if the coach can and *must* be cleaned and repaired at Freedom RV's expense as they have suggested, we would like to reserve the right to have the necessary work done at a reputable service department of our choosing, as the Freedom RV service department has proved unreliable at best in our own personal experience.

Thank you so much for your time and consideration,

[REDACTED]



PUBLIC INQUIRY UNIT
P.O. BOX 944255
SACRAMENTO, CA 94244-2550
(916) 322-3360
TOLL FREE: (800) 952-5225
TTY: CA Relay Service
(800) 735-2922

December 20, 2016

[REDACTED]
Lower Lake, CA [REDACTED]

RE: Freedom RV

Dear [REDACTED]

Thank you for your follow-up complaint, dated December 14th, 2016, to the Office of the Attorney General. Often, it is only through letters from concerned and responsible citizens, like you, that our office becomes aware of consumer problems.

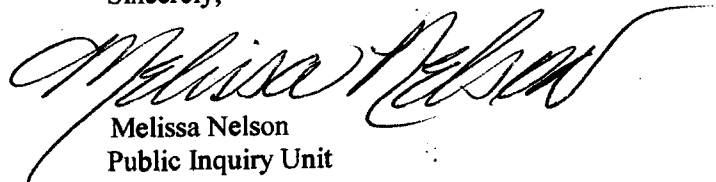
The Attorney General continually studies complaints of consumer fraud in order to recommend to the California Legislature needed changes in our consumer laws. These recommendations are instituted to assist local law enforcement agencies, and in cases of statewide significance, to bring legal action against the company involved. However, you should be aware that we are prohibited by law from representing a private citizen who seeks personal legal remedies against a particular company or individual.

If you need legal assistance to resolve your dispute, we suggest that you consult a private attorney. You may obtain a referral to a certified lawyer referral service by contacting the State Bar at 866-442-2529 (toll-free in California) or 415-538-2250 (from outside California), or via their website at: <http://www.calbar.ca.gov>.

If you cannot afford a private attorney, you may wish to contact your local legal aid office. For a referral, please go to www.lsc.gov and click on the Find Legal Assistance tab.

Again, thank you for contacting our office regarding this matter.

Sincerely,


Melissa Nelson
Public Inquiry Unit

For **KAMALA D. HARRIS**
Attorney General

Enc.



**CONSUMER COMPLAINT AGAINST
A BUSINESS/CORPORATION**
Please read the Information Collection, Use and Access
notice on page 3.

Mail Form to:

Public Inquiry Unit
Office of the Attorney General
P.O. Box 944255
Sacramento, CA 94244-2550

Kamala D. Harris
Attorney General

PUBLIC INQUIRY UNIT

(916) 322-3360 / (800) 952-5225 Toll Free - CA only
TTY/TDD (800) 735-2929 (California Relay Service)
For TTY/TDD outside California contact your state's relay service
number at <http://www.fcc.gov/cgb/dro/trsphonebk.html>
AG Web Site: <http://www.ag.ca.gov/>

FILE

SECTION 1 - Your Information

Mr. Ms. (Mrs.)	First Name			City	State	Zip Code
				Lower Lake	CA	
Mailing Address				County of Residence	Country, if not U.S.	Day Phone Number
				Lake		
Cell Phone Number		E-Mail Address				
Do you have a disability? (optional)		☐ Yes ☒ No		Age Range (optional):		
				☐ 12 & under ☐ 13-17 ☐ 18-19 ☒ 20-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60-69 ☐ 70-79 ☐ 80 & over		
Are you a member of the U.S. Armed Forces or a dependent? (optional)		☐ Yes ☒ No		If yes, please specify your military status:		
				☐ Active Duty Service Member ☐ Dependent Spouse - Service Member		
				☐ Dependent Child/Other - Service Member ☐ DoD Civilian ☐ Dependent Spouse - DoD Civilian		
				☐ Dependent Child/Other - DoD Civilian ☐ Military Retiree/Veteran		
				☐ Reserve Not on Active Duty/National Guard		

SECTION 2 - Information About Company Against Which You Are Complaining

Full Name of Company			
Freedom RV Inc.			
Mailing Address			
3735 East Irvington Rd.			
City	State	Zip Code	Country, if not U.S.
Tucson	AZ	85714	
Company's Internet Address (URL)		E-Mail Address	
www.freedomrvaz.com			
Telephone Number		Fax Number	
(520) 750-1100			

SECTION 3 - Complaint Information

Product, item or service involved			
Tiffin Allegro Motorhome			
Date of Transaction		Account Number (if applicable)	
2/23/16			
Total amount paid	Amount in dispute	How was payment made:	
51,667.10	51,667.10	☐ Cash ☒ Check ☐ Credit Card ☐ Debit Card ☐ Money Order	
		☐ Wire Transfer ☐ Finance Agreement ☐ Other	
Did you sign a contract or lease?	Where was the contract signed?	Starting date	Expiration date
☒ Yes ☐ No	Tucson, AZ	2/18/16	
Date you complained to the company or individual	Person Contacted	His/Her phone number	
see paperwork ☒ By Mail ☒ By Telephone ☐ In Person	Devin Murphy	520.750.1100	
Results			
said we had to consign rodent infested coach for return of funds.			
What result would you consider fair?			
complete refund of purchase price.			
Have you contacted another agency about this?		If yes, name of agency	
☒ Yes ☐ No		BBB Tucson	
Do you have an attorney in this case?		If yes, name of your attorney	
☐ Yes ☒ No			
Attorney's Phone Number			
Has your complaint been heard or is it scheduled to be heard in court? ☐ Yes ☒ No			
If yes, where and when?			
If already heard, what was the result?			

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE



CONSUMER COMPLAINT AGAINST A BUSINESS/CORPORATION

Kamala D. Harris
Attorney General

SECTION 4 - Information About the Transaction

How was initial contact made between you and the business?

- ☐ Person came to my home
- ☐ I went to company's place of business
- ☐ I received a telephone call from business
- ☐ I telephoned the business
- ☐ I received information in the mail
- ☐ I responded to a radio/television ad
- ☐ I responded to a printed advertisement
- ☐ I responded to a website or e-mail solicitation
- ☐ I received a fax solicitation
- ☐ I attended a trade show or convention
- ☒ Other we e-mailed them

Where did the transaction take place?

- ☐ At my home
- ☒ At company's place of business
- ☐ By mail
- ☐ Over the phone
- ☐ Via computer (website or e-mail)
- ☐ Trade show or convention
- ☐ Other _____

SECTION 5 - Important Information

- If the complaint falls within the jurisdiction of another local, state or federal agency, you will be provided with appropriate referral information. In addition, the complaint may be shared with other government agencies.
- Please include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

SECTION 6 - Details of Complaint (use additional sheets if necessary)

I have contacted numerous authorities in Tucson, AZ and they all refuse to help because we are California Residents. We desperately need help resolving this matter. PLEASE HELP!
- I can send in copies of the contract / PDI forms that were signed as well...

SECTION 7 - Statement

I affirm that the information herein is true and accurate, and will sign a statement if needed.

☒ YES ☐ NO

You may send this complaint to the party named. By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this

☒ YES ☐ NO

Signature: _____

Date: 12/14/2016

[REDACTED]
Lower Lake, CA [REDACTED]

Public Inquiry Unit
Office of the Attorney General
PO Box 944255
Sacramento, CA 94244-2550

Subject: Sale of Rodent Infested RV by Freedom RV Inc.

To Attorney General Kamala Harris,

My name is [REDACTED] and I am writing you today in the hopes of not only helping my family, but preventing tragedy from befalling another unsuspecting person or family. In February of this year, after losing our home in the 2015 Valley Wildfire, my husband and I traveled to Tucson, Arizona to purchase a (temporary home) recreational vehicle from Freedom RV Inc. off of Irvington Road. After a rather arduous buying process, we took our coach home to California only to find out that the vehicle was *infested* with rodents, and had been for a number of years. When we first brought this to the attention of Freedom RV, we received a less than favorable response. Following a series of less than stellar conversations with management at Freedom RV Inc., Devin Murphy, the owner of the facility spoke with myself regarding the condition of the coach. At the time, he agreed to reconsider his original offer, made on his behalf by manager James Pruett, which was \$35,000 as a "buy back" for a 2001 Tiffin Allegro RV that we had paid \$51,667.10. (It is pertinent to mention that at the time of purchase we bought all of the additional guarantee services [known as PDI's] offered by Freedom RV that ensure the used vehicle has been thoroughly inspected, serviced, and repaired and is in good and proper working condition.)

At the time of that conversation the vehicle was slated to be inspected by the Lake County California Health department due to the serious nature of rodent infestation and the diseases they could possibly harbor. Since that conversation, the director of the Health Department has determined that the coach is unsuitable for human use. Rodents have been living and nesting in this coach for an untold number of years. The undercarriage of the coach is packed full with rodent nesting debris, feces, urine, and carcasses. The damage is extensive. Wires have been chewed through, every porous surface in the undercarriage has been saturated with excrement, and every unseen crevice within the inner-workings of this vehicle has been home to generations of tiny, unsanitary invaders. This has all been documented by pest control services, the health department, as well as members of my family. Devin Murphy, and Freedom RV Inc. have been made well aware of the extent of the damage to this coach and the Health department's position on its condition. In numerous telephone conversations with James Pruett and one conversation with Devin Murphy, both men attested that they believed the coach was in an uninhabitable condition and that the rodent damage was not only extensive but dangerous.

After the Heath Department reviewed the coach, I wrote a letter to Mr. Murphy pleading with him to review his original position regarding the return of the coach. My family was, and is, under the mindset that Freedom RV sold us a vehicle that should never have been sold. The RV is a serious health risk on wheels that we have dubbed "the Bubonic Plague Mobile." Considering we had purchased the additional guarantees from Freedom RV, we were expecting them to take full responsibility for the

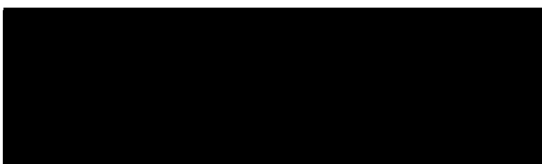
mistake/neglect/(hopefully not intentional fraud) that led to them selling us a rodent infested coach. We were wrong.

Devin Murphy chose not to respond to my first letter. After a month had passed, I wrote a second letter to Mr. Murphy that requested a response from him in writing, and included a reasonable deadline to hear back from him. A day after that deadline had passed, I received a phone call from James Pruett. He told me that Freedom RV and Devin Murphy had changed their position regarding the coach. In fact, they had pulled back from their initial offer and instead told me that I would have to CONSIGN the coach if I wanted to recoup *anything* monetary from the sale. When I reiterated to Mr. Pruett that the coach was a bona fide health hazard, condemned by the California Health Department he told me, "California laws don't apply here. I'm sure that it's that bad, but we are used to pack rats out here. We clean and resell these things all the time." Not only that, Mr. Pruett also made it clear that it would be my family's responsibility to transport the vehicle back to Arizona, thus transporting a rodent infested, condemned RV over state lines so that it can be "cleaned" and sold to some other poor unsuspecting person. To that I responded "I will not have that on my conscience. If you are in the habit of screwing people over, that's on you, but I will not have it on my head." I admit, I hung up on James after that as I felt I had been insulted enough.

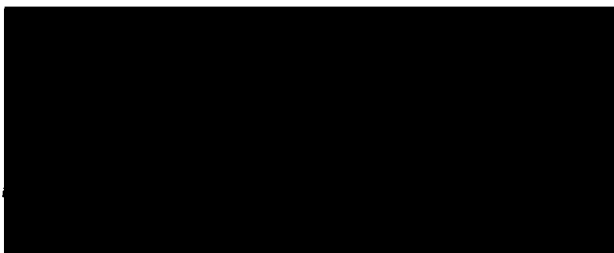
It is cruel what Freedom RV has done to my family. They sold us false hopes, false promises, and a potentially deadly RV. When called out for this they said, tough luck, its on you, if you want out of this mess you are going to have to pass the problem on to someone else (completely my paraphrasing of the scenario here, not their words...). My family has been devastated by the purchase of this coach. Every dime of our insurance money from the fire (and then some) went into the purchase of this coach. It has had numerous debilitating latent effects, aside from rendering us homeless a second time, and we cannot see letting it happen to someone else - which is exactly what Freedom RV intends to do. Negligence on the part of their service department has seriously injured people in the past, and we got lucky we were not injured or killed due to their negligence. Now they want to pass the same dangers on to someone else. We are at a loss for what to do. We have tried to be reasonable, but it falls on deaf ears. We want nothing to do with "The Bubonic Plague Mobile" but we certainly don't want it to ruin other lives.

It is our sincere hope that if an entity such as yourself were to make these practices known, maybe they could be stopped. Devin Murphy and Freedom RV Inc. has ignored our voices, but maybe they will listen to yours.

Thank you so much for your time and consideration,



P.S. I have attached copies of the letters/documents mentioned above.



Nov. 3rd 2016


Lower Lake, CA

Devin Murphy
Freedom RV, Inc.
3735 E. Irvington Rd.
Tucson, AZ 85714

Subject: 2001 Tiffin Allegro

Dear Mr. Murphy,

We hope that this letter finds you in good health. As it has been over a month since the certified receipt of our last letter, by your office, (3:14pm Sept.29th 2016 USPS tracking  we thought it pertinent to remind you that we are still awaiting your response. In the interest of the upcoming holidays and end of the year, we would very much like to resolve this matter swiftly and amicably. We feel that 45 days, on top of the months that you have known about the rodent damage and our financial situation, should be a sufficient amount of time to make this decision. For that reason, we kindly ask that you make us aware of your response – whatever it may be- by November 14th 2016. We would prefer that your response be in writing if it is not too much trouble. If we do not hear from you by the end of business (5:00pm PST) on November 14th, we will be forced to pursue other avenues of rectifying the matter of the uninhabitable Tiffin Allegro.

For your convenience, we have included an additional copy of the original letter you received on September 29th. We would like to remind you that every time we attempt to contact you it costs us even more time and money. From the time it takes to write to you, copy 30+ pages, drive to and from the post office (which is not a short trip), to the additional costs of ink, postage, and fuel. We would like to put this matter to rest, so that the purchase of the Tiffin Allegro does not continue to darken the horizon of our new year – and yours.

Thank you very much for your time and consideration,



Sept. 25th 2016

[REDACTED]
Lower Lake, CA [REDACTED]

Devin Murphy
Freedom RV, Inc.
3735 E. Irvington Rd.
Tucson, AZ 85714

Subject: 2001 Tiffin Allegro

Dear Mr. Murphy,

I am terribly sorry for the amount of time that has transpired from when we last spoke on the phone to the writing of this letter. I had hoped that this matter would be handled in a much more timely manner. That being said, as my county is still a national disaster area attempting to recover from last years' devastating fires, in the midst of new emerging fires in this years' season, local resources and personnel are strapped to the hilt. I have done my best to get in contact with you as soon as I received definitive word from the health department regarding the safety of the 2001 Tiffin Allegro my husband and I purchased from you earlier this year.

After our previous conversation it occurred to me that you may not have a clear view of exactly what happened during (and after) our in-house sales experience with your company. It was evident that Mr. Pruett gave you a limited version of the conversations that transgressed between he and I. It was also quite evident that you were unaware of the multiple instances of miscommunication between the sales and service staff during our buying experience. For these reasons, I thought it pertinent to give you a fully detailed account of what [REDACTED] and I experienced. Hopefully this will bring us together on the same page so that we can reconcile this matter swiftly, amicably, and fairly.

The following text are email communications between [REDACTED] and I and members of your staff before entering Arizona and seeing the RV in person. In these communications, we expressed our need for a coach that would serve as a full time residence. We also expressed our need for a washer/dryer combo in the RV, and tried to clarify as many details regarding the purchase of this RV before ever setting foot on the premises.

-----Original Message-----

From: [REDACTED]
[mailto:[REDACTED]]
Sent: Wednesday, January 20, 2016 10:28 PM
To: agreene@freedomrvaz.com
Subject: Mobile Information Request

Thursday Jan 21, 2016 12:27am
For Unit: 3489B Tiffin Allegro Bus 37TP

Name: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]

Message: I would like to receive more information on:

Stock #: [REDACTED] - 2001 Tiffin Allegro Bus 37TP - Class A Diesel

Dear AJ or whom it may concern, I am extraordinarily interested in purchasing this coach from you. I would love to get a test drive, and if possible a quote to have a washer/dryer combo installed in the unit. This would be a cash/bank check sale, no financing. I live in California and can take care of any/all DMV paperwork as necessary, depending on your dealership's/state policies.

I am currently planning to be in Tucson, AZ on business from Feb 6th-21st. I would consider putting down some sort of deposit as necessary to hold the coach. If you have a (Northern)California branch and would consider moving the coach prior to those dates, I would be interested in this as an option as well.

My wife and I have been in the market for a Diesel pusher with low miles, through storage, white exterior, 300+ hp, a full size shower, private toilet, table/chair dinette, double door fridge, washer/dryer, multiple pop outs, decent storage, and easy access generator for well over a year now. After recently losing our home in the Valley Fire, we are in a desperate need for one. As you can see, aside from the washer/dryer, this is THE coach for us.

Please let us know if there is any way this coach can be held until we are in town. Feel free to call, [REDACTED]. If no one answers, leave a message and one of us will call you back.

Thank you,
[REDACTED]

In the interest of space and continuity, the rest of the e-mails have been attached to the end of the document and labeled as "E-mail Correspondence". G-mail tends to restate old messages repeatedly, so correspondence has been numbered.

As made evident by the email correspondence, we desired to be fully informed buyers and did our due diligence to be sure that we would not later regret our decision to purchase from Freedom RV. What can not be seen in the e-mails are the multiple telephone conversations that were had with salesmen Pierre and AJ in between emails. During these conversations we made it expressly evident that we wanted there to be no health or safety concerns with our RV as it was to be our residence. On multiple occasions we made both AJ and Pierre aware that [REDACTED] has an allergy to mold, and that she is extremely sensitive to black mold. Pierre informed us during our first telephone conversation that there was mold surrounding the skylight over the shower and that it extended across the roof of the bathroom. At this time he also made us aware of the Pre-Delivery Inspection (PDI) opportunities offered by Freedom RV that, if purchased, would serve as a warranty and guarantee that the coach would be safe for its intended use and free from any major operating defects. It would also ensure a "thorough internal and external inspection and cleaning," that "all appliances are in good and running condition," and that "rest assured, any mold would be completely treated or removed." During this conversation Pierre also informed us that if we put down a deposit, we would not only reserve the RV until we could see it in person, but should we change our minds, the deposit would be refunded or transferred to another RV if we so chose.

In addition, during our conversations we expressed on numerous occasions to Pierre and AJ that we were purchasing the RV with insurance money, paid out to us after losing everything in the 2015 Valley Wildfire. We made it very clear that we were on an intensely strict budget and that Freedom RV would literally be receiving every penny that we had (and more that we didn't. We had to secure a loan in order to finish financing the RV). This is why we asked over and over again exactly what all of our

costs would be including the RV itself, PDIs, taxes, DMV paperwork, and possible additional services. This is also why we were so adamant on ensuring that should ANYTHING go wrong with the RV, we would be covered by the PDIs offered, otherwise we would not have spent the additional money. We were assured repeatedly by numerous members of staff that Freedom RV stood by the quality of their PDIs and that should anything go awry, Freedom RV would make it right via repair, replacement, or what have you. Given that the company motto is "Where the Customer & Family ALWAYS come FIRST" we were under the impression those assurances would be upheld. After all, when making a purchase as large and important as this one, the whole point of going through a dealership is to make sure the entity selling the RV is not only reputable, but trustworthy – which is not always the case in a private sale.

When time came for us to see the RV in person, the coach appeared to be nearly as described both online and in phone conversations. The extent of the mold damage was more prevalent than previously delineated on the phone by Pierre, but sales staff (Rich) assured us that every precaution would be taken to remove and replace what moldy parts could be removed, and sufficiently treat the rest with a fungicide to kill any remaining mold. He also mentioned a previous instance where a couple purchased a coach and both PDIs only to discover shortly after taking it home, that parts of their floor was soft due to rot and mold that had been overlooked during their interior PDI. Rich said they were "immediately offered a 'new' one." He did not clarify if this was a "new" RV or "new" to them, merely that if something were to go wrong-especially if it was Freedom's fault- Freedom RV would make it right. We trusted those assurances. We trusted your staff to provide us with a safe and operational home. We also trusted that if anything were to go awry, that we could call and that we would be treated as family. "Our goal here at Freedom RV is to provide the best product available on the RV market at a fair price and to back it up with amazing customer service." We trusted that.

We are aware that our sales experience was an unusual one. It began with AJ Greene who fielded our initial questions and concerns. We then received correspondence from both AJ and Pierre who seemed to be working together on our sale. Shortly after however, AJ chose to change employment to another dealership, at which time Pierre became our sole salesman. Unfortunately as you know, he lost his father not long after that and we were transferred to Rich. Rich was the salesman we encountered when we arrived in Tucson to see the coach. He handled all the paperwork and served as our liaison between sales and service. He also presided over our initial walk through of the coach and signed off on our list of repairs we wanted to see done beyond what was covered in a standard PDI before the final purchase. A little over a week after signing paperwork with Rich, Pierre returned from his mourning period and attempted to see us through the finalization of our sale. He was understandably distracted during this time and unable to fulfill his duties and Rich once again resumed handling the details of our purchase.

As you know, or can at least see from the original paperwork, we agreed to purchase the RV with a few stipulations; that the mold would be removed, a few cosmetic items would be fixed, a washer/dryer combo would be installed, some faulty seals would be repaired, and that the PDIs would ensure that every aspect of the RV had been thoroughly inspected to be in running order, safe for operation, and free from functional defects - both in the home portion of the RV and in the motor portion. What you may not be aware of, is that from February 3rd, when we signed the Work Authorization Form, until Feb 27th the day prior to picking up the RV, we had to ask on six separate occasions for work from the original form to be completed by your service staff. In every instance we would stop into the dealership to "visit" our RV only to find that requested work had not been done. Despite requesting the installation of a washer/dryer combo in our initial correspondence with Freedom RV, we had to ask six additional times (every time we stopped in save for picking up the coach) to have the washer/dryer installed. In fact, the unit was not installed until the day prior to the coach

delivery date, and it took a heated expression of frustration on our part – seeing as how the work was requested during our initial contact, and after 15 days in the service bay at Freedom RV, still was not completed (or even started) the day before we were to drive home. In addition, during those six visits, we noted that not a single repair on the Work Authorization form had been done without one of us having to expressly ask either service or sales why work was left undone.

On our third visit after citing the two disappointing previous visits, Pierre told us that he would “personally see to it that all repairs are done,” including patching body damage on the rear drivers' side corner of the RV, and that he would “repair it himself if necessary” (referring to the body damage on the coach). At this time Pierre claimed he had an incomplete copy of the Work Authorization Form. For this reason, we produced our copy and allowed him to make a photocopy of it for both his records, and to give a copy to the service department. At the same time, he told us to make ourselves comfortable while he “handled everything.” About 45 minutes after Pierre left us in the waiting area, you emerged from your office and playfully joked, “I didn't realize you guys would be staying *here* until Wednesday;” referring to the extra time we were going to be staying in Tucson waiting on parts for the RV to come in. When we told you we were waiting for Pierre to get back to us, you promptly checked in on the situation and shortly after, Rich told us everything was handled and that we could leave. When asked about the repairs he stated that he “had it covered,” showed us his copy of the Work Authorization Form, (which was the original to my copy) and together we highlighted the repairs that had yet to be accomplished. Rich then indicated that would be interacting with him exclusively from then on as far as sales were concerned, and that he would oversee our repairs.

We would like to take a moment to thank you very much for your generosity and concern for our welfare on that occasion. If you remember, that was the same day we came in to discuss our concerns regarding the time frame for parts that had been ordered, but were taking longer than expected to arrive. You very generously offered to cover our hotel costs for the additional time we were to be in Tucson, past our original departure date. We greatly appreciate that gesture and your generosity. We also greatly appreciate that you noticed we had been forgotten in the seating area and got us back on our way. Not that your couch is not super comfortable – it is – but we thank you for valuing our time.

On our fourth visit to Freedom, after discovering no progress had been made on the Work Auth. Form, we chose to speak with Aaron in the service department directly regarding the repairs to our coach. He informed us that there was a large gap in communication between sales and service. This was reiterated when we showed him our copy of the Work Auth. Form, which he previously had not seen, and informed him of the washer/dryer install, which again he had no clue was to be done... This coming from the same gentleman that did all the mold removal work, was heading up the PDIs, and supposed to be the forefront go-to-guy on getting the RV prepped for sale. He was completely blindsided, apologized profusely, and assured us that now that we had talked to service directly something would actually get done. He was correct in that statement, mostly because he did the repairs himself. We greatly appreciate that Aaron took those tasks on, because he was able to discover and fix a structural flaw in the awning, that we erroneously labeled as a “warped awning mount” in our work requests, that could have been catastrophic on the road. Although it was extremely frustrating attempting to get all of the small repairs done, once we circumvented the sales staff, we were impressed and pleased with the quality of work done, especially the body damage repair – it was perfect, and the paint blended so evenly you couldn't tell there was ever damage. That being said, I must mention that we later discovered the washer/dryer combo was installed with the factory drain plug still in place, which could have easily flooded/damaged the storage compartment it was in, along with other parts of the RV, had we not noticed the mistake and fixed the problem.

On our fifth visit Aaron mentioned to us that he had been having some troubles with our wiring, more specifically our kitchen speakers and storage bay lighting. Aaron told us that the switch which operates the kitchen speakers was not functioning normally, and that the speakers would sporadically turn on and off. He mentioned having replaced a part that did not rectify the problem. At the same time he indicated that our storage bay lights were not functioning at all, and that he was troubleshooting the problem. During this visit, with the help of another employee, they discovered there was a switch by the entrance that controlled the main power for the storage bay lights, that they were working properly, and no longer a cause for concern. At that time, Aaron went back to check on the status of the kitchen speakers. They were functioning at that particular moment, so he gave the speakers a pass and indicated that all was well. The speakers continued to operate sporadically after this point, but were no longer addressed as problematic by Freedom RV staff.

Our next most notable encounter with Freedom RV was the date we came in to pick up the RV. During our walk through there were a series of small problems. First, the speakers still were not functioning properly. Second, when we were given a run through of our water systems, water came shooting out of a valve after Aaron opened it. He said "Well that's not supposed to happen. I thought we had that all checked out. I'll get someone to fix this right away." When he opened the next storage compartment door, there was debris and mesquite seed pods in the storage compartment. To this discovery Aaron said "I know that was vacuumed out just before you guys got here. Sorry about that, let me get someone to clean it up." When he opened the final storage compartment door on that side, we discovered it was completely soaking wet, with water sitting on the floor of the compartment. We had noticed moisture in the compartment before and had asked for the seals to be checked. We asked again at this time if the problem was the seal, but Aaron assured us that the seals were good. He indicated staff had neglected to close the door completely (multiple times) when washing the RV, which resulted in the compartment becoming saturated. At no time did anyone apologize for the oversight, or offer solutions to rectify the problem. As a matter of fact, Aaron shut and locked the compartment after seeing the water, and we had to ask him to leave it open so that it could air dry to prevent mold from forming.

Following the walk through, we went into the service department to finish signing paperwork and paying for the RV. It was at this time that we discovered we were going to be charged \$400 more than our initial quote for the washer/dryer combo. This again resulted from a lack of communication between the sales and service department. We were given a quote from AJ Greene before he left that included the unit and its installation. Luckily for us, since all of our communication with AJ was via e-mail we had our original quote to stand by, otherwise we would have been seriously over-budget for a mistake that was not ours. During the thirty minutes or so that it took to sort out the washer/dryer cost, the service technician who had been assigned to repair the oversights found during our pre-delivery walk through informed us that, "I knocked on that panel a couple of times and dirt kept falling through, so I sealed it all up for you guys. Its likely just a dirty engine." This was referring to the dirt and debris in our storage bay that had apparently been falling from the carpeted panels that housed the storage bay lighting and hid/protected a large amount of wiring for the coach. Being that we were new to motorhome ownership, and that this was being told to us by a member of service staff from a reputable dealership with decades of experience, we accepted that explanation, paid for our coach, and proceeded to drive off into the sunset on our new life adventure.

About an hour into our maiden (and only) voyage, the RV significantly lost power and acted as if it were receiving little to no fuel. Being new to motorhome use, we called your service department to help us troubleshoot the problem. After text messaging some photographs of our engine and giving a detailed account of the coaches symptoms, your service manager diagnosed and subsequently walked us through the adjusting and securing of our turbo boot that had worked its way loose. We were a little

disgruntled to have such an unnerving problem on our first trip out. However, we were extremely pleased with how quickly your staff remotely diagnosed the problem and walked us through the simple fix. [REDACTED] and I did both note at the time, that the engine we had both just been above and under in the rear of the coach, was not covered in debris and did not seem to be anywhere near the center of the storage bay that had needed to be sealed up to keep all of the *engine dirt* out.

Sadly, as you well know, shortly after getting the RV back home with us we discovered the dark secret hiding in the belly of the coach. Those panels that your staff sealed up, instead of investigating, or even just properly cleaning – which would have easily revealed the problem- housed years and years of pack-rodent damage, corpses, feces, urine, debris, and live vermin. The saddest thing is that this could have been easily discovered by any member of your service department, many of whom mentioned having years of experience dealing with rodent damage in RVs. Sadder yet, it is highly unlikely that the problem went unnoticed by at least *someone* in your facility considering the RV was on your lot for over a month before we even entered the state to see it. At the very least, this oversight is a glaring moment of neglect and lack of thorough care. It clearly indicates that the Chassis PDI is poorly executed, and misses large portions of the functional parts of the vehicle during inspection. It also brings into question the quality of any of the repairs done. During the weeks it spent in your service bay, the coach's ABS wiring harness was said to be replaced. It again seems to be neglect, or a lack of attention to detail that would lead to wiring damage, evidence of chewing, debris, and droppings all in/close to the area where repairs are taking place to go unnoticed. In fact, had we looked behind the electrical outlet panel of our storage bay compartment – easily accessible, just requires bending down and into the compartment, on the day we picked up our coach, we would have seen some of the rodent debris and droppings that would have had to have been vacuumed up by members of staff before bringing the coach onto the lot for sale. I have included photos of this for your reference, they are labeled below.

At the very worst, this is a heinous case of fraud, whereby someone discovered and then knowingly concealed a potentially life-threatening situation. Life threatening not only due to the potential for disease carried by rodents, but to the integrity of the coach that they would be slowly consuming, emaciating, and contaminating over time. We count ourselves very lucky that we did not have to use any of the propane appliances when occupying the RV. If we had, the outcome could likely have been fatal due to the extent of the damage. While it may not have been you personally, it is possible that a member of your staff was aware of the problem and concealed it. At the very least, gross negligence led to a health hazard being literally sealed in by your staff hours before we took the coach home.

What you may not know is the extensive impact the rodent damage has had on us emotionally, financially, and physically. First and foremost, we were rendered homeless for a second time. As newlyweds trying to get a foothold into our new lives together, this was completely devastating. To add insult to injury, the few possessions that we had that survived the fire, and many of the new items we had purchased to replace what was lost, were completely ruined by rodent urine and feces and had to be destroyed. Everything, absolutely everything in the storage bay of the coach that was not ruined by rodents had to be completely cleaned and sanitized. Dozens of cardboard boxes had to be replaced and we had to completely repackage all of the inventory within them. We lost nearly a week to disposing of unsanitary and possibly life-threatening debris, cleaning and sanitizing what could be salvaged, and trying to make other living arrangements. Both [REDACTED] and I lost numerous days of work and spent considerable amounts of money obtaining traps, bait, and poison to eliminate the infestation, getting cleaning supplies and replacing what was lost due to this damage. Not to mention the appreciable amount of time and effort it has taken to have the RV professionally assessed for safety. I have

included an itemized list of the expenses we have incurred as a direct result of the rodent damage as additional documentation for your review.

When we first contacted Freedom regarding the rodent infestation, we had expected a swift and strong reaction in our favor. Our initial contact on the matter was with service manager, James Pruett. He expressed deep concern for our plight and indicated that Freedom RV would attempt to rectify the situation. He even indicated that Freedom RV might cover a portion of our rent seeing as how we were homeless due to negligence by their staff. These negotiations fell through very quickly. When James first asked us if we would like to repeat the 800+ mile drive back to the store, we told him that was not our first choice of action, being that we had already lost a week to dealing with rodent damage and were already behind in our day to day tasks. Not only that, but due to the extent of the rodent damage the coach did not seem fit to drive, and we had no way of hauling it otherwise. When he asked us if we wanted to have the coach thoroughly cleaned to "like new" status, we first expressed our concerns regarding the quality of work that could be expected – seeing the "oversight" that led to an infestation of rodents being sealed into the chassis of our coach, and additional concerns regarding the threat of Hantavirus carried by rodents. At this time we expressed the need for an official entity to determine if the coach was considered livable or not. We also indicated that we would accept a trade for a comparable RV of similar features and mileage.

While waiting for the safety of the coach to be determined, James offered us a number of replacement coaches, none of which were comparable to the Tiffin we had just purchased. The first coach he offered, while in the correct size range and containing the correct interior features, had visibly oxidized exterior paint. The damage to that coach was such that it would require a new \$10,000 paint job, and we simply didn't have the funding. The next coach he offered did not have the interior features that we required to make the coach a full time residence. The other coaches were glaringly different from our coach and were not comparable in terms of size, storage, or function. Also during this time our negotiations with James quickly deteriorated. He became increasingly agitated that we would not settle for a coach that did not meet our needs, and continued to pressure us into making a decision. When we cited the problems with the coach, he would give generalizations stating that Freedom RV would fix whatever problems the coach had. To these responses we would cite our concerns regarding the quality of repairs to be expected, given the circumstances. As you well know, at a point when negotiations looked particularly grim, we asked James if Freedom RV would simply give us our money back. He said that he would need to check with you before he could give us an answer. When James called back with a response it was, "I can do \$35,000, for your trouble."

We were completely floored. \$35,000, for a coach we paid \$51,667.10 for? When we purchased PDIs from your company, that guarantee that the coach will be safe and sound for use? How is that in any way, shape, or form, treating the customer like family, or putting us first for that matter? How is that "provid[ing] the best product available on the RV market at a fair price and back[ing] it up with amazing customer service"? The customer service is a bit hit or miss as far as we have experienced, and when it misses it is by far. During our early communications with James, I asked if it was even legal for this coach to have been sold, knowing at least in hindsight that it was infested with rodents and unfit for its intended purpose. To which he replied, and I am paraphrasing here, that the Freedom RV legal team can always claim negligence and the matter would really be on us [redacted] and I) anyway. He indicated that Freedom RVs offer to clean the coach was as good as it was going to get. Because of this cold and rather callous response to what I feel is a perfectly valid question, I began looking into just what legal rights we had in the state of Arizona and what that would mean for us.

I discovered that the consumer protection laws in Arizona are much less favorable to the buyer than in California. We also discovered that unlike in California, in Arizona, there is no law against

taking advantage of fire victims. However, in Arizona there are a few consumer protection laws, ones that pertain to the sale of our Tiffin Allegro, that I would like to put forth here. Again for continuity's sake, I have attached them as supporting documents below for your convenience. During this time I also investigated prior instances of customer service disputes Freedom RV had on record. To your favor I admit that most of the complaints were rectified by Freedom RV once a report was made with the BBB. However I was a little taken back by the handful of reports where a resolution could not be reached over what seemed like simple fixes on Freedom's part. This led me to the discovery of your significant legal trouble regarding a poorly sealed toilet a few years back. I have to admit, considering the less than stellar rapport with James, I was beginning to wonder just how bad our situation really was. It was at this time that I attempted to make contact directly with you.

Again I apologize for the length of time it has taken me to get this to you. In the time that has past since we last spoke, my family has had three additional near misses with wildfires this year, and they have only served to slow our glacial pace to rebuild. It does not help the matter that our entire life plan has been altered by this event. We suffered in so many ways as a result of buying this RV. We have been financially devastated and are currently unable to leave our current living situation without having to take on even more cumbersome debt. We have been emotionally drained, at what should be a very joyous and celebratory point in our very young marriage. We have been physically distraught and burdened. If the emotional and financial stress were not taking enough of a toll on our bodies, we have been forced [REDACTED] (especially) to work in labor intensive fields to compensate for the financial toll. Needless to say our lives have been quite complicated as a result of purchasing this RV, and because of that, it has made it quite difficult to try and resolve the matter of the RV.

Now to the matter at hand. When we spoke last I asked you if you would consider holding your offer to clean the Tiffin Allegro until I could get definitive word from the Health Department as to whether or not the coach should be considered for habitation. The director of the department, Mr. Ray Ruminski personally came out and inspected the Tiffin Allegro, on-site where it had been since we discovered the infestation. After his thorough inspection, Mr. Ruminski returned to his office and his normal duties. As our county is still suffering from last year's, and now this year's fires, resources are strapped and all official personnel are extremely busy. For this reason it was quite some time before we obtained the report from the health department, for this I again apologize, however I am getting it to you as quickly as I am able. It is attached as additional documentation below. In that report you will see that he does not recommend that the coach be used as a residence.

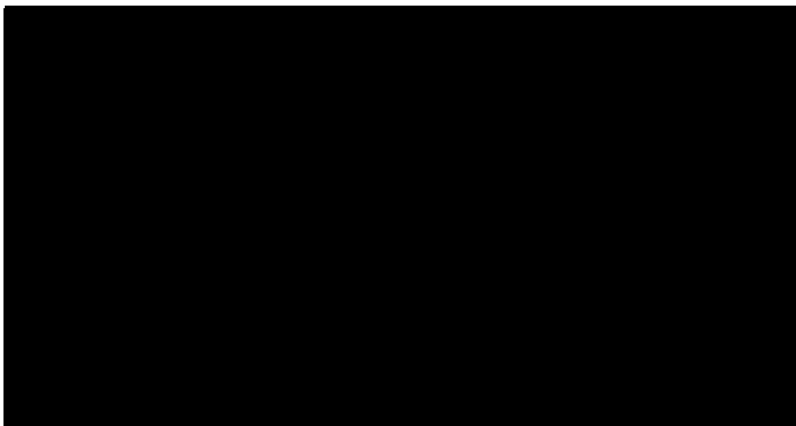
The Health department has determined that it is unfit. Unless the coach were to be completely disassembled and rebuilt from the ground up with new materials it cannot be saved. There is no level of cleaning that could fix this matter. Therefore we do not feel that it would be possible for you to uphold your offer to clean the coach "like new". In light of this report, we would like to ask if you would reconsider your previous monetary offer, and consider giving us the full purchase price of our coach back. We understand that you incurred significant costs in man hours, parts, and labor when making repairs on our coach to satisfy the PDIs. However, there was a huge mistake made -on Freedom RV's part- and we would really like to give you the opportunity to make it up to us. We have also incurred significant costs as a result of this, and countless more emotional and physical stress. We understand that it will bring about additional costs on your part to take the coach back, but please understand, this coach has changed our lives exponentially for the worse. We invested literally everything into a machine that is ultimately condemned, and have nothing to show for it. We are certain the tax deductible business loss of the reclamation of this coach will not drastically impact your future or dramatically change your life. However, the purchase of a rodent infested motorhome, that we thought was protected by the issuing entity because we had paid for their additional overages, *has* dramatically changed the landscape of our future – and it's not good.

We would like to appeal to the kindly gentleman and gentlewoman (because we can't forget your lovely wife) who shook our hands during a free BBQ luncheon on one of our trips to visit the coach. We would like to ask the two of you to please remember the smiling young couple, so exciting for their future, so hopeful. Now picture those two faces depressed and forlorn, struggling because they invested their hopes, dreams, and everything they had monetarily into a coach -that turned out to be a nightmare – and the people that were so kind to them before, now seem not to care, spiteful even, saying that they can't "take the hit" for all the repairs into our coach. But we paid for the PDIs, we bought your guarantees... now that we truly need you, you won't stand by them? Please tell us that this can not be true of the kindly couple we met last February. Please, reconsider giving us back the full purchase price of the Tiffin, along with removing it (or paying for the disposal of it locally if necessary) from our property. We would desperately like to finalize this dark chapter in our book of life.

Additional Documentation as previously mentioned attached as follows...

- Financial statement - pg 10
- Arizona Consumer Laws - pg 11-14
- Health Department Report - pg 15
- Pest Report – pg 16-18
- Photographs of power outlet - pg 19
- Photographs of rodent damage - pgs 20-22
- E-mail Correspondence - pgs 23-33

Sincerely,



Rodent Related Expenses...

Prorated March Rent – \$87.50

April Rent – \$875

May Rent – \$875

June - \$875

July - \$490

August - \$490

September - \$490

Jason's lost work hours – 73hrs @ \$30p/hr - \$2,190

Heather's lost work hours – 79hrs @ \$18p/hr - \$1,422

Dale (Jason's father) lost work hours – 6hrs @ \$95 - \$570

Pest Control Inspection - \$125

Bait, Traps, Poison - \$82

Repackaging supplies - \$350

Cleaning Supplies - \$227

Diesel Fuel drive home - \$330

Goods destroyed that could not be sanitized - \$550

(blankets, clothing, paper products, books, ect)

Veterinarian Expenses - \$500

(for [REDACTED] mother's lab, who accidentally poisoned herself on Mother's Day, by discovering and subsequently chewing up a bait house that had been placed to eliminate rodents, should they be traveling in and out of the RV.)

Total: \$10,528.50

This does not include the drastic cut to our income that has come from being geographically trapped and unable to enact our business plan that was focused around consistent travel and networking. It also does not include monetary numbers for our stress, our dramatically reduced quality of living, or ruining what was supposed to be a very special Mother's Day).

Applicable Arizona Consumer Laws

Consumer Fraud : This would only come into play if the rodent damage was concealed intentionally...

“Consumer fraud, as defined by Arizona law, is any deception, unfair act or practice, false statement, false pretense, false promise or misrepresentation made by a seller or advertiser of merchandise. In addition, concealment, suppression or failure to disclose a material fact may be consumer fraud if it is done with the intent that others rely on such concealment, suppression or nondisclosure. Merchandise may include any objects, wares, goods, commodities, intangibles, real estate or services.”

Consumer Laws: Laws that cover sale despite negligence on issuer's part...

Arizona Lemon Law – Used Vehicle Sales

WHAT IS COVERED: The implied warranty covers parts that are necessary for the vehicle to run safely. A list of the parts is defined in Arizona state law. Also, any defect that "significantly limits" the vehicle's ordinary use as transportation is covered.

MOTORCYCLES AND MOTOR HOMES: The law applies to motorcycles and motor homes, as well. However, only the engine, drive train and chassis are covered, not parts such as bathroom, kitchen or sleeping facilities.

*Due to numerous exposed wires, potential fire/explosion hazard, excessive rodent waste, and the presence of decomposing rodent corpses, the coach sold was never safe, and the previously mentioned factors “significantly limit” the vehicles ordinary use.

47-2313. Express warranties by affirmation, promise, description, sample

A. Express warranties by the seller are created as follows:

1. Any affirmation of fact or promise made by the seller to the buyer which relates to the goods and becomes part of the basis of the bargain creates an express warranty that the goods shall conform to the affirmation or promise.
2. Any description of the goods which is made part of the basis of the bargain creates an express warranty that the goods shall conform to the description.
3. Any sample or model which is made part of the basis of the bargain creates an express warranty that the whole of the goods shall conform to the sample or model.

B. It is not necessary to the creation of an express warranty that the seller use formal words such as "warrant" or "guarantee" or that he have a specific intention to make a warranty, but an affirmation merely of the value of the goods or a statement purporting to be merely the seller's opinion or commendation of the goods does not create a warranty.

*Numerous verbal communications from staff members Pierre, Aaron, Rich, and the proprietor of Freedom RV Inc., Devin Murphy exclaimed the great value, reliability, usefulness, and livability of the 2001 Tiffin Allegro Motorhome.

*Pre-Delivery Inspections (PDI) from Freedom RV Inc for both the chassis and home portions guarantee the coach to be free of any defects that would render the coach unusable or unsafe.

47-2314. Implied warranty: merchantability; usage of trade

A. Unless excluded or modified (section 47-2316), a warranty that the goods shall be merchantable is implied in a contract for their sale if the seller is a merchant with respect to goods of that kind. Under this section the service for value of food or drink to be consumed either on the premises or elsewhere is a sale.

B. Goods to be merchantable must be at least such as:

1. Pass without objection in the trade under the contract description; and
2. In the case of fungible goods, are of fair average quality within the description; and
3. Are fit for the ordinary purposes for which such goods are used; and
4. Run, within the variations permitted by the agreement, of even kind, quality and quantity within each unit and among all units involved; and
5. Are adequately contained, packaged, and labeled as the agreement may require; and
6. Conform to the promises or affirmations of fact made on the container or label if any.

C. Unless excluded or modified (section 47-2316), other implied warranties may arise from course of dealing or usage of trade.

*Motorhome was purchased with the understanding that it was in good running condition, safe to operate and use, and eligible to be resold or traded in at a later date should the needs of the purchasers change. Rodent damage negates all of the above.

47-2315. Implied warranty: fitness for particular purpose

Where the seller at the time of contracting has reason to know any particular purpose for which the goods are required and that the buyer is relying on the seller's skill or judgment to select or furnish suitable goods, there is unless excluded or modified under section 47-2316 an implied warranty that the goods shall be fit for such purpose.

*First contact with Freedom RV Inc. expressed our need to live in the RV. Rodent damage renders the unit uninhabitable.

44-1267. Used motor vehicles; title; implied warranty of merchantability disclaimer; waiver; burden of proof; remedies

A. Before the seller attempts to sell a used motor vehicle the seller shall possess the title to the used motor vehicle and the title shall be in the seller's name.

B. Except as provided in subsection I of this section and in addition to the requirements of section 28-4412, a used motor vehicle dealer shall not exclude, modify or disclaim the implied warranty of merchantability prescribed in section 47-2314 or limit the remedies for a breach of that warranty, except as otherwise provided in this section, before midnight of the fifteenth calendar day after delivery of a used motor vehicle or until a used motor vehicle is driven five hundred miles after delivery, whichever is earlier. In calculating time under this subsection, a day on which the warranty is breached is excluded and all subsequent days in which the motor vehicle fails to conform with the implied warranty of merchantability are also excluded. In calculating distance under this subsection, the miles driven to obtain or in connection with the repair, servicing or testing of the motor vehicle that fails to conform with the implied warranty of merchantability are excluded. An attempt to exclude, modify or disclaim the implied warranty of merchantability or to limit the remedies for a breach of that warranty, except as otherwise provided in this section, in violation of this subsection renders a purchase agreement voidable at the option of the purchaser.

C. For the purposes of this section, the implied warranty of merchantability is met if the motor vehicle functions in a safe condition as provided in title 28, chapter 3, article 16 and is substantially free of any defect that significantly limits the use of the motor vehicle for the ordinary purpose of transportation on any public highway. The implied warranty of merchantability expires at midnight of the fifteenth calendar day after delivery of a used motor vehicle or when a used motor vehicle has been driven five hundred miles after delivery, whichever is earlier. In calculating time under this subsection, a day on which the warranty is breached is excluded and all subsequent days in which the motor vehicle fails to conform with the implied warranty of merchantability are also excluded. In calculating distance under this subsection, the miles driven to obtain or in connection with the repair, servicing or testing of the motor vehicle that fails to conform with the implied warranty of merchantability are excluded.

D. The implied warranty of merchantability described in this section does not extend to damage that occurs after the sale of the motor vehicle and that is the result of any abuse, misuse, neglect, failure to perform regular maintenance or to maintain adequate oil, coolant or other required fluid or lubricant or off road use, racing or towing.

E. If the implied warranty of merchantability described in this section is breached, the purchaser shall give reasonable notice to the seller. Before the purchaser exercises any other remedies under title 47, chapter 2, the seller shall have a reasonable opportunity to repair the vehicle. The purchaser shall pay one-half of the cost of the first two repairs necessary to bring the vehicle in compliance with the warranty. The purchaser's payments are limited to a maximum payment of twenty-five dollars for each repair.

F. The maximum liability of the seller under this section is limited to the purchase price paid for the used motor vehicle.

G. An agreement for the sale of a used motor vehicle by a used motor vehicle dealer is voidable at the option of the purchaser unless it contains on its face the following conspicuous statement printed in bold-faced ten point or larger type set off from the body of the agreement:

The seller hereby warrants that this vehicle will be fit for the ordinary purposes for which the vehicle is used for 15 days or 500 miles after delivery, whichever is earlier, except with regard to particular defects disclosed on the first page of this agreement. You (the purchaser) will have to pay up to \$25.00 for each of the first two repairs if the warranty is violated.

H. The inclusion of the statement prescribed in subsection G of this section in the agreement does not create an express warranty.

I. A purchaser of a used motor vehicle may waive the implied warranty of merchantability described in this section only for a particular defect in the vehicle and only if all of the following conditions are satisfied:

1. The used motor vehicle dealer fully and accurately discloses to the purchaser that because of circumstances unusual to the used motor vehicle dealer's business, the used motor vehicle has a particular defect.
2. The purchaser agrees to buy the used motor vehicle after disclosure of the defect.
3. Before the sale, the purchaser indicates agreement to the waiver by signing and dating the following conspicuous statement that is printed on the first page of the sales agreement in bold-faced ten point or larger type and that is written in the language in which the presentation was made:

Attention purchaser: sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on those terms:

1. _____
2. _____
3. _____

J. The dealer has the burden to prove by a preponderance of the evidence that the dealer complied with subsection I of this section.

K. Any purchaser or seller who is aggrieved by a transaction pursuant to this section and who seeks a legal remedy shall pursue any appropriate remedy prescribed in title 47, chapter 2 and shall comply with the requirements prescribed in title 47, chapter 2.

*No such statement regarding rodent damage exists in the sale paperwork. Also rodent damage is evident to be multiple years old, admittedly so by Devin Murphy during last telephone conversation, which negates 15 day, 500 mile timing limitations on implied warranty.



COUNTY OF LAKE
HEALTH SERVICES DEPARTMENT
Division of Environmental Health
922 Bevins Court, Lakeport 95453-9739
Telephone 707/ 263-1164

Jim Brown
Health Services Director

Raymond Ruminski
Environmental Health Director

August 4, 2016

[REDACTED]

At your request I investigated conditions of a rodent infestation in a motorhome vehicle parked at your property at [REDACTED] in the Hidden Valley Ranchos. On June 2, 2016 I visited the property and inspected an "Allegro Bus" with an identification sticker marked Freightliner Custom Chassis Corporation, Gaffney, South Carolina, USA VIN = 4UZA AHAK21C [REDACTED] The identification sticker also listed Tiffin Motor Homes Inc. 370ABUS0A1D [REDACTED]

I observed evidence of rodent infestation in several parts of the motor home. Extensive urine staining and rodent feces consistent with rats and damaged components from chewing and gnawing were seen in a service compartment access on the outside of the motorhome. Urine staining and rodent feces were seen throughout the living quarters in the seating area, behind and beneath appliance and cabinets and in storage compartments.

I also reviewed a report form Armed Force Pest Control, documented with photographs, which described a severe rodent infestation in multiple areas over an extended period of time.

Rats, mice and other similar rodents can communicate several microbial diseases to humans and household pets. **The motor home should not be occupied as a residence.**

Please feel free to contact me if you have further questions or comments,

Sincerely,

Raymond Ruminski
Environmental Health Director



(707) 987-9828
Fax: (707) 987-9829
afpc.inc@aol.com
www.armedforcepest.com

PO Box 537
Middletown, CA 95461

4/27/16

Re: Recreational Vehicle located at [REDACTED] Hidden Valley Lake, Ca [REDACTED]

Upon inspection of the above mentioned RV, it is evident that there is heavy rodent activity in the RV and extensive damage has been done by the rodents. Due to wires being chewed and rodent urine and feces in multiple areas, this RV should be considered a health hazard and in my professional opinion is inhospitable. The damage observed is consistent with a severe infestation.

The technician performing the inspection noted that the damage and the soiling of the urine and feces indicate that the rodent damage has happened over an extended period of time. By extended, I mean over several months.

If you have any questions, please feel free to call me at 707-987-9828.

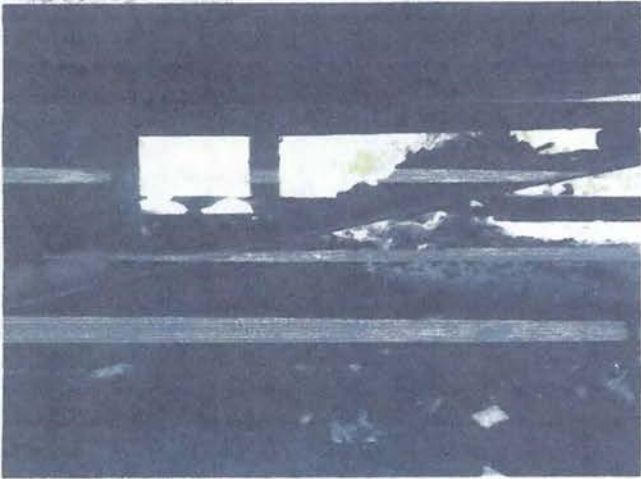
Thank you,

Sarah Pape





← corpses





Lake County 707-987-9828
Lakeport 707-263-0170
Fax 707-987-9829
Email: afpc.inc@aol.com

Service Agreement

Service Information:

Name: [REDACTED]
Address: [REDACTED]
City: Hidden Valley Lake State: CA
Zip Code: [REDACTED]
Email: [REDACTED]

Service Ordered By / Date: _____

Date of 1st Service: 04/27/16

Time: 9-10

See: _____

Route #: 03 Type of Building: Residential

I / we hereby authorize The Armed Force Pest Control, Inc. to proceed with treating for the following (checkmarked) pests:

☐ Ants	☒ Rats	☒ Mice	☐ Beetles
☐ Earwigs	☐ Fleas	☐ Wasps	☐ Ticks
☐ Crickets	☐ Yellow Jackets	☐ Moths	☐ Scorpions
☐ Spiders	☐ Bees	☐ Silverfish	☐ Bed Bugs
☐ Pantry Pests	☐ Cockroaches	☐ Other: _____	

This service does not include the control of termites, fungi or wood destroying insects, but does include the insects noted above and is subject to the terms and conditions on the reverse side of this agreement, including your rights under the Federal Truth Lending Law. While the intent of this service is to prevent damage from pests, The Armed Force Pest Control shall not be liable if such damage should occur during the period such service is rendered.

Type of Service: Inspection

Initial Charge: \$125.00

Charge per Service: N/A

Service Frequency: One time

Job Charge: _____

Guarantee: _____

Materials Used: _____

Pest Notes / Notes: Please locate entry points and take pictures of all points of entry/ damage from rodents.

TOOK PICTURES OF ALL ACTIVITY SKIP 10-11
print up documents lots of rodent evidence.

Terms and Conditions

Unless the service agreement states otherwise, it is understood and agreed that this contract shall be for a period of one year from the above date, and shall continue thereafter month to month until the agreement is canceled in writing. The Armed Force Pest Control agrees to provide pest control services in accordance with the terms outlined plus any additional services as may be deemed necessary by The Armed Force Pest Control, or as requested by you. In order to properly control pest activity, the customer agrees to make premises available for service and to accept such service when it is due. Your technician will make an appointment for the initial service, and when appropriate, will arrange to notify you prior to future services. All equipment used on the premises remains the property of The Armed Force Pest Control and may be removed upon termination of service. While the intent of this service is to prevent damage from pests, The Armed Force Pest Control shall not be liable if such damage should occur during the period such service is rendered. If this contract is cancelled before the end of one year, there will be a cancellation fee due at a rate of 30% of any unbilled services or one service, whichever is greater. If the fees remain unpaid for a period of 60 days, the customer's account will be placed with a collection agency of The Armed Force Pest Control's choice until paid. The customer will be responsible for paying any costs associated with the collection of fees. Credit cards kept on file will be charged after services are completed and until the payment processes. You authorize Armed Force Pest Control to apply charges to your credit card for services, missed or skipped services, late fees, returned check fees, and early cancellation fees.

CUSTOMER SIGNATURE: _____

TECHNICIAN SIGNATURE: [Signature]

HOW DID YOU HEAR ABOUT US? _____

P.O. Box 537, Middletown, CA 95461

Licensed, Bonded & Insured

Under normal conditions it takes at least 7-10 days to control pests.



ARMED FORCE PEST CONTROL, INC.

05/03/16 6:59:45PM
Page 1 of 1

LOWER LAKE CA

Date	Type	Invoice#	Remark	Debit	Credit	Balance
04/27/16	I			125.00		125.00
				125.00		125.00

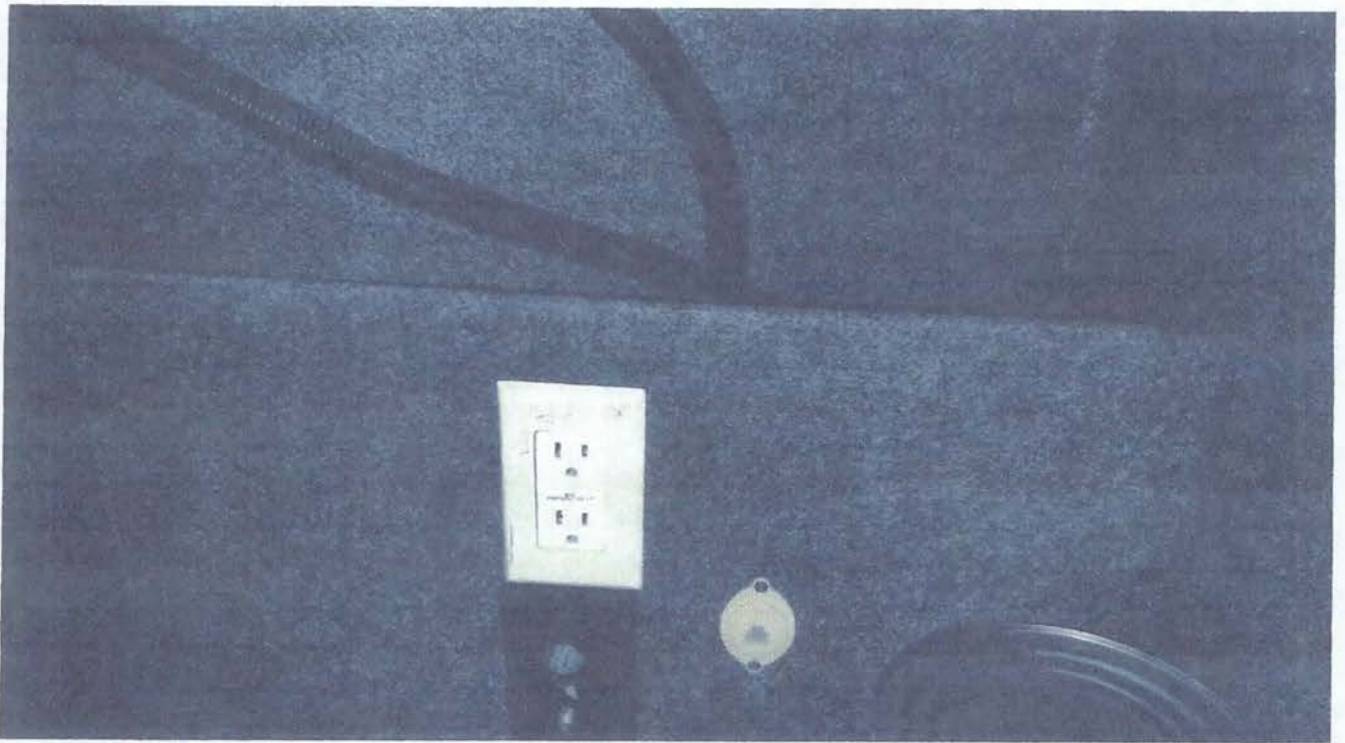
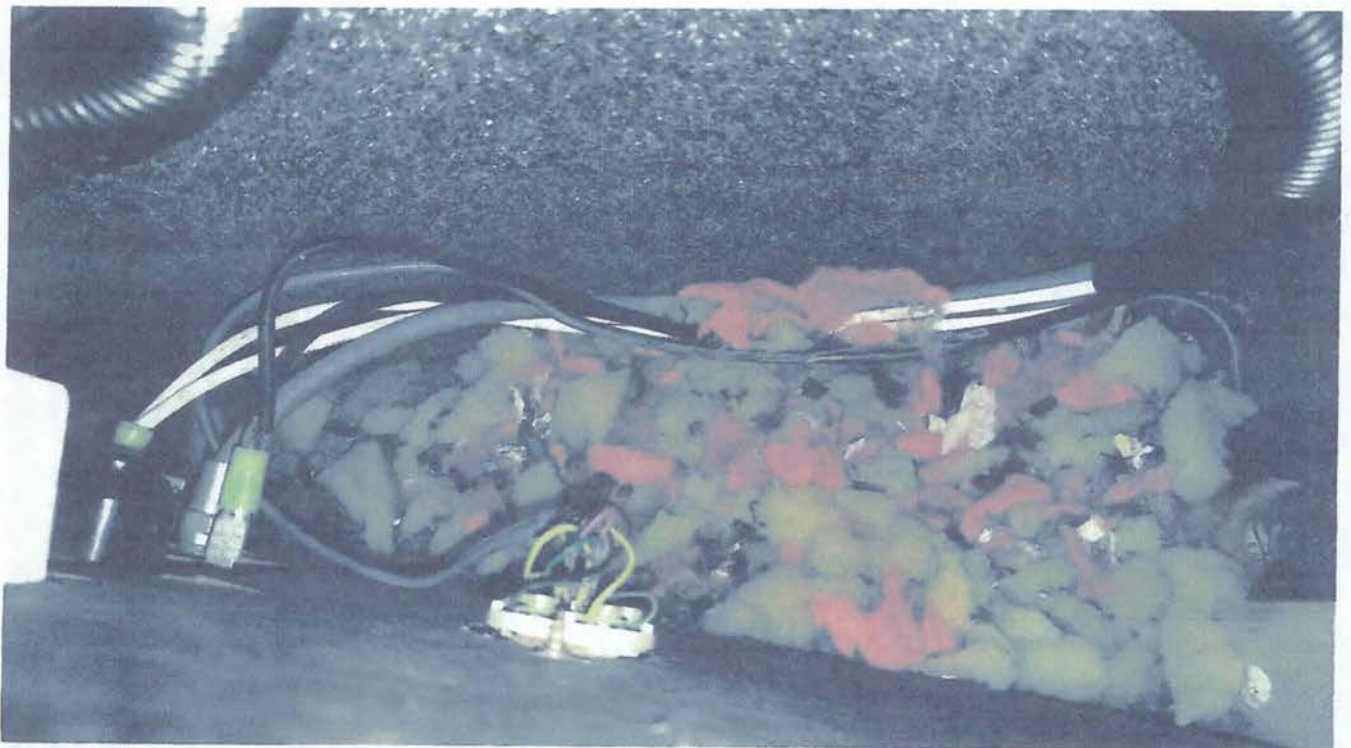
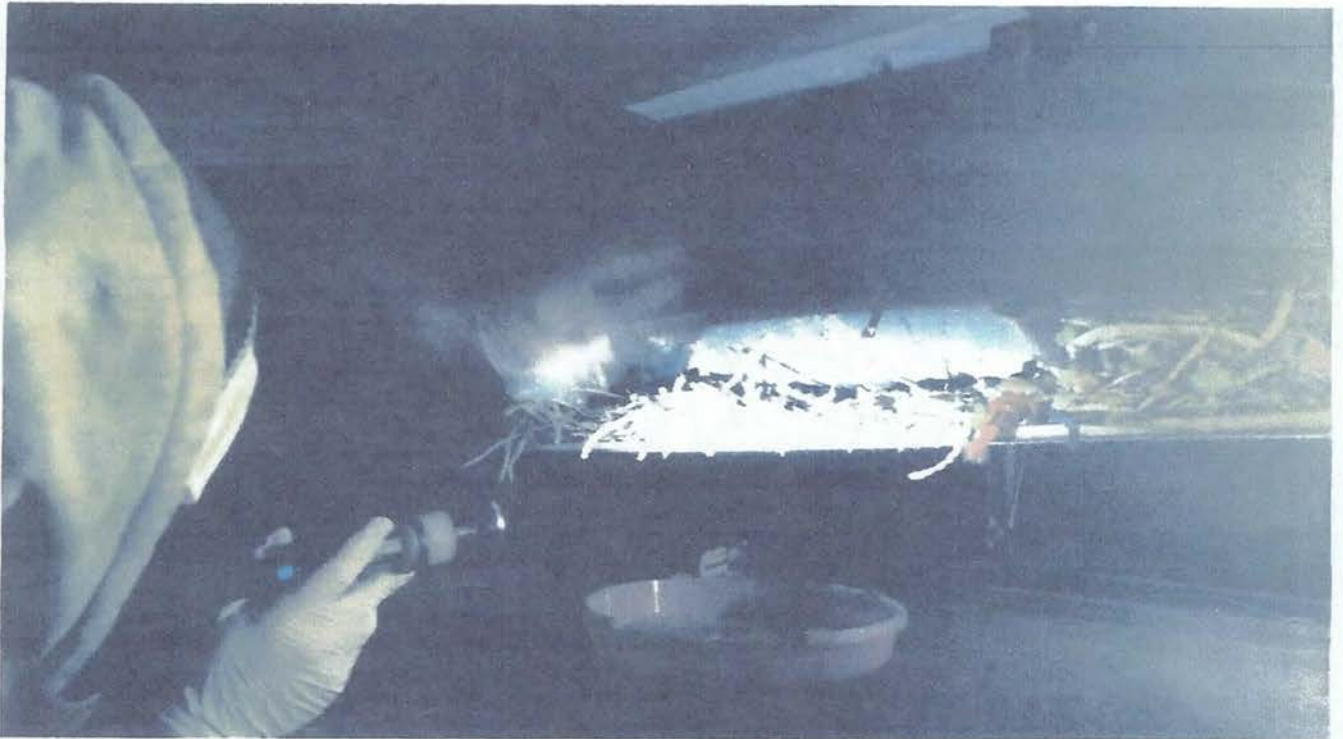


Image of electrical outlet.

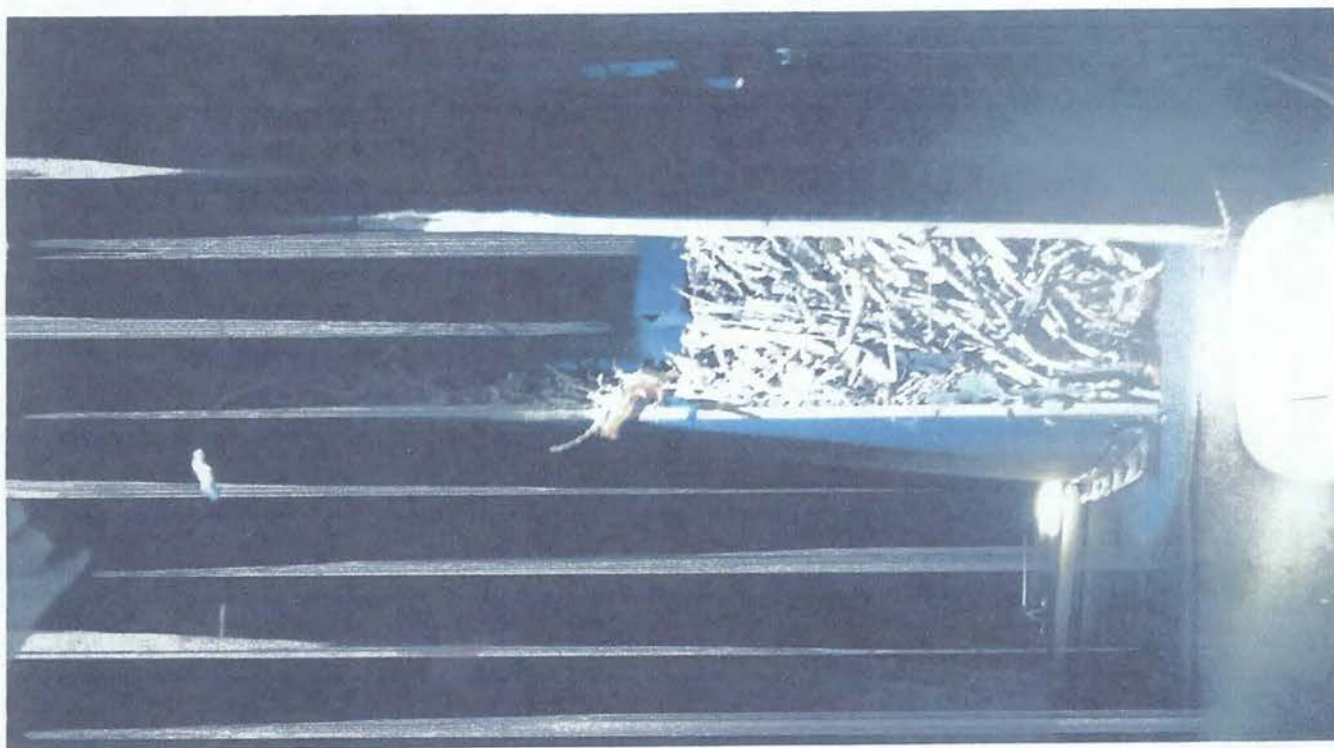


Visible debris and droppings directly behind the panel.



Lifting panel that was sealed in by staff on delivery day. (This is after removing everything from the storage compartment to find the source of the droppings.)







Debris and droppings directly behind light panel that was being troubleshot on our 5th visit.



Evidence of gluing, indicating months-years old damage. Rodents clearly nesting in and among wiring.

①

Thursday Jan 21, 2016 12:27am
For Unit: [REDACTED] Tiffin Allegro Bus 37TP

Name: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]

Message: I would like to receive more information on:
Stock #: [REDACTED] - 2001 Tiffin Allegro Bus 37TP - Class A Diesel

Dear AJ or whom it may concern,

I am extraordinarily interested in purchasing this coach from you. I would love to get a test drive, and if possible a quote to have a washer/dryer combo installed in the unit. This would be a cash/bank check sale, no financing. I live in California and can take care of any/all DMV paperwork as necessary, depending on your dealership's/state policies.

I am currently planning to be in Tucson, AZ on business from Feb 6th-21st. I would consider putting down some sort of deposit as necessary to hold the coach. If you have a (Northern)California branch and would consider moving the coach prior to those dates, I would be interested in this as an option as well.

My wife and I have been in the market for a Diesel pusher with low miles, through storage, white exterior, 300+ hp, a full size shower, private toilet, table/chair dinette, double door fridge, washer/dryer, multiple pop outs, decent storage, and easy access generator for well over a year now. After recently losing our home in the Valley Fire, we are in a desperate need for one. As you can see, aside from the washer/dryer, this is THE coach for us.

Please let us know if there is any way this coach can be held until we are in town. Feel free to call, [REDACTED] If no one answers, leave a message and one of us will call you back.

Thank you,

[REDACTED]

23

E-mail: agreene@freedomrvaz.com

Website: www.freedomrvaz.com

From: [REDACTED]

Sent: Thursday, January 21, 2016 3:37 PM

To: agreene@freedomrvaz.com

Subject: RE: [REDACTED] Tiffin Allegro Bus 37TP from Freedom RV

AJ,

③

Can we also get a quote for installing a washer/dryer combo, and a quote to put in a tow package so that we could haul our vehicle back with us. We would also like to know what kind of a deposit we would be looking at.

Thank you,

On Jan 21, 2016 2:33 PM, "AJ Greene" <agreene@freedomrvaz.com> wrote:

②

[REDACTED]
Good afternoon this is AJ with Freedom RV. Pierre asked me to get you a breakdown of the figures.

\$44,894 Sale Price of coach
\$1,800 for house pre delivery inspection
\$1,700 for chassis pre delivery inspection
\$2,953 AZ sales tax of 6.1%
\$25 90 day temporary tag and registration
\$295 AZ Doc fee

\$51,667 OTD

AJ Greene
Freedom RV Internet Sales
Office: (888) 514-0365
E-mail: agreene@freedomrvaz.com
Website: www.freedomrvaz.com

-----Original Message-----

From: lead.notification@uvsjunction.com
[mailto:lead.notification@uvsjunction.com]
Sent: Wednesday, January 20, 2016 10:28 PM
To: agreene@freedomrvaz.com
Subject: Mobile Information Request

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Message: I would like to receive more information on:
Stock #: [REDACTED] 2001 Tiffin Allegro Bus 37TP - Class A Diesel

Dear AJ or whom it may concern,

I am extraordinarily interested in purchasing this coach from you. I would love to get a test drive, and if possible a quote to have a washer/dryer combo installed in the unit. This would be a cash/bank check sale, no financing. I live in California and can take care of any/all DMV paperwork as necessary, depending on your dealership's/state policies.

I am currently planning to be in Tucson, AZ on business from Feb 6th-21st. I would consider putting down some sort of deposit as necessary to hold the coach. If you have a (Northern)California branch and would consider moving the coach prior to those dates, I would be interested in this as an option as well.

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Please let us know if there is any way this coach can be held until we are in town. Feel free to call, [REDACTED] If no one answers, leave a message and one of us will call you back.

Thank you,
[REDACTED]

Wed, Feb 24, 2016 at 3:13 PM

To: bwhite@freedomrvaz.com

On Jan 21, 2016 3:43 PM, "AJ Greene" <agreene@freedomrvaz.com> wrote:

④ I apologize, I forgot the washer/dryer combo. That would be \$1,500 installed. I would need to know what your car is in order to get quote for tow package. Year, make, model, automatic, standard? Are you towing it four wheels down or using tow dolly?

AJ Greene

Freedom RV Internet Sales

Office: (888) 514-0365

Office: (888) 514-0365

E-mail: agreene@freedomrvaz.com

Website: www.freedomrvaz.com

From: [REDACTED]

Sent: Sunday, January 31, 2016 8:48 PM

To: agreene@freedomrvaz.com

Subject: RE: [REDACTED] Tiffin Allegro Bus 37TP from Freedom RV

5

Just wondering, should I be paying tax on the walk throughs? It looks as though I would be paying \$213 in taxes on what I would consider a service and not a sale. Could you please get back to me on this?

On Jan 21, 2016 2:33 PM, "AJ Greene" <agreene@freedomrvaz.com> wrote:

[REDACTED]
Good afternoon this is AJ with Freedom RV. Pierre asked me to get you a breakdown of the figures.

\$44,894 Sale Price of coach
\$1,800 for house pre delivery inspection
\$1,700 for chassis pre delivery inspection
\$2,953 AZ sales tax of 6.1%
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\$51,667 OTD

AJ Greene
Freedom RV Internet Sales
Office: (888) 514-0365
E-mail: agreene@freedomrvaz.com
Website: www.freedomrvaz.com

-----Original Message-----

From: lead.notification@uvsjunction.com
[mailto:lead.notification@uvsjunction.com]
Sent: Wednesday, January 20, 2016 10:28 PM
To: agreene@freedomrvaz.com
Subject: Mobile Information Request

Thursday Jan 21, 2016 12:27am
For Unit: [REDACTED] Tiffin Allegro Bus 37TP

9 Hello Pierre,

We are still waiting on prices for the tow package. Any chance that information is available yet? If so, would you have someone forward it to us?

Hope all is well with your family.

Thank you!

On Feb 2, 2016 7:59 PM, "Pierre Arnaud" <parnaud@freedomrvaz.com> wrote:

8 Hi guys

Yes their will be taxes on the installation of the wash/dryer . I will not be there when you guys show up but my partner Rich will be there we have been working together for a long time. I have to fly back east for family matter . Have a great day and anything else you need feel free to email or call.

Thank you

Pierre Arnaud
FreedomRV
520-975-4457

Begin forwarded message:

From: "AJ Greene" <agreene@freedomrvaz.com>
Date: February 2, 2016 at 12:03:41 PM MST
To: "Pierre Arnaud" <parnaud@freedomrvaz.com>
Cc: "rlongtin" <rlongtin@freedomrvaz.com>
Subject: FW: [REDACTED] Tiffin Allegro Bus 37TP from Freedom RV
Reply-To: <agreene@freedomrvaz.com>

7 AJ,

Gotcha, sales tax works slightly differently in California. Does the \$1500 quote on the washer dryer include tax, or do we need to figure for that as well? Have you gotten a breakdown for the tow package yet? Sorry to bombard you with questions, it's just that we are trying to figure out exactly how much is going into the coach, so that we can budget the rest of our expenses in Tucson.

Thank you!

On Feb 1, 2016 8:07 AM, "AJ Greene" <agreene@freedomrvaz.com> wrote:

6 The Pre-Delivery Inspection would be subject to sales tax. Sale prices, any work done to the coach, anything extra is all subject to sales tax.

AJ Greene

Freedom RV Internet Sales

Message: I would like to receive more information on:
Stock #: [REDACTED] 2001 Tiffin Allegro Bus 37TP - Class A Diesel

Dear AJ or whom it may concern,

I am extraordinarily interested in purchasing this coach from you. I would love to get a test drive, and if possible a quote to have a washer/dryer combo installed in the unit. This would be a cash/bank check sale, no financing. I live in California and can take care of any/all DMV paperwork as necessary, depending on your dealership's/state policies.

I am currently planning to be in Tucson, AZ on business from Feb 6th-21st. I would consider putting down some sort of deposit as necessary to hold the coach. If you have a (Northern)California branch and would consider moving the coach prior to those dates, I would be interested in this as an option as well.

My wife and I have been in the market for a Diesel pusher with low miles, through storage, white exterior, 300+ hp, a full size shower, private toilet, table/chair dinette, double door fridge, washer/dryer, multiple pop outs, decent storage, and easy access generator for well over a year now. After recently losing our home in the Valley Fire, we are in a desperate need for one. As you can see, aside from the washer/dryer, this is THE coach for us.

Please let us know if there is any way this coach can be held until we are in town. Feel free to call, [REDACTED] If no one answers, leave a message and one of us will call you back.

Thank you,



This email has been checked for viruses by Avast antivirus software.
www.avast.com

Pierre Arnaud <parnaud@freedomrvaz.com>

Thu, Feb 4, 2016 at 7:55 AM

To: [REDACTED]

I will do that right away let me call them.
We are doing ok . A little sad but it's all good.
Thank you

Pierre Arnaud
FreedomRV
520-975-4457

On Feb 3, 2016, at 5:16 PM, [REDACTED]

10

From: [REDACTED]
Sent: Thursday, January 21, 2016 3:37 PM
To: agreene@freedomrvaz.com
Subject: RE [REDACTED] Tiffin Allegro Bus 37TP from Freedom RV

AJ,

Can we also get a quote for installing a washer/dryer combo, and a quote to put in a tow package so that we could haul our vehicle back with us. We would also like to know what kind of a deposit we would be looking at.

Thank you,

[REDACTED]
On Jan 21, 2016 2:33 PM, "AJ Greene" <agreene@freedomrvaz.com> wrote:

[REDACTED]
Good afternoon this is AJ with Freedom RV. Pierre asked me to get you a breakdown of the figures.

\$44,894 Sale Price of coach
\$1,800 for house pre delivery inspection
\$1,700 for chassis pre delivery inspection
\$2,953 AZ sales tax of 6.1%
\$25 90 day temporary tag and registration
\$295 AZ Doc fee

\$51,667 OTD

AJ Greene
Freedom RV Internet Sales
Office: (888) 514-0365
E-mail: agreene@freedomrvaz.com
Website: www.freedomrvaz.com

-----Original Message-----

From: lead.notification@uvsjunction.com
[mailto:lead.notification@uvsjunction.com]
Sent: Wednesday, January 20, 2016 10:28 PM
To: agreene@freedomrvaz.com
Subject: Mobile Information Request

Thursday Jan 21, 2016 12:27am
For Unit [REDACTED] Tiffin Allegro Bus 37TP

Name: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]

From: AJ Greene [mailto:agreene@freedomrvaz.com]
Sent: Saturday, January 30, 2016 6:53 PM
To: [REDACTED]
Cc: Brad White
Subject: Re: [REDACTED] Tiffin Allegro Bus 37TP from Freedom RV

12
Brad,

Could you get [REDACTED] a breakdown for cost to install tow package on his tow vehicle?

AJ Greene

Freedom RV Internet Sales

(888) 514-0365

www.freedomrvaz.com

On Jan 30, 2016, at 6:21 PM, [REDACTED] wrote:

11
The car we would be towing is a 2004 Dodge neon SXT, manual, towing 4 wheels down. Can we also get a breakdown on the tow package quote for each step? My husband specifically wanted to know the cost for installing the base plate among other things.

On Jan 21, 2016 2:43 PM, "AJ Greene" <agreene@freedomrvaz.com> wrote:

I apologize, I forgot the washer/dryer combo. That would be \$1,500 installed. I would need to know what your car is in order to get quote for tow package. Year, make, model, automatic, standard? Are you towing it four wheels down or using tow dolly?

AJ Greene

Freedom RV Internet Sales

Office: (888) 514-0365

E-mail: agreene@freedomrvaz.com

Website: www.freedomrvaz.com

financing. I live in California and can take care of any/all DMV paperwork as necessary, depending on your dealership's/state policies.

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Please let us know if there is any way this coach can be held until we are in town. Feel free to call, [REDACTED] If no one answers, leave a message and one of us will call you back.

Thank you,
[REDACTED]

Gordon Smith <gsmith@freedomrvaz.com>

Thu, Feb 4, 2016 at 7:50 AM

Reply-To: gsmith@freedomrvaz.com

To: bwhite@freedomrvaz.com, [REDACTED]

13 HERE IS YOUR EST FOR YOUR TOW BAR HITCH. HOPE THIS HELPS?

2004 DODGE NEON (NO SRT4, NO FOGS LIGHTS)

1)BX 1961 BASEPLATE – \$438.00 AND \$400.00 LABOR

2)MISC WIRING/BULB AND SOCKETS - \$85.00 AND \$ 300.00 LABOR

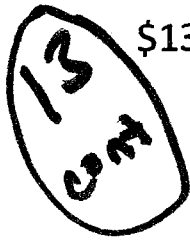
3)14-5211 ALPHA TOW BAR \$700.00

4) COILED CORD 94-4249 \$100.00

OPTION

-14-5200 PATRIOT BRAKE SYSTEM

\$1300.00 AND \$100.00 LABOR



"Flash" Gordon Smith

Freedom RV Service Advisor

www.freedomrvaz.com

800-782-2294

From: Brad White [mailto:bwhite@freedomrvaz.com]
Sent: Monday, February 01, 2016 5:07 PM
To: GSMITH@FREEDOMRVAZ.COM
Subject: FW: [REDACTED] Tiffin Allegro Bus 37TP from Freedom RV

BRAD WHITE

SERVICE MANAGER

FREEDOM RV

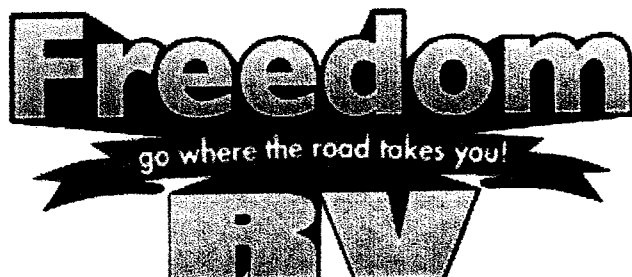
3735 EAST IRVINGTON RD. 6260 N. Travel Center Dr.

Tucson, AZ 85714

Tucson, AZ 85741

800-782-2294 EXT.117

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Lower Lake, CA



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