



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 16-JAN-2018
Repository:
Reference No.: 11063149
MAR 01 2018

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HUBER HEIGHTS State: OH Zip Code: [REDACTED]

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

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GBJG31K581 [REDACTED]
Make: CHEVROLET Model: EXPRESS Model Year: 2008

Date Purchased: 12/31/08 Dealer's Name and Telephone Number: Tom Raper, Inc. 513-829-2222 Engine: No. Cylinders: Do not know Fuel Type: Gas
Original Owner: Dealer's City: Fairfield State: OH Zip Code: 45014 RV is in storage

Transmission Type: Automatic
 Antilock Brakes Powertrain: Do not know Multiple Failure: See Attached Incident Date(s): 01-MAR-2009
 Cruise Control RV is in storage

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) Failure Mileage: 47000- From beginning Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

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

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: Number of Deaths: Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2008 CHEVROLET EXPRESS (MOTORHOME). WHILE THE VEHICLE WAS STATIONARY, THE FUEL TANK WOULD NOT FILL UP WHEN PROMPTED. THE VEHICLE WAS TAKEN TO DAVE ARBOGAST BUICK GMC IN TROY, OHIO WHERE IT WAS DIAGNOSED THAT THE FUEL TANK NECK WAS TOO SMALL TO GATHER THE FUEL INTO THE TANK. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 47,000. No it has always been. See attached info. of history of problem since we started using it. GM & their have not documented my phone calls when I have called prior to this lastest time where the gas pumps are faster & I can no longer fill the tank therefore the RV sits & is useless.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

See attached papers.

History of Gasoline problem for our RV

We purchased a 2008 RV Dec.31 from Tom Raper in Fairfield, Ohio. They have since been bought out by Camping World we understand. We have had problems filling the 55 gal. gas tank, since we bought it, at most gas stations. It would stop filling and I would have to pump the nozzle handle in order to fill the tank, switching hands frequently as they would get tired. I have never been able to put it on the first stop so I did not have to hold the lever. I would complain to the gas stations and they would tell me there was nothing wrong with their nozzels it was the way the RV was designed. At the mom and pop stations I would not have this problem even though I could not put the lever on the first stop to fill it but at the mom and pop stores we would pay more. I took it back to the dealer and they said it was not their problem but that is the way it came from the factory. I called Thor(the factory) and they said it was not their problem so I called GM and they said that it was not their problem it was the gas pumps! I have done this several times and finally gave up and dealt with it figuring it was just the way RV's were. This was our first class C RV. We have Flying J, Pilot, and Speedway cards and like to use them because of the advantages when we see those stations.

We have a ministry where we go to churches and my husband (a retired pastor because of health issues. He is handicapped) and I put on concerts and we do it for whatever they can give us. We like to go to smaller churches because they can't afford the other groups who have a flat fee to come. We have not been able to do it this year so far because on our first trip to Kentucky, for a wedding, we experienced trouble coming home. This was June 27 (our 53rd anniversary) and we stopped for gas. Our daughter and husband were following in our car so we would have a way to go short distances and leave the RV at the campground. We had their twins with us in the RV. I was trying to fill the RV and she was watching me struggle with the nozzle. All of a sudden she said "Boy the gas smell is really strong over here". I kept trying to pump the gas and then thought that maybe it was spilling out so stopped pumping and looked under the RV. Sure enough there was a spot at least 3 feet in Diameter on the ground. I went in to tell the gas station people and met the manager first and told him what had happened. I told him I didn't know why I was able to still keep pumping if the tank was full and appoligized and told him he would want to take care of the spill

when I left. I got back in the RV and noticed that my tank only registered 3/4 full! I went back in the gas station and again asked the manager if there was a place I could have the RV checked out and He said right next door. We were at a Flying J. We went over and he said we were probably having a floater issue which would affect the gas gage and it would be ok to drive it. I told our daughter I felt it would be safer for the twins to ride the rest of the way in the car with them because if we did have a fire her dad and I would hopefully be able to get out quicker and we did not want to have the responsibility of trying to get the twins out of car seats behind us. She agreed and the swap was made. The gasoline tank happens to be close to the propane tank! We got home ok . We were supposed to leave for Michigan July 12 as we had scheduled places to go for the rest of the month and then to the East and Northeast in Aug. We started out July 12 and stopped in Vandalia at the Flying J for gas as we just had a quarter of a tank. I had worse trouble filling the tank and only got 5 gals. in and then I discovered gas coming out on the ground so I stopped pumping. I got back in the RV and told my husband and said what shall we do and he said after a fashion let's just try another gas station in Piqua at Walmart so on we drove to Piqua and we stopped at the Walmart gas station. I managed to get 10 gals. in before it started to come out on the ground. I got back in the RV and said this is crazy. We're just going to have to cancel our trip and see what is wrong with this RV for sure so we turned and came back home. The next day my husband called the people scheduled and cancelled and told them that we were having RV problems and would have to get back to them when we got it taken care of. July 13 I started by calling my RV place that we have had house repairs on and they said they did not work on the chassis. I then called the other Chevy dealers and they all said the same thing. I then called Gm July 14 at 1-800-222-1020 at 9:30 AM and talked with Kelly who referred me to Burnette who gave me a case # [REDACTED]. She would try to find a dealer. In the meantime I called GM to find out if there were any recall's on this Vehicle and talked with a Carlos who said there were no recalls on a Chevy 2008 Workhorse and was put through to Jim who varified the same thing. I got called back by GM from Eric who said Joe Johnson from Cinnцинatti would charge me \$99.00 to find out the problem. I had already been told that my neck was too small by a repair man near my daughters house. Why should I pay for a diagnostic fee? I had been having trouble since day one. I then was transferred to a Lisa! She said it was Thor's problem and they must

have changed it out. I then called Thor and talked with Brandon, a tech, at 2:15PM and he said they would do nothing about the filler neck period! He also said they have nothing to do with the filler neck as it comes from the chassis dealer. They don't change them out. That is when I called your office. I talked with Marie who was very nice and gave me a case # [REDACTED]

July 14

I got called from GM. It was a man named Christian at 7:15 PM and we discovered that he was not in the truck department of GM. He went to see if that lady was still there and she wasn't. He said he would have her call me Mon. morning.

July 17-

10:26 AM Christian called me and put me through to the right department. I talked with Angela, the agent of the RV department. She tried to tell me The RV dealers of the Chassis who were listed as repairing the RV's. They were all the ones that I had already called that said they did not work on RV's. She suggested White Allen because they work on big trucks. I told her I had already called them and she said to call again. It was now 11:58 but I called and got the same answer that they only work on cars, pick-ups, and large trucks! I called Angela again and she said she would call me when she found a dealer closer then Cinn.

July18-

I finally decided to call Arbogast (that's where we had some house repairs done) and asked them if they could reccomend someone to fix this chassis problem. They said they did not do that and I told them the predicament I was in so they gave me the name of one. I forget who that was but I called him and he was very unfriendly and said I would be paying big bucks to look at it even though I was suggesting what it might be. He said it would cost me \$110.00 an hour to find out for sure what was wrong and it could be several hours before they might find the problem. I said I would have to talk with my husband and get back to him if we could do it now. I then looked in the phonebooks yellow pages and found one place that said "Complete RV Service-Repair-Maintenance all makes and models -ASE Certified Techs". I called and told him my problem. He seemed very knowledgeable, was very pleasant, and said to bring it right over and he would take a look at it and not charge us! WOW! I took it over and he looked at it and told me what he thought it might be. We asked him what it would cost and we said to do the repair. His price was reasonable. He called us the next day and said he had

found another problem and gave us the quote and I had him hold to talk to my husband who decided to get it fixed now even though this repairman had said it might last the summer. My husband does not like to get stranded. When we picked up the RV this man told us that only part of the second repair had to be done as when he was fixing it all the parts were not bad as is usually the case so it was even less expensive for us. In dropping the gas tank he also discovered why we were always having trouble filling the tank. He discovered that the fuel filler neck on the gas tank is only 1" and it should be at least 1.5" or larger! He also said that most RV's, larger trucks and most cars usually have 2" filler necks. He said he also thought it was against the law. We asked him how much it would cost to get it changed out and he said it would be upwards of \$2000.00 because the filler neck is welded to the gas tank and the whole thing would have to be replaced. This we found out when we picked up our RV Fri. afternoon July 21. I called your office again when we got home to find out what to do next and the lady said someone who was assigned to my case would contact me.

*our car
is 1 1/2" &
its a small
compact car*

July 21-

My husband suggested that maybe we could find out when the nozzels size was changed by calling our county inspector's office so I made that call to Karl Keith, the Montgomery County gas station Inspector. I was told by Joe at 937-225-4326, that I needed to call the Dept. of Agriculture because they only inspect the flow of the pumps not the nozzels. He gave me their # 614-728-6290 and I called and talked with a man who did not know and that the lady who might be able to help, Fran, was out of the office till Mon. and to call then. She would be in from 8-5PM.

July 24-

Called Fran and she did not have any idea of nozzel changes for at least 17 years. She would do some research and let me know what she would find out. She also said I might find out more by calling the EPA-#1-800-282-9378 or FCC-#1-202-326-2222. It was now 9:45AM so I called them and was told that they do not deal with these issues. I then remembered a lemon law attorney that had called us a good while back about a car that we had that should have been recalled but the co. would not do it and decided to call him for a suggestion. I knew that there was no lemon law for RV's but it was worth a shot. They gave me a referal # which I called who gave me another referal # and then I got another referal # and they said they couldn't help and gave me another # with a name Tom Manning.

After explaining briefly what the problem was he told me what to do. I had asked him what it would cost me as I found out he was a lawyer and he said nothing. He would just guide me. I thanked him. He told me to call Thor and talk with the head Tech and tell them the problem and also tell them you have contacted a lawyer. Then call GM if you get no answers from Thor and do the same thing. I called Thor and talked with Rebecca (574-266-1111) at 3:50 PM. She vowed that they never have switched out gas tanks as GM had told me when I first talked with Brandon before. She said GM was totally responsible and I needed to call them. She said they come to them with the gas tanks and necks and they just build around them. They never change gas tanks. I called GM and talked with Noel and he referred me to Angela in the RV Dept. again (1-800-862-4389). She asked me for the last 8 #'s of the vin so I gave them to her. She said she could not find that # in her computer! She asked me for the whole # and I gave it to her. She found it and said "Oh you don't have a chevy you have a Mercedes Benz Sprinter and that's the problem". I said "no I don't I have a chevy logo on the front and a Workhorse logo on the side of the cab". She said "o really! Well that's the problem you have a workhorse Chassis or a Mercedes Benz Sprinter chassis. We sold that part of our business to Navistar so you will have to call them". She gave me the # 1-800-448-7825. She also told me she had tried to get me with 2 more GM places who would fix the problem for Chevy. They are Holman Motors in Batavia- 513- 752- 3123 and Byers Chevy in Columbus-614-228-1551. I called Navistar and talked with Shannon who asked me for the last 8 #'s of the vin. I then was told that there was no such # in their records. Please give me the whole # which I did. She then exclaimed that "oh you have a Mercedes Benz Sprinter so you'll... I stopped her and said no we have a chevy logo on the front and a workhorse logo on the side of the cab. She said that was not possible and I said believe me it's possible because that's the way it is on the cab. She then told me that they had sold that workhorse dept. to someone else! I never did find out who they had sold it to. I told her well I guess I'll call my lawyer back and she said no, who did you talk to at GM so I gave her the name and #. She said she would talk with her and get things straightened out. She'd call me Tues. afternoon and let me know.

July25-

I called Tom Manning to let him know what was going on as he had asked me to do. I also called Kevin at Super Tech and he said he would call a chevy man he knew and see what he could find out

about the chassis. He called me back in 10 min. and told me that his chevy man says it's a 1 ton chevy chassis with a chevy engine and not a workhorse! He said these cabs (cutaways) go to the motorhome factory with the cab, chassis including the gas tank and filler neck, with primer paint only. Thor does the rest and they put the workhorse emblem on the side so you think you are getting a better Motorhome! His chevy man said it left the GM plant with that filler neck on it as far as he could find out. I called Shannon and left a message as she was at a meeting. It was 3:11 their time. She will call me back. I then called Angela @GM and found out that she still has to work on it. I told her what my mechanic found out from his chevy man and she said she needed to check things out. When I told her my lawyer was involved she asked me if I had hired a lawyer and I said no he's just advising me at the moment. She asked me what I wanted done and I told her I wanted the correct gas tank and pipe put on and that my husband just wanted Thor to buy it back to which I told her I did not want Thor to buy it back. She said she would have to talk to some others and find out what happened and would get back to me by Thurs.

Shannon called me and we had a very nice talk. I told her that she was off the hook as we found out that the RV was not a workhorse and how I found out. I told her that as of now it's between GM and Thor.

July 27-

Angela from GM called me at 2:40PM to tell me that Joe Johnson will do the Diognostic on the gas tank filler neck and I am supposed to pay the fee and if Joe Johnson thinks it is wrong then GM will pay me back. She said that this is according to their policy. They do not believe my repair man! I asked why Joe Johnson told me they did not work on RV's when I called them and she said that that manager was fired a few weeks ago and the new manager was Ann. She gave me the # to call and said that Joe Johnson was right in my back yard! It is further then Arbogast in Troy and Smedley's in Vandalia(This is the closest one but they will not work on things that GM asks them to do because GM never reimburses them). I said to Angela that Joe Johnson as well as all the other dealers have said they do not have lifts or tools to work on these RV chassis anymore. She said well they are just going to measure the neck! I said I can do that and she said it has to be a GM person! To the tune of \$99.00? This was Joe Johnsons fee. Why should I pay that? She also said that their policy is diognosis first. I asked her why they did not pay

these dealers when they require them to do these things and she said that is because they are independant dealers! No wonder I have to pay first. They won't be reimbursing me either from that statement. I'm an independant person. I called Joe Johnson's and talked with Ann and she said all she was going to do was measure the neck at the gas cap and do the paperwork! All for \$99.00? I said no way and said goodbye. I called Tom Manning and he was in court so I left a message to call me.

July 28-

Tom Manning called and I told him about the 27th and he said to call and see if I could find a dealer to do it for less. Angela says that their policy is diagnosos first. She won't believe anyone else. She also said that they do not pay these dealers because they are independant dealers! I called Joe Johnson and asked the receptionist if they had fired their manager in the last month or two and she said no we have had her for a long time! Angela lied to me. I called Arbogast and talked to Larry who transfered me to his manager Mark (this was @ 2:10PM 937-335-0068) who was not in. I left a message for him to call me because I had a question about GM. I then called Smedley's and talked to Chris who gave me to someone else who said they do not want to work on it even to measure it and will not get involved. Probably because of fear of incrimination. Also because they do not get paid from GM for the diognostic fees! They are independant dealers!

Arbogast called me back and after I told the problem to Mark he said I needed to talk with the GM Manager. He gave me his extention # and transfered me to him. I told him my plite and he said bring it in. We will measure it and won't charge you. We will set up a time for you. They made the appointment for Aug.1 at 1PM.

Aug.1-

I took the RV to Arbogast and he measured it and even got underneath and took pictures so he could email them to Angela so she could see that it had not been changed out. I had her # and gave it to John, the GM Manager, and he called her. She said she did not need the pictures now she just needed proof that the whole tank assembly hadn't been changed out at Thor or by someone else! It is a 1" neck he told her and John said it should be at least 2"-4" neck for that vehicle. (Angela did not accept John's word and he is a GM man) and he told her it has been that way since the 80"s! It took me 8 min. to put 5 gals. in the tank today, at a K gas station, so I could get home and then to where I store the RV. I'm told that the gas flow at

the gas stations is faster now even on the slowest level of the handles therefore the air can't escape from around the nozzle fast enough when the neck is so small.

Aug. 2-

I called Tom Manning again and told him all the latest and He said it's looking like GM is trying to pass the buck and not own up to their mistakes. It's looking more like I will have to go to small claims court. We have talked to other friends who have gone to regular court and won their case but to this day have never gotten their thirty thousand dollars that the guy admitted he owed them. He says don't do it because you will win but with no money and no one to fix your problem for nothing.

Aug.3-

John called from Arbogast and he says that the gas system comes from GM and when it is shipped it is laid down as part of it is rubber so that the RV factories can build around it. I went out to Arbogast to have him show me what he was talking about and he said that running along the vent tube on the backside of where the gas goes in is a rubber hose that goes from the neck to the breather or vent tube. He said it runs parallel to the filler neck and that the RV people put this on. John talked with Kaffenbarger Body Co. and found this out. This company says the tube is either pinched or clogged!

I got home and called Kevin at SuperTech and told him what John had said. Kevin said no that's not the way this is. It's an e-vent system and he started to explain the system and he lost me on that one so I asked him if he would call John at Arbogast and explain it to him and he said he'd be happy to do that for me and I asked him to tell John to let me know what would be next and he said OK. I then called John to let him know Kevin was going to call him and the extension # I had been given said he was gone till the 21st.! I had just been out there and couldn't figure this out. I got busy and forgot to call Kevin back before it was too late and he was closed.

Aug.7-

The lawyer called me in the afternoon and asked what was going on now and I told him about Aug.3rd.

Aug.8-

Still never have gotten a call from John. I have to take my husband for an eye appointment in upper Troy. On our way home I decided to stop into Arbogast and talk with John. I first told him about his answering machine message and he said yes he had just been

-9-

told about it and had changed it and that had been for last month. He claims it's the same as the Aug.3rd account and said his RV people say the same thing. I told him how I felt about GM and that no one will believe the only one who has seen it. Now John wants to see if he can find another 2008 RV to see if it has the same system as ours or what they say it should be! He wanted me to call my husband and have him give me the vin#. I said he can't because he is waiting in the car for me. I told him I would call him when I got home and give it to him. He also wants to find out how it left the factory. I said good luck on that as no one else has been able to find that out yet and I have talked to a host of people. I was finally fed up with this whole business of he said she said and the passing of the buck. I said well I guess the only thing left is to go to small claims court. I just want this thing fixed so I can use this RV for our work. John then said that I would not get anywhere with small claims court or a lawyer because GM has lawyers all over the place. They are too big! What is a customer to do now? I am [REDACTED] and a woman and I should be able to just go and make people happy with my God given talents and I'm stuck all summer trying to get help.

I came home and called Kevin and told him the latest. I asked him to find out how much it would cost me to get this done through him. He said he would find out and call me tomorrow around 10:00AM. We only have SS and I have a very small pension. We just make the month with a little extra with which we get to churches to minister and God provides the rest. We don't have a lot to spare. We just paid a little over a thousand for the repairs needed from ware and tare. Now we have no spare money. Hope this is ok. I do not have spell check on this program so I hope all is spelled correctly.

I have spent over 60 hours on the phone as well as taking the RV to places to have it looked at. I have just spent 6 hours typing this now I will print it and reread it to make sure it is ok.

Sincerely, [REDACTED] and [REDACTED]

case # [REDACTED]

Aug.9-

I got a call from John at Arbogast this afternoon and he said that the system we had on the RV had 2 pieces that if they were plugged the system would not fill properly. He said he had a diagram of the

system that was put on my RV when it left the factory and he would either email it to me or I could pick it up, He said that my mechanic could probably check these out for me and if that is not the problem then we would have to go further. I told him I would call my mechanic and explain this to him and then come and pick it up and go on to my mechanic's garage with the diagram. I thanked him for all the work he has done for me at no charge. I called my mechanic and explained what John had just told me and he said that he had those diagrams and all the codes and had already cleaned these tubes and my system checks out fine and that the issue with filling the tank is that the pipe going from the gas tank to the top is all 1 inch and needs to be 2" to 3". I called John back and had to leave a message for him to call me back. He called back and I told him what Kevin (my mechanic) had said and done and that he already had the diagram and all the codes for my cab and had used them. Then he said that he did not know what I should do because calling GM and talking to Angela again would do no good because she was just an answering service for GM. I said well if she is the spokes person for them she should be able to do all the work you have done and then some. She should know who to contact to take care of my problem and he said she doesn't do that and he did not think I would get anywhere. I called Kevin back and asked him what he had found out about prices for a new tank and he said the tank itself was a little over \$2000.00 and he would put it in for me for about \$100.00. He also said he found 2 used ones that he thought would fit my RV that were \$400.00 and he would put it in for the same amount, however I would have to pay to get it shipped to him from N.J. and also for the rubber hoses which would be a total cost between \$500.00 and \$1000.00. He said he would hope that the used tank would not leak. That's the chance we'd have to take. Kevin at SuperTech is really a very good person and is extremely nice and honest. John has also tried to help us without cost and he really does not have anything to do with the RV's at Arbogast. He's just the GM manager for the car and truck part of the dealership.

Aug. 14

Mike from Thor Consumer Affairs Office called me (574-584-2136) in regards to our RV problem. He says that they never put gas tanks or filler necks on any cutaways that come to them. They don't even have them there. He said our cutaway was put together completely at and by GM. GM sold them to Workhorse and then they were sent to them he believes from Workhorse that year but he stated that GM had done all the work on the chassis. He said that GM sold the cutaways fully done as a cutaway to Workhorse. Later Workhorse sold the Workhorse section to someone else. He said, when I asked why the Workhorse logo was on the side, that they put the logo on because now the cutaway was coming from them. He says they no longer buy Chevy products because of problems with them. He is going to try to find out from their archives what exactly was with our cutaway when they got it and call us back.

He could not find out anything more about our cutaway other than the above.

INVOICE

Date: 07/21/2017

[REDACTED] 2008 Chevrolet - RV Cutaway G3500 - 6.0L GAS EFI
 Lic # [REDACTED] Odometer In : 47805
 HUBER HEIGHTS, OH
 Home : [REDACTED] Cellular : [REDACTED] VIN# : 1GBJG31K5 81 [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext	
FUEL HOSE 242151	1.00	25.90	25.90	CUSTOMER STATES FUEL TANK IS HARD TO FILL, FUEL SPILLS OUT WHILE FILLING. CHECK AND ADVISE PERFORMED PIN POINT DIAGNOSTICS, FOUND CODE P0455 EVAP LARGE LEAK DETECTED, TESTED AND INSPECTED SYSTEM, FOUND FUEL FILLER HOSE DRY ROTTED AND CRACKED, REPLACED FUEL FILLER HOSE, EVAP SYSTEM RE TEST GOOD. FUEL FILLER NECK ON FUEL TANK IS TOO SMALL, ONLY 1" IN DIAMETER, NEEDS TO BE AT LEAST 1.5" OR LARGER. CUSTOMER DECLINED ANY FURTHER REPAIRS	474.93	
LEAF SPRING SHACKLE 722033	2.00	76.04	152.08			
Shop Supplies			39.73			
				FUEL	6.25	
				REPLACE REAR LEAF SPRING SHACKLES, BOTH SIDES COMPLETE	345.40	

Model 28A
Serial # FCC044271
Part # for gas tank
20969743
Should have 2"-4" filler neck
GM Model # G33803

NEB A030 56536 Anti Theft #
G1313461 R V I A

Complaint #
 [REDACTED]

Org. Estimate 97.24	Revisions 1,158.06	Current Estimate 1,255.30	Labor: 820.33
Revision # 1, Previous Estimate Amount: 97.24, Additional Cost: 702.28, Revised Estimate: 799.52, Parts: \$191.88 Labor: \$431.75 Sublet: \$0.00 Taxes & Fees: \$78.65			Parts: 217.71
Authorized by [REDACTED] Date - 7/20/2017, Time - 7:00 AM, Initiated By - Customer, Written By - MOORE, KEVIN, Phone Number - Cellular [REDACTED]			Sublet: 6.25
Revision # 2, Previous Estimate Amount: 799.52, Additional Cost: 455.78, Revised Estimate: 1255.30, Parts: \$25.90 Labor: \$394.83 Sublet: \$0.00 Taxes & Fees: \$35.05			SubTotal: 1,044.29
Authorized by [REDACTED] Date - 7/20/2017, Time - 7:00 AM, Initiated By - Customer, Written By - MOORE, KEVIN, Phone Number - Cellular [REDACTED]			Tax: 75.71
			Total: 1,120.00
			Bal Due: \$1,120.00

[Payments -]
 Vehicle Received: 7/18/2017 Work Completed Date: 7/19/2017
 I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____
 Written By: MOORE, KEVIN - Technicians : GIACHERIO, MICHAEL Page 1 of 1 Copyright (c) 2017 Mitchell Repair Information Company, LLC Inv#rs 1110185

A PLAIN LANGUAGE PURCHASE AGREEMENT UCC § 2-201

C Q# 51213
 CP C# 33262
 DF

TOM RAPER, INC.
RECREATIONAL VEHICLES
 5300 DIXIE HIGHWAY - FAIRFIELD, OH 45014
 (513) 829-2222 / (877) 782-4629
 Fax Number (513) 645-1701
 www.tomraper.com

We must have a cashier's check, bank money order, No. [REDACTED] certified check or cash for the balance prior to delivery
 Customer Initials [REDACTED]

****DATA ENTRY****

MAIN PT DB M

In this Contract the words, I, ME, MY refer to the Buyer and Co-Buyer signing this Contract. The words YOU and YOUR refer to the Dealer. Subject to the terms and conditions on both sides of this agreement you agree to sell and I agree to purchase the following described unit.

BUYER(S) [REDACTED]
 ADDRESS [REDACTED] HUBER HEIGHTS, OH [REDACTED] COUNTY MONTGOMERY COUNTY
 RES. PHONE [REDACTED] BUS. PHONE [REDACTED] DATE 12/31/08 SALESPERSON RHONDA HOSKINS
 YEAR 2008 MAKE FOUR WINDS C5 MODEL 28A STOCK NUMBER [REDACTED]
 VIN NUMBER 1GBJG31K581 [REDACTED] CHASSIS YEAR & MAKE [REDACTED] CHASSIS SER. NUMBER [REDACTED] PROPOSED DEL. DATE 12/30/08

INSURANCE AGAINST LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE TO OTHERS IS NOT INCLUDED IN THIS TRANSACTION
 OPTIONAL EQUIPMENT, LABOR AND ACCESSORIES

TITLE APPLICATION INFORMATION

DATE OF BIRTH-BUYER	[REDACTED]
DATE OF BIRTH-CO BUYER	[REDACTED]
SOCIAL SECURITY NO.-BUYER	XXX-XX [REDACTED]
SOCIAL SECURITY NO.-CO BUYER	XXX-XX [REDACTED]
PRICE OF UNIT	42765.79
BUSINESS OFFICE	N/A
OPTIONAL EQUIPMENT	SENTRY / GAP 994.00
DOCUMENTATION FEE	245.00
SERV CONT/	2928.00
SUB TOTAL	53932.79
TITLE FEE	10.50
SALES TAX (If State Required)	3747.37
CASH PURCHASE PRICE	57690.66
TRADE-IN ALLOWANCE	N/A
LESS BAL. DUE ON ABOVE	N/A
NET ALLOWANCE	N/A
CASH DOWN PAYMENT	5000.00
CASH AS AGREED SEE "REMARKS"	N/A
LESS TOTAL CREDITS	5000.00
SUB TOTAL	52690.66
Unpaid Balance of Cash Sale Price	52690.66

Copy in Tom Raper File

THIS ORDER SUPERCEDES ALL OTHER ORDERS PREVIOUSLY WRITTEN

CONDITION OF TRADE-IN Perfect Excellent Good Poor
 VIN SERIAL NO. [REDACTED] CHASSIS MAKE [REDACTED]

MAKE [REDACTED] MODEL [REDACTED]
 ODOMETER READING [REDACTED] YEAR [REDACTED]
 AMOUNT OWING TO WHOM TRADE-IN DEBT TO BE PAID BY DEALER BUYER

Title to the Unit purchased will remain in you until the agreed upon price is paid in cash, at which time title passes to me even though the actual delivery of the Unit purchased may be made at a later date. IT IS MUTUALLY UNDERSTOOD THAT THIS AGREEMENT IS SUBJECT TO NECESSARY CORRECTIONS, AND ADJUSTMENTS CONCERNING CHANGES IN NET PAYOFF ON TRADE-IN TO BE MADE AT THE TIME OF SETTLEMENT.

You and I certify that the additional terms and conditions printed on the back of this Contract are agreed to as part of this agreement, the same as if printed above the signature. I am purchasing the above described Unit; the optional equipment and accessories; that my trade-in is free from all claims whatsoever, except as noted. You and I agree that if any paragraph or provision violates the law and is unenforceable, the rest of the Contract will be valid.

This agreement contains the entire understanding between you and me and no other representation or inducement, verbal or written, has been made which is not written in this Contract.

I, OR WE [REDACTED] BUYER AND THAT I, OR WE, HAVE READ AND UNDERSTAND THE BACK OF THIS AGREEMENT.
 SIGNED [REDACTED] buyer SIGNED [REDACTED] buyer

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, TOM RAPER, INC - CINCINNATI (transferor's name, Print)

state that the odometer now reads 239 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE FOUR WINDS C5	MODEL 28A	BODY TYPE MMH
VEHICLE IDENTIFICATION NUMBER 1GBJG31K581		YEAR 2008

X Robins B. Todd
TRANSFEROR'S SIGNATURE
TOM RAPER, INC - CINCINNATI

PRINTED NAME
5300 DIXIE HWY

TRANSFEROR'S ADDRESS (STREET)
FAIRFIELD OH 45014

CITY STATE ZIP CODE
12/31/08

DATE OF STATEMENT
[REDACTED]

TRANSFEREE'S SIGNATURE

PI [REDACTED]

TRANSFEREE'S NAME
[REDACTED]

TRANSFEREE'S ADDRESS (STREET)
HUBER HEIGHTS, OH [REDACTED]

CITY STATE ZIP CODE