



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

Repository ☐

22-FEB-2018

Reference No.
11074314

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City VANCOUVER State WA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3C6URVJG2HE [REDACTED] Make WINNEBAGO Model TRAVATO Model Year 2017
Date Purchased 11-10-17 Dealer's Name and Telephone Number Nielson RV Engine: No: Cylinders Fuel Type: Gas
Original Owner ☐ Dealer's City 3411 Sunland Dr State UT Zip Code 84790
Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 17-JAN-2018 and Recall 3/2017
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 1400 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make N/A Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19A8C036) ☐ Original Equipment Failure Location:
☐ Prior Repair
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A 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 N/A Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2017 WINNEBAGO TRAVATO. WHILE THE VEHICLE WAS PARKED, THE RV EXPERIENCED AN INTERNAL COACH ELECTRICAL FIRE. THE CONTACT WAS ABLE TO EXTINGUISH THE FIRE. THE RV WAS TAKEN TO NIELSON RV (341 E. SUNLAND DR, ST GEORGE, UT 84790, (435) 652-1111) WHERE IT WAS DIAGNOSED THAT THE FIRE WAS CAUSED BY THE DAMP SOLAR CONTROLLER. THE RV WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 1,400.

3/19/18 update to this claim. on 2/22/18 I found this brand new 2017 Travato was sold to me under an open recall. All proof attached. [REDACTED]

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 to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

March 16, 2018

US Department of Transportation
National Highway Traffic Safety and Administration
Office of Defects Investigation, Room NVS-210
1200 New Jersey Avenue, SE
Washington, DC 20590

Case Number: 11074314

I need to update the claim I filed with NHTSA on 2/22/2018. I am updating my claim with the information that Winnebago and Nielson RV sold me a brand new vehicle under an open recall the consequence of which is fire or explosion.

On 11/7/2017 I purchased a brand new 2017 Winnebago Travato 59G, with 1,564 miles. I was not provided a written warranty at the time of purchase, the dealer Nielson RV, 341 East Sunland Drive, St. George, UT 84790 stated they did not have a warranty in writing from the manufacturer. I checked my manuals, paperwork and there was no warranty.

On 1/17/2018 the Class B Travato caught on fire. It was parked at Willow Winds RV in Hurricane, UT connected to shoreline power. The Zamp Solar Controller was melting and burning, when I removed the panel from the wall a flame was visible on the wiring attached to the controller. The wiring was wrapped with electric tape.

On 1/18/2018 at approximately 10am I turned the vehicle back into Nielson RV for repairs and investigation of the electrical fire. The vehicle was in the repair shop 29 days.

On 2/16/2018 the vehicle was ready for pick up by approximately 4:30pm, I retrieved it one hour later. Upon turning on the refrigerator using shoreline power it did not work, I performed the user trouble shooting recommended in the owners manual. The fridge still did not operate. I turned the fridge to liquid propane, it functioned for two days but shut off frequently and then ceased working. I reported this issue to George Buzoianu, Service District Manager at Winnebago Industries. George stated I needed to bring the vehicle in again for more repairs.

George Buzoianu, 714-473-7014, gjbuzoianu@wgo.net

On 2/22/2018 I reported the electrical fire to National Highway Traffic Safety Administration and the responding agent stated, "Ma'am, there are two open recalls on 2017 Travato's you need to check your vehicle to ensure yours is not under one the recalls."

On 2/23/2018 Larry Bell Service Manager of Nielson RV responded to an email asking about any correlation between the current fridge issues and the fire damage to the wires/controls. He stated its possible there is some correlation. Email attached.

On 2/22/2018 I emailed George Buzoianu asking about both recalls and he responded stating there was one open recall on my vehicle which was opened on below date. Cori Condi of Nielson RV sold me the 2017 Travato without disclosing this open recall and without providing me written manufacturers warranty. The recall notice is below, email proof also attached. At the time I negotiated for this vehicle in late October 2017, Mr. Condi indicated his dealership had possession of the vehicle for eleven months. **This dealer failed to screen my vehicle for an open recall the consequence of which is possible fire or explosion.** I immediately cancelled my second trip while in S. California, in my 2017 Travato and drove the vehicle for two days back to Vancouver, WA, where I reside.

On 2/22/2018 on the phone I informed George that my emergency brake light was coming on during driving in spite of it not being set. He said I needed to get my vehicle into Winnebago's facility as soon as possible and to notify him of my arrival so he can schedule the service. The brake light had not come in previously unless I was parked and set the brake.

Vehicle

2017 WINNEBAGO TRAVATO

Manufacturer Winnebago Industries, Inc

Manufactured between 4/17/2015 - 1/24/2017

Recalled on 2/22/2017

Influenced by Winnebago Industries, Inc

Owners Notified on 3/6/2017

Affected 1,058

Recalled for EQUIPMENT:RECREATIONAL VEHICLE:LPG LINES AND FITTINGS

Description

Winnebago Industries, Inc. (Winnebago) is recalling certain 2016-2017 Travato recreational vehicles. The liquid propane (LP) hose may contact the emergency brake cable, potentially damaging it and causing it to leak propane.

Consequences

A propane leak can increase the risk of a fire or an explosion.

Corrective action

Winnebago will notify owners and dealers will inspect the vehicles, repositioning and securing the LP hose to avoid contact with the brake cable, free of charge. The recall began on March 6, 2017. Owners may contact Winnebago customer service at 1-800-537-1885.

On 2/28/2018 George Buzoianu told me to drive the vehicle to a dealer for repairs. He stated to leave it in Junction City, OR, three hours or more from my home, with no replacement vehicle and no compensation. I refused to drive it further for fear of another fire or explosion. Finally on 3/15/2018 my vehicle which has sat in storage since 2/24/2018 was inspected by Patrick Tuia, Service District Manager for Winnebago. Patrick Tuia, 360-490-7777, pttuia@wgo.net

On 3/16/2018 Patrick issued a work order, attached, stating the LP hose did not touch the brake cable per the open recall but he did a minor modification anyway ensuring the hose will not touch the brake cable.

On 3/16/2018 Patrick emailed me referring me to take the vehicle to Roberson RV Center, 3780 Turner Rd SE, Salem, OR 97302 approximately a 90 min drive from my home. I called Duane Bedell as instructed by Patrick at 503-485-3984 duane@robersonmotors.com and asked him when I could bring the vehicle in for repairs. His first available opening is April 3, 2018, two and half weeks from now. I informed him I am out of town 3/30-4/4 and he stated to deliver the vehicle on 3/29/2018.

Dear Sir or Madam of the Office of Defects Investigation. I paid \$20,000 cash for this brand new vehicle and over \$7,000 in tax and licensing and **would have never purchased it had I known about the open recall. This is fraud.** Winnebago should have ensured all open recalls on all affected vehicles were closed properly and safely. The vehicle has been unusable for 29 days and now again from 2/24/2018 until well past 3/29/2018 because I must deliver it and leave it for at minimum several days or longer at Roberson RV Center.

I am requesting that you perform a full investigation into my claim and charge Nielson RV and Winnebago with fraud. The United States has a structured society we have processes in place to prevent issues like this happening, from protecting innocent consumers. Nielson RV performed a gross negligence of duty when they failed to screen and repair this new vehicle before selling it to me. I am preparing for retirement and my plan was to retire and use this RV full time in 3-4 years. I used part of my retirement for this purchase and have been making payments on this vehicle without the use of it.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED] or [REDACTED]

TO: Winnebago Industries, Inc. Dealers

SUBJECT: Campaign #144 – LP Hose

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owners may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the enclosed copy of the letter which is being sent to owners, the owners are being instructed to contact Winnebago Industries, Inc. if you do not remedy the condition within five days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

REASON FOR THIS RECALL

Winnebago Industries, Inc. has decided that a defect which relates to motor vehicle safety exists on certain 2016 - 2017 model year Winnebago® Touring Coach™ Travato® motorhomes. These motorhomes were manufactured April 17, 2015 through January 24, 2017.

The LP hose may be in contact with the emergency brake cable potentially resulting in a propane leak. A propane leak, in the presence of an ignition source, could result in a fire causing injury and/or damage to property.

OWNER NOTIFICATION

Owners will be notified of this campaign on their vehicles by Winnebago Industries, Inc. For all units in your inventory, the notification will be mailed to you. **DO NOT DELIVER TO A CUSTOMER ANY SUBJECT UNIT UNTIL CORRECTIVE ACTION HAS BEEN TAKEN.** Enclosed is a list of vehicles shipped to you.

DEALER CAMPAIGN RESPONSIBILITY

Dealers are to service all vehicles subject to this campaign at no charge to owners regardless of mileage, age of vehicle, or ownership from this time forward.

Whenever a vehicle subject to this campaign is taken into new or used vehicle inventory or it is in your dealership for service in the future, you should take the steps necessary to be sure the campaign correction has been made before reselling or releasing the vehicle. Owners of vehicles recently sold from your new vehicle inventory are to be contacted by the dealer and arrangements made to make the required correction according to instructions contained in this campaign.

SM104 US/I

INSTRUCTION TO PERFORM CAMPAIGN #144

Affected Models:

Certain 2016 - 2017 model year Winnebago Touring Coach Travato motorhomes.

Repair Procedure:

Refer to the instruction sheet for inspection and repositioning of LP hose, if necessary.

REIMBURSEMENT

When the service has been completed, submit the labor amount and labor operation number listed below. Your repair order must be properly signed by both the dealer and the owner.

	<u>OPERATION NUMBER</u>	<u>TIME ALLOWANCE</u>
INSPECT AND REPOSITION THE LP HOSE	24440101	0.3

Thank you for your cooperation.

Winnebago Industries, Inc.
Forest City, Iowa 50436

SM104 US/2

Enclosures

From: [REDACTED]
Sent: Wednesday, February 28, 2018 8:14 AM
To: George J. Buzoianu <GJBuzoianu@winnebagoind.com>
Subject: Re: ***SPAM*** Recalls Travato

I'm surprised I'm being asked to spend my time and money on a recall that Winnebago didn't close.

Also it's clearly dangerous to drive my van with this open recall. I told you on 2/21 that the parking brake light has come on and I'm experiencing a failure of the LP working on the fridge.

This is not my issue George. This is Winnebago's. I spoke with three mechanics who said do not drive that vehicle under that open recall.

This is a liability that you are asking me to take. Your company is responsible for this inspection and appropriate corrections not me.

Sent from my iPhone

On Feb 28, 2018, at 8:01 AM, George J. Buzoianu <GJBuzoianu@winnebagoind.com> wrote:

H [REDACTED]

Yes, that is the open recall on your vehicle. When would you like to take your RV to Junction city? Next week? Let me know...

Thanks,

George

From: [REDACTED]
Sent: Tuesday, February 27, 2018 6:14 PM
To: George J. Buzoianu <GJBuzoianu@winnebagoind.com>
Subject: Re: ***SPAM*** Recalls Travato

George

I'm back in OR.

The below screen shot is the open recall on my Travato correct?

<image001.jpg>

Sent from my iPhone

On Feb 23, 2018, at 9:27 AM, George J. Buzoianu <GJBuzoianu@winnebagoind.com> wrote:

Hi [REDACTED]

I confirmed your RV has only the one recall for the LP hose inspection.

George

From: [REDACTED]
]
Sent: Friday, February 23, 2018 6:54 AM
To: George J. Buzoianu
<GJBuzoianu@winnebagoind.com>
Subject: Re: ***SPAM*** Recalls Travato

George, I just had my second trip canceled due to this van I purchased from Winnebago. Rather than email somebody I prefer you get on the phone and call a coworker to verify that the

second recall is not applicable to my vehicle. I would appreciate that very much.

Thank you

Sent from my iPhone

On Feb 22, 2018, at 4:06 PM, George J. Buzoianu <GJBuzoianu@winnebagoind.com> wrote:

[REDACTED]

I will forward you message to verify all applicable recalls to your RV.

From: [REDACTED]
Sent: Thursday, February 22, 2018 4:01 PM
To: George J. Buzoianu <GJBuzoianu@winnebagoind.com>
Subject: Re: ***SPAM*** Recalls Travato

This is a very serious issue that the dealer sold me a vehicle under recall with no notice. I'm sure you probably realize how I feel about this purchase and the possible options available to me.

I need to know from Winnebago with absolute certainty that the other recall regarding electrical issue is not applicable to my vehicle.

Regarding the fact that your dealer sold me a class B RV under recall will be addressed in due time.

I'm asking that you contact your corporate office to ensure the other recall is not applicable to my vehicle.

Thank you

Sent from my iPhone

On Feb 22, 2018, at 3:52 PM, George J. Buzoianu
<GJBuzoianu@winnebagoind.com>
wrote:

The LP recall was created
3/3/2017.

I only have a vehicle
information screen for
each RV, where it shows
applicable open recalls.
Another department
checks each RV build date
to possible recalls.

George

From [REDACTED]
]
Sent: Thursday, February
22, 2018 3:46 PM
To: George J. Buzoianu
<GJBuzoianu@winnebagoind.com>
Subject: Re: ***SPAM***
Recalls Travato

George I have two
important questions
that need answered.

When was this recall
notice issued?

How are you certain that
my vehicle does not fall
under the electrical issue
recall?

Thank you

Sent from my iPhone

On Feb 22, 2018, at 3:31
PM, George J. Buzoianu
<GJBuzoianu@winnebagoind.com>
wrote:

Hi 

You have one
open recall to
inspect the LP
hose. We can
have that
completed
along with
the
refrigerator
issue.

Regards,

**George
Buzoianu**

Service
District
Manager

Winnebago
Industries

Phone: [714.473.7014](tel:714.473.7014)

gjbuzoianu@wgo.net

<image003.jpg>

From [REDACTED]

Sent: Thursday,
February 22,
2018 12:25
PM

To: George J.
Buzolanu
<GJBuzolanu@winnebagoind.com>

Subject: ***SPAM***

Recalls

Travato

Importance: Low

George,

There
are two
recalls
for
2017
Travatos.
Do any
recalls
apply
to my
vehicle?

[http://\[REDACTED\]](http://[REDACTED])

[REDACTED]
[REDACTED]
[REDACTED]

--

Thank you,

[REDACTED]

[REDACTED]

[REDACTED] image004.jpg>

Fwd: ***SPAM*** Recalls Travato

[REDACTED]

Mon 3/19/2018 11:34 AM

To: The UPS Store #2755 <store2755@theupsstore.com>;

----- Forwarded message -----

From: [REDACTED]
Date: Thu, Mar 1, 2018 at 9:14 AM
Subject: Re: ***SPAM*** Recalls Travato
To: "George J. Buzoianu" <GJBuzoianu@winnebagoind.com>
Cc: [REDACTED]

You have been on the emails; the bathroom door was broke by Nielson RV.
The fridge does not work on LP or shoreline electric.
The parking brake light comes on during driving.
Oil light indicator does not work.
Water pump light and on/off switch malfunctions.

Most importantly; it was illegal to sell me this vehicle under an open recall.

You need to elevate this issue to your management George.

Sent from my iPhone

On Mar 1, 2018, at 9:08 AM, George J. Buzoianu <GJBuzoianu@winnebagoind.com> wrote:

[REDACTED]
I will arrange to have Pat, Service District Manager come out and inspect your RV for the recall and very it is safe to use.
I'll need the address, then Pat with advise you of a date.

George

Sent from my iPhone

On Mar 1, 2018, at 9:28 AM, [REDACTED] <[REDACTED]> wrote:

George I would have never purchased this van under any recall. This should not have been sold to me.
Winnebago manufactured a defective product. You need to take it back and replace it with a new non defective
Travato.

How dare you tell me to drive it under the circumstances.

Sent from my iPhone

On Feb 28, 2018, at 2:19 PM, [REDACTED] wrote:

I guess I'm not making this clear.

And I'm offended that you are asking me to drive a vehicle with an open recall which can cause a fire or explosion.

I would think you wouldn't want that type of liability knowing you have already manufactured a defective product, and allowed a dealer to sell it to me with the open recall. You must know the legality issue here?

The van is in storage at ZIP Code [REDACTED]

Schedule a Winnebago representative to pick it up or have it towed to Junction City where it will be repaired to the required safety standards by Winnebago.

This is the second trip interruption I've experienced with this vehicle.

Sent from my iPhone

On Feb 28, 2018, at 1:20 PM, George J. Buzoianu <GJBuzoianu@winnebagoind.com> wrote:

[REDACTED]

To make it easy, you can take your vehicle to the nearest dealer. Based on your address on file, I believe Poulsbo RV in Kent, Washington is the closest. If not, please tell me what city your vehicle is located. I will then have the southwest Service Manager, Pat Tuia make arrangements to complete repairs and the recall.

Regards,

George

From: [REDACTED]
Sent: Wednesday, February 28, 2018 8:14 AM
To: George J. Buzoianu <GJBuzoianu@winnebagoind.com>
Subject: Re: ***SPAM*** Recalls Travato

I'm surprised I'm being asked to spend my time and money on a recall that Winnebago didn't close.

Also it's clearly dangerous to drive my van with this open recall, I told you on 2/21 that the parking brake light has come on and I'm experiencing a failure of the LP working on the fridge.

This is not my issue George. This is Winnebago's. I spoke with three mechanics who said do not drive that vehicle under that open recall.

This is a liability that you are asking me to take. Your company is responsible for this inspection and appropriate corrections not me.

Sent from my iPhone

On Feb 28, 2018, at 8:01 AM, George J. Buzoianu <GJBuzoianu@winnebagoind.com> wrote:

Hi [REDACTED]

Yes, that is the open recall on your vehicle. When would you like to take your RV to Junction city? Next week? Let me know...

Thanks,

George

From: [REDACTED]
Sent: Tuesday, February 27, 2018 6:14 PM
To: George J. Buzoianu <GJBuzoianu@winnebagoind.com>
Subject: Re: ***SPAM*** Recalls Travato

George

I'm back in OR.

The below screen shot is the open recall on my Travato correct?

<image001.jpg>

Sent from my iPhone

On Feb 23, 2018, at 9:27 AM, George J. Buzoianu
<GJBuzoianu@winnebagoind.com> wrote:

H [REDACTED]

I confirmed your RV has only the one recall
for the LP hose inspection.

George

From: [REDACTED]
[REDACTED]

Sent: Friday, February 23, 2018 6:54 AM

To: George J. Buzoianu

<GJBuzoianu@winnebagoind.com>

Subject: Re: ***SPAM*** Recalls Travato

George, I just had my second trip canceled due to
this van I purchased from Winnebago. Rather than
email somebody I prefer you get on the phone
and call a coworker to verify that the second recall
is not applicable to my vehicle. I would appreciate
that very much.

Thank you

Sent from my iPhone

On Feb 22, 2018, at 4:06 PM, George J. Buzoianu
<GJBuzoianu@winnebagoind.com> wrote:

[REDACTED]

I will forward you message to
verify all applicable recalls to
your RV.

.com |

To: George J. Buzoianu
<GJBuzoianu@winnebagoind.com>

This is a very serious issue that the dealer sold me a vehicle under recall with no notice. I'm sure you probably realize how I feel about this purchase and the possible options available to me.

Regarding the fact that your dealer sold me a class B RV under recall will be addressed in due time.

Thank you

Sent from my iPhone

On Feb 22, 2018, at 3:52 PM,
George J. Buzoianu
<GJBuzoianu@winnebagoind.com
> wrote:

The LP recall
was created
3/3/2017.

I only have a vehicle information screen for each RV, where it shows applicable open recalls. Another department checks each RV build date to possible recalls.

George

From [REDACTED]
[REDACTED]
[REDACTED]
Sent: Thursday, February 22, 2018 3:46 PM
To: George J. Buzoianu
<GJBuzoianu@winnebagond.com>
Subject: Re: ***SPAM***
Recalls Travato

George I have two important questions that need answered.

When was this recall notice issued?

How are you certain that my vehicle does not fall under the electrical issue recall?

Fwd: recall

[REDACTED]

Mon 3/19/2018 11:35 AM

To: The UPS Store #2755 <store2755@theupsstore.com>;

----- Forwarded message -----

From: Larry Bell <Larry@nielsonrv.com>

Date: Thu, Mar 8, 2018 at 9:42 AM

Subject: recall

To: [REDACTED]

[REDACTED]

When we were submitting the claim to Winnebago for payment on the repairs for your RV we saw that there is an open recall on your RV. Just wanted to make sure you were aware of it. I am sure Winnebago has notified you, but wanted to touch base as well. Let me know when you will be in the area next and we can take care of that for you.

Larry

Earn \$500 by Referring your Friends..

([Learn How](#))

--
Thank you [REDACTED]
[REDACTED]

On: 07 March 2018 12:16, [REDACTED] <[REDACTED]> wrote:

Patrick,

As we discussed on the phone the other day inspecting my vehicle under the open recall is only one part of the issue. It does not solve the fact that the recommended repair or modification will be performed so that the vehicle is safe to operate.

This vehicle has once again been out of use. A lot of my personal and professional time has been impacted due to the fact that I did not get the quality vehicle I purchased. If you inspect it are you also authorized to make the full repair?

For another words does Winnebago approve you to fix, repair, and close this open work order?

Thank you

Sent from my iPhone

On Mar 1, 2018, at 4:13 PM, Patrick T. Tuia <PTTuia@winnebagoind.com> wrote:

Hi [REDACTED]

My name is Pat Tuia I work for Winnebago I live on the Olympic peninsula in WA,

I would like to coordinate a date and time to inspect your vehicle
- this coming week I can meet you on Monday the 5th or Tuesday the 6th - I will be out of town the rest of the week, the following week I will be available Tuesday the 12th thru Friday the 15th - depending on your exact location I would need to make the time 10am or later.

Please let me know the date and time that work for you along with the address.

Thank You

Sent from my iPhone

On Mar 7, 2018, at 1:06 PM, Patrick T. Tuia <PTTuia@winnebagoind.com> wrote:

Hi [REDACTED]

When I inspect the vehicle there are three scenarios with the recall-

The first and the most likely is the vehicle passes the visual inspection for the recall.

The second is there needs to be an adjustment of the line as described in the recall in which case I will perform the adjustment.

The third would be the line needs replaced in which case I will make arrangements to have it replaced.

My inspection will be in regards to the recall the other items will need to be taken to a repair facility, I can help you find the closest one.

I'm out of town through the weekend I will check my emails in the evenings.

Thank You

<image002.jpg>

Pat Tuia

Service District manager

Cell/text [360-490-7777](tel:360-490-7777)

Office [641-585-6093](tel:641-585-6093)

Email pttuia@wgo.net

If these days do not work let me know what works for you and I'll do what I can to adjust my schedule.

I will be inspecting the unit for the recall, once the recall is cleared I will work with you on making an appointment for the other items.

Thank You!

Pat Tuia

Service District Manager

Cell/Text [360-490-7777](tel:360-490-7777)

Office [641-585-6093](tel:641-585-6093)

Email pttuia@wgo.net

<image001.png>

From: [REDACTED]
Sent: Wednesday, March 7, 2018 1:47 PM
To: Patrick T. Tuia <PTTuia@winnebagoind.com>
Cc: George J. Buzoianu <GJBuzoianu@winnebagoind.com>
Subject: Re: Schedule inspection of your Travato

Ok please let me know your availability next week. The vehicle is in Newberg, OR

I will ask for a work order and photo proof of inspection and any repairs including proof that the recall was closed.

Thank you

From: [REDACTED]
Sent: Monday, March 12, 2018 8:06 AM
To: Patrick T. Tuia <PTTuia@winnebagoind.com>
Cc: George J. Buzoianu <GJBuzoianu@winnebagoind.com>
Subject: Re: Schedule inspection of your Travato

Patrick do I need to be present? I have meetings all week.

The van is parked outside. Address is:

[REDACTED]
Sherwood OR [REDACTED]

Once you turn onto SW 207th turn Left you will see the van immediately. It's tucked behind trees.

I can leave a key do you need it?

I'll ask you for a work order and photos proving the recall had not produced any damage. If there's a repair or modification as a result of the recall I want documentation of such.

You can go either day.

Thank you

Sent from my iPhone

On Mar 12, 2018, at 7:21 AM, Patrick T. Tuia <PTTuia@winnebagoind.com> wrote:

Good Morning [REDACTED]

I'm back in the office this morning if possible I would like to meet on either Wednesday the 14th or Thursday the 15th of this week? If you can make either of those days work let me know. Newberg OR is south of Portland I would need to make the time 10am or later.

<image002.png>

From: Patrick T. Tuia
Sent: Monday, March 12, 2018 8:16 AM
To: [REDACTED]
Cc: George J. Buzoianu <GJBuzoianu@winnebagoind.com>
Subject: RE: Schedule inspection of your Travato

Hi [REDACTED]

As long as I have access to the vehicle you wouldn't need to be there, I won't need the key as long as it's parked where I can get underneath of it.

I'll contact you when I know for sure what day I will be there.

I won't have a written document to leave with the vehicle but I will email a complete report on what I find and do.

Thank You!

Pat Tuia

Service District Manager

Cell/Text 360-490-7777

Office 641-585-6093

Email pttuia@wgo.net

<image002.png>

Cell/Text 360-490-7777

Office 641-585-6093

Email pttuia@wgo.net

<image001.png>

From: [REDACTED]
Sent: Wednesday, March 14, 2018 8:44 AM
To: Patrick T. Tuia <PTTuia@winnebagoind.com>
Subject: Re: Schedule inspection of your Travato

Just emailed you. Can you narrow down the time a bit??

Sent from my iPhone

On Mar 14, 2018, at 8:36 AM, Patrick T. Tuia <PTTuia@winnebagoind.com> wrote:

Good Morning [REDACTED]

I'm going to plan on making the inspection tomorrow before noon.

I will get you a report of what I find Friday when I'm back in my office.

If you have any questions please let me know.

Thank You!

Pat Tuia

Service District Manager

Cell/Text 360-490-7777

Office 641-585-6093

Email pttuia@wgo.net

From: Patrick T. Tuia
Sent: Wednesday, March 14, 2018 10:05 AM
To: [REDACTED]
Subject: Re: Schedule inspection of your Travato

Ok Thank You

Pat

From: [REDACTED]
Sent: Wednesday, March 14, 2018 9:56 AM

To: Patrick T. Tuia <PTTuia@winnebagoind.com>
Subject: Re: Schedule inspection of your Travato

He just cancelled please proceed.

Thank you

Sent from my iPhone

On Mar 14, 2018, at 8:45 AM, Patrick T. Tuia <PTTuia@winnebagoind.com> wrote:

Hi [REDACTED]

Can we make it 11 am tomorrow?

If that works I will be there at 11.

Thank You!

Pat Tuia

Service District Manager

Roberson RV is 36 miles from the address I was at yesterday, they are a little farther than a couple of other Winnebago dealers but I highly recommend them for quality service.

The contact at the dealer -

Duane Bedell 503-485-3984 Ask for Duane in service I talked to him this morning.

Roberson RV Center

3780 Turner Rd SE

Salem OR

97302

Please let me know if there's anything I can do to help.

Thank You!

Pat Tuia

Service District Manager

Cell/Text 360-490-7777

Office 641-585-6093

Email pttuia@wgo.net

WINNEBAGO[®]

Fwd: Schedule inspection of your Travato

[REDACTED]

Mon 3/19/2018 11:22 AM

To: The UPS Store #2755 <store2755@theupsstore.com>;

0 1 attachments (206 KB)

144 - LP HOSE.PDF;

Attachment and email below

----- Forwarded message -----

From: Patrick T. Tuia <PTTuia@winnebagoind.com>

Date: Fri, Mar 16, 2018 at 9:58 AM

Subject: RE: Schedule inspection of your Travato

To: [REDACTED]

Good Morning [REDACTED]

I inspected your vehicle yesterday in regards to recall #144 - both the brake cable and the brake rod were clear of the LP hose, I did adjust the hose slightly as per the recall to give the cable more clearance but there is absolutely no evidence either one have made contact with the LP hose.

I'm putting a link to a couple of pictures from yesterday I'm also attaching the recall paper work for comparison.

[https://\[REDACTED\]](https://[REDACTED])

[https://\[REDACTED\]](https://[REDACTED])

I have talked to Roberson RV in Salem Or in regards to the refrigerator they can schedule an appointment ASAP they will need to keep it for a couple of days so they can thoroughly test the refrigerator on both gas and electric. I also asked them to verify the recall so they can give you a printed work order for you files.



INSTRUCTIONS TO PERFORM RECALL CAMPAIGN 144

Models Affected:

- Certain 2016 and 2017 model year Winnebago Travato®, Models 259G and 259K, motorhomes.

These motorhomes were manufactured from April 17, 2015 through January 24, 2017.

Tools Required:

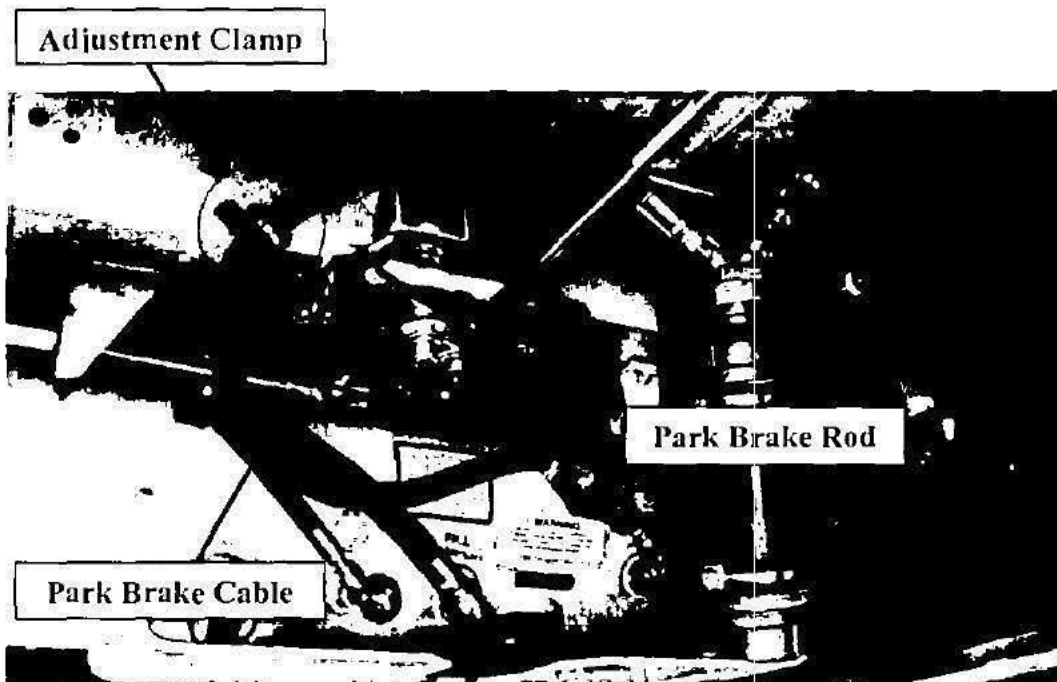
- Screw Gun (Phillips)

Procedure:

- Ensure there is adequate clearance between the park brake rod and park brake cable.

NOTE: *The vehicle will need to be elevated to visually inspect the LP hose.*

1. Visually inspect the LP hose for clearance. If adjustment is needed, loosen the adjustment clamp and move LP hose to ensure the hose is not coming in contact with the park brake rod and park brake cable. The hose should not touch anything other than the rubberized clamp.
2. Replace the LP hose if any damage is noticed. Contact Part Sales at 1-800-556-9670 to order a replacement LP hose.



Bill To
WINNEBAGO+

Key Tag: 05203 Invoice: [REDACTED]

Warranty Invoice

Page: Page 1 of 3

Scheduled Arrival:
Actual Arrival: 1/18/2018

Vehicle Departure:
Prepared: 1/18/2018
Promised: 1/20/2018
Prepared By: LARRY BELL
Purchase Date:
Odometer: 5313

Customer

[REDACTED]
SEATTLE, WA [REDACTED] JS
[REDACTED]
Cell [REDACTED]

VEHICLE

2017 TRAVATO 259G

[REDACTED]
SEATTLE, WA [REDACTED]
Stock #: [REDACTED]
3C6URVJG2HE [REDACTED]
Serial #: 15262W213015

Authorization PA# 07W0123C

Repair Accept UNIT PICKED UP BY KEVIN MODDY PER OWNERS DIRECTION 2-16-2018

Task #	Description	Equipment	Qty	Extended Price
--------	-------------	-----------	-----	----------------

c/s states the control panel for solar system is smoking/burning

Complaint unit was dropped off at Nielson RV on 1-19-18, customer complaint was the solar control panel was smoking/burning. Warranty paper work filed with Manufacturer and currently waiting on direction and parts for repair.
Manufacturer was advised that Mrs. Baker is living in the unit and is having to make living arrangements until repairs can be made.

Complaint Customer stating she could see smoke and had a strong smell of burning wires from inside of the unit.

Correction Changed oil, and oil filter.
Miles: 5,318

Correction *removed burnt Zamp control monitor. Sent part to manufacturer per their request.
*unit sent to local detail shop for cleaning.
*removed remaining monitors and switches from partition wall for inspection.
*removed furnace cover and cabinets to remove partition wall. Disconnected furnace and moved to access wall. Once the wall was removed, a complete inspection of the wire harnesses and structure was done.
*received new Zamp monitor from Zamp. Ordered new monitor control for generator and new one place monitor control from Winnebago. Ordered new partition wall from Winnebago.
*cut approximately 4 inches off of the wires going to the Zamp monitor to remove burnt portion. Inspected newly exposed portion. Installed new wire connectors by soldering on new ends and covering with heat shrink.
*repaired three additional wires that were burnt by similar repair. Cut out damaged portion and inspected. Removed approximately 1/4 inch of outer covering on wire ends. Soldered the wire ends together and covered with heat shrink. Cleaned and inspected the outer coating on a communication cable in same area. Was able to clean and cover area with heat shrink as a precaution.
*removed 3 port roof cap to inspect inline fuse. Fuse was intact. The plastic flange on the cap cracked while removing. Ordered new part.
*installed new fuse and 3 port roof cap. Parts supplied by Zamp
*installed separate inline fuses on the positive(hot) wires leading into the solar control panel.
*installed new partition wall and supports for the furnace cover
*reconnected all furnace mounting hardware and hoses
*reinstall monitors and switches on partition wall
*tested the following components: one place control center, furnace control, lp cut off switch, power control system, tank heater switch and zamp solar charge controller. Unit was exposed to sun light for approx 2 hours during testing for solar system.
All repairs completed per Winnebago guidelines.

Parts

318251	1/2 PEX	1	\$3.71
--------	---------	---	--------

Nielson RV - St George

Address: 341 E Sunland Dr St George, UT 84790 Phone: (435) 652-1111 Email:

Copy

Retail Installment Contract and Security Agreement

Seller Name and Address
Nielson RV
341 East Sunland Dr.
Saint George, UT 84790

Buyer(s) Name(s) and Address(es)
[REDACTED]
SEATTLE, WA [REDACTED]

Summary
No. [REDACTED]
Date 11/07/2017

☐ Business, commercial or agricultural purpose Contract.

Truth-in-Lending Disclosure

Annual Percentage Rate	Finance Charge	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid when you have made all scheduled payments.	The total cost of your purchase on credit, including your down payment of
6.50 %	\$ 35,282.81	\$ 62,118.79	\$ 97,401.60	\$ 21,525.21
				\$ 118,926.81

Payment Schedule. Your payment schedule is:

No. of Payments	Amount of Payments	When Payments are Due
180	\$ 541.12	Monthly, beginning on 12/7/2017.
N/A	\$ N/A	NOT APPLICABLE
N/A	\$ N/A	NOT APPLICABLE

Security. You are giving us a security interest in the Property purchased.

Late Charge. If all or any portion of a payment is not paid within 10 days of its due date, you will be charged a late charge of the greater of 5% of the unpaid amount of the payment due or \$30.00.

Prepayment. If you pay off this Contract early, you will not have to pay a penalty.

Contract Provisions. You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

Description of Property

Year	Make	Model	Style	Vehicle Identification Number	Odometer Mileage
2017	WINNEBAGO	TRAVATO 259G	ClassB	3C6URVJG2HE [REDACTED]	1564
Other: 2017 WINNEBAGO TRAVATO 259G ClassB 3C6URVJG2HE [REDACTED]					
☒ New					
☐ Used					
☐ Demo					

Description of Trade-In

2017 TAG MAX MAX XL [57HTT139 [REDACTED]

Down Payment. You also agree to pay or apply to the Cash Price, on or before the date of this Contract, any cash, rebate and net trade-in value described in the Itemization of Amount Financed.

☐ You agree to make deferred down payments as set forth in your Payment Schedule.

☒ Additional Charge. You agree to pay an additional charge of \$ 498.00 that will be ☐ paid in cash. ☒ financed over the term of the Contract.

Sales Agreement

Payment. You promise to pay us the principal amount of \$ 62,118.79 plus finance charges accruing on the unpaid balance at the rate of 6.50 % per year from the date of this Contract until maturity. After maturity, or after you default and we demand payment, we will charge finance charges on the unpaid balance at 6.50 % per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the Truth-in-Lending Disclosure. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

Itemization of Amount Financed

a. Cash Price of Vehicle, etc. (incl. sales tax of \$ 0.00) \$ 82,995.00

b. Trade-in allowance \$ 17,500.00

c. Less: Amount owing, paid to (includes k):
ADVANTIS \$ 15,974.79

d. Net trade-in (b c; if negative, enter \$0 here and enter the amount on line k) \$ 1,525.21

e. Cash payment \$ 20,000.00

f. Manufacturer's rebate \$ 0.00

g. Deferred down payment \$ 0.00

h. Other down payment (describe):
N/A \$ 0.00

i. Down Payment (d + e + f + g + h) \$ 21,525.21

j. Unpaid balance of Cash Price (a i) \$ 61,469.79

k. Financed trade-in balance (see line d) \$ 0.00

l. Paid to public officials, including filing fees \$ 151.00

m. Insurance premiums paid to insurance company(ies) \$ 0.00

n. Service Contract, paid to:
N/A \$ 0.00

o. To: Additional Charge paid to Seller \$ 498.00

p. To: N/A \$ 0.00

q. To: N/A \$ 0.00

r. To: N/A \$ 0.00

s. To: N/A \$ 0.00

t. To: N/A \$ 0.00

u. To: N/A \$ 0.00

v. To: N/A \$ 0.00

w. To: N/A \$ 0.00

x. To: N/A \$ 0.00

y. Total Other Charges/Amts Paid (k thru x) \$ 649.00

z. Prepaid Finance Charge \$ 0.00

aa. Amount Financed (j + y + z) \$ 62,118.79

We may retain or receive a portion of any amounts paid to others.

(This area intentionally left blank.)

Insurance Disclosures

Credit Insurance. Credit life and credit disability (accident and health) are not required to obtain credit and are not a factor in the credit decision. We will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below only the coverages you have chosen to purchase.

Credit Life

☐ Single ☐ Joint ☒ None

Premium \$ 0.00

Term

N/A

Insured N/A

Credit Disability

☐ Single ☐ Joint ☒ None

Premium \$ 0.00

Term

N/A

Insured N/A

Your signature below means you want (only) the insurance coverage(s) quoted above. If "None" is checked, you have declined the coverage we offered.

By: [Signature] 11/16/1966
DOB

By: N/A N/A
DOB

By: N/A N/A
DOB

Property Insurance. You must insure the Property. You must furnish the required insurance either through existing policies of insurance owned or controlled by you or by procuring the equivalent insurance coverage through any insurance company reasonably acceptable to us. The collision coverage deductible may not exceed \$ 3% of the amount financed . If you get insurance from or through us you will pay \$ 0.00 for N/A of coverage.

This premium is calculated as follows:

☐ \$ 0.00 Deductible, Collision Cov. \$ 0.00
☐ \$ 0.00 Deductible, Comprehensive \$ 0.00
☐ Fire Theft and Combined Additional Cov. \$ 0.00
☐ N/A \$ 0.00

Liability insurance coverage for bodily injury and property damage caused to others is not included in this Contract unless checked and indicated.

☐ **Single-Interest Insurance.** You must purchase single interest insurance as part of this sale transaction. You may furnish the required insurance either through existing policies of insurance owned or controlled by you or by procuring the equivalent insurance coverage through any insurance company reasonably acceptable to us. If you buy the coverage from or through us, you will pay \$ N/A for N/A of coverage.

Additional Protections

You may buy any of the following voluntary protection plans. They are not required to obtain credit, are not a factor in the credit decision, and are not a factor in the terms of the credit or the related sale of the Vehicle. The voluntary protections will not be provided unless you sign and agree to pay the additional cost.

Your signature below means that you want the described item and that you have received and reviewed a copy of the contract(s) for the product(s). If no coverage or charge is given for an item, you have declined any such coverage we offered.

☒ Service Contract

Term: N/A
Price: \$ 0.00
Coverage: N/A

☐ Gap Waiver or Gap Coverage

Term: N/A
Price: \$ 0.00
Coverage: N/A

☐ N/A

Term: N/A
Price: \$ 0.00
Coverage: N/A

By: [REDACTED] 11/07/2017
Date

By: N/A
Date

By: N/A
Date

Additional Terms of the Sales Agreement

Definitions. "Contract" refers to this Retail Installment Contract and Security Agreement. The pronouns "you" and "your" refer to each Buyer signing this Contract, and any guarantors, jointly and individually. The pronouns "we", "us" and "our" refer to the Seller and any entity to which it may transfer this Contract. "Vehicle" means each motor vehicle described in the Description of Property section. "Property" means the Vehicle and all other property described in the Description of Property and Additional Protections sections.

Purchase of Property. You agree to purchase the Property from Seller, subject to the terms and conditions of this Contract. Seller will not make any repairs or additions to the Vehicle except as noted in the Description of Property section.

You have been given the opportunity to purchase the Property and described services for the Cash Price or the Total Sale Price. The "Total Sale Price" is the total price of the Property if you buy it over time.

General Terms. The Total Sale Price shown in the Truth In Lending Disclosure assumes that all payments will be made as scheduled. The actual amount you will pay will be more if you pay late and less if you pay early.

We do not intend to charge or collect, and you do not agree to pay, any finance charge or fee that is more than the maximum amount permitted for this sale by state or federal law. If you pay a finance charge or fee that exceeds that maximum amount, we will first apply the excess amount to reduce the principal balance and, when the principal has been paid in full, refund any remaining amount to you.

You understand and agree that some payments to third parties as a part of this Contract may involve money retained by us or paid back to us as commissions or other remuneration.

You agree that the Property will not be used as a dwelling.

CLASS ACTION WAIVER: YOU AGREE THAT YOU WAIVE YOUR RIGHT TO INITIATE OR PARTICIPATE IN A CLASS ACTION RELATED TO THIS CONTRACT.

Prepayment. You may prepay this Contract in full or in part at any time without penalty. Any partial prepayment will not excuse any later scheduled payments. If we get a refund of any unearned insurance premiums that you paid, you agree that we may subtract the refund from the amount you owe, unless otherwise provided by law.

Balloon Payment. If any scheduled payment is more than twice as large as the average of all other regularly scheduled payments, you may refinance that payment when due on terms no less favorable than what we then offer to the general public if we are offering this type of credit and you are creditworthy.

Returned Payment Charge. If you make any payment by check required by this Contract that is dishonored (and not honored if we represent it) then you agree to pay us a service charge of \$20.00; additional fees may be imposed as provided by law.

If you have scheduled any other form of payment (electronic transfer, for example) and that payment is dishonored, you agree to pay us a service charge of \$20.00.

Governing Law and Interpretation. This Contract is governed by the law of Utah and applicable federal law and regulations.

If any section or provision of this Contract is not enforceable, the other terms will remain part of this Contract. You authorize us to correct any clerical error or omissions in this Contract or in any related document.

Name and Location. Your name and address set forth in this Contract are your exact legal name and your principal residence. You will provide us with at least 30 days notice before you change your name or principal residence.

Telephone Monitoring and Calling. You agree that we may from time to time monitor and record telephone calls made or received by us or our agents regarding your account to assure the quality of our service. In order for us to service the account or to collect any amounts you may owe, and subject to applicable law, you agree that we may from time to time make calls and send text messages to you using prerecorded/artificial voice messages, or through the use of an automatic dialing device at any telephone number you provide to us in connection with your account, including a mobile telephone number that could result in charges to you.

Default. You will be in default on this Contract if any one of the following occurs (except as prohibited by law):

- ◆ You fail to perform any obligation that you have undertaken in this Contract.
- ◆ We, in good faith, believe that you cannot, or will not, pay or perform the obligations you have agreed to in this Contract.

If you default, you agree to pay our costs for collecting amounts owing, including court costs and fees for repossession, repair, storage and sale of the Property securing this Contract. You also agree to pay our reasonable attorneys' fees after default (including an attorney who is a salaried employee of ours or our assignee).

If an event of default occurs as to any of you, we may exercise our remedies against any of all of you.

Remedies. If you are in default on this Contract, we have all of the remedies provided by law and this Contract. Those remedies include:

- ◆ We may require you to immediately pay us, subject to any refund required by law, the remaining unpaid balance of the amount financed, finance charges and all other agreed charges.
- ◆ We may pay taxes, assessments, or other liens or make repairs to the Property if you have not done so. We are not required to do so. You will repay us that amount immediately. That amount will earn time price differential from the date we pay it at the post-maturity rate described in the Payment section until paid in full.
- ◆ We may require you to make the Property available to us at a place we designate that is reasonably convenient to you and us.
- ◆ We may immediately take possession of the Property by legal process or self-help, but in doing so we may not breach the peace or unlawfully enter onto your premises.
- ◆ We may then sell the Property and apply what we receive as provided by law to our reasonable expenses and then toward what you owe us.
- ◆ Except when prohibited by law, we may sue you for additional amounts if the proceeds of a sale do not pay all of the amounts you owe us.

By choosing any one or more of these remedies, we do not give up our right to later use another remedy. By deciding not to use any remedy, we do not give up our right to consider the event a default if it happens again.

You agree that if any notice is required to be given to you of an intended sale or transfer of the Property, notice is reasonable if mailed to your last known address, as reflected in our records, at least 10 days before the date of the intended sale or transfer (or such other period of time as is required by law).

You agree that we may take possession of personal property left in or on the Property securing this Contract and taken into possession as provided above. You may have a right to recover that property.

If the Property has an electronic tracking device, you agree that we may use the device to find the vehicle.

Obligations Independent. Each person who signs this Contract agrees to pay this Contract according to its terms. This means the following:

- ◆ You must pay this Contract even if someone else has also signed it.
- ◆ We may release any co-buyer or guarantor and you will still be obligated to pay this Contract.
- ◆ We may release any security and you will still be obligated to pay this Contract.
- ◆ If we give up any of our rights, it will not affect your duty to pay this Contract.
- ◆ If we extend new credit or renew this Contract, it will not affect your duty to pay this Contract.

Warranty. Warranty information is provided to you separately. *E*

Security Agreement

Security. To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessions, attachments, accessories, and equipment placed in or on the Vehicle and in all other Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

Duties Toward Property. By giving us a security interest in the Property, you represent and agree to the following:

- ◆ You will defend our interests in the Property against claims made by anyone else. You will keep our claim to the Property ahead of the claim of anyone else. You will not do anything to change our interest in the Property.
- ◆ You will keep the Property in your possession and in good condition and repair. You will use the Property for its intended and lawful purposes.
- ◆ You agree not to remove the Property from the U.S. without our prior written consent.
- ◆ You will not attempt to sell the Property, transfer any rights in the Property, or grant another lien on the Property without our prior written consent.
- ◆ You will pay all taxes and assessments on the Property as they become due.
- ◆ You will notify us with reasonable promptness of any loss or damage to the Property.
- ◆ You will provide us reasonable access to the Property for the purpose of inspection. Our entry and inspection must be accomplished lawfully, and without breaching the peace.

Agreement to Provide Insurance. You agree to provide property insurance on the Property protecting against loss and physical damage and subject to a maximum deductible amount indicated in the *Insurance Disclosures* section, or as we will otherwise require. You will name us as loss payee on any such policy. Generally, the loss payee is the one to be paid the policy benefits in case of loss or damage to the Property. In the event of loss or damage to the Property, we may require additional security or assurances of payment before we allow insurance proceeds to be used to repair or replace the Property. You agree that if the insurance proceeds do not cover the amounts you still owe us, you will pay the difference. You will keep the insurance in full force and effect until this Contract is paid in full.

If you fail to obtain or maintain this insurance, or name us as loss payee, we may obtain insurance to protect our interest in the Property. This insurance may be written by a company other than one you would choose. It may be written at a rate higher than a rate you could obtain if you purchased the property insurance required by this Contract. We will add the premium for this insurance to the amount you owe us. Any amount we pay will be due immediately. This amount will earn finance charges from the date paid at the post-maturity rate described in the *Payment* section until paid in full.

Gap Waiver or Gap Coverage. In the event of theft or damage to the Vehicle that results in a total loss, there may be a gap between the amount due under the terms of the Contract and the proceeds of your insurance settlement and deductibles. You are liable for this difference. You have the option of purchasing Gap Waiver or Gap Coverage to cover the gap liability, subject to any conditions and exclusions in the Gap Waiver or Gap Coverage agreements.

Notices

Note. If the primary use of the Vehicle is non-consumer, this is not a consumer contract, and the following notice does not apply. **NOTICE. ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.**

If you are buying a used vehicle: The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Si compra un vehículo usado: La información que ve adherida en la ventanilla forma parte de este contrato. La información contenida en el formulario de la ventanilla prevalece por sobre toda otra disposición en contrario incluida en el contrato de compraventa.

Third Party Agreement

(This section applies ONLY to a person who will have an ownership interest in the Property but is NOT a Buyer obligated to pay this Contract ("Third Party Owner").)

In this section only, "you" means only the person signing this section.

By signing below you agree to give us a security interest in the Property described in the *Description of Property* section. You also agree to the terms of this Contract except that you will not be liable for the payments it requires. Your interest in the Property may be used to satisfy the Buyer's obligation. You agree that we may renew, extend or change this Contract, or release any party or Property without releasing you from this Contract. We may take these steps without notice or demand upon you.

You acknowledge receipt of a completed copy of this Contract.

NOT APPLICABLE

By: NOT APPLICABLE

Signature of Third Party Owner (NOT the Buyer)

N/A
Date

[This area intentionally left blank.]

Electronic Signature Acknowledgment. You agree that (i) you viewed and read this entire Contract before signing it, (ii) you signed this Contract with one or more electronic signatures, (iii) you intend to enter into this Contract and your electronic signature has the same effect as your written ink signature, (iv) you received a paper copy of this Contract after it was signed, and (v) the authoritative copy of this Contract shall reside in a document management system held by Seller in the ordinary course of business. You understand that Seller may transfer this Contract to another company in the electronic form or as a paper version of that electronic form which would then become the authoritative copy. Seller or that other company may enforce this Contract in the electronic form or as a paper version of that electronic form. You may enforce the paper version of the Contract copy that you received.

Signature Notices

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this Contract and retain its right to receive a part of the Finance Charge.

Signatures

Entire Agreement. Your and our entire agreement is contained in this Contract. There are no unwritten agreements regarding this Contract. Any change to this Contract must be in writing and signed by you and us.

By: [Redacted] 11/07/2017
Date

By: N/A N/A
Date

By: N/A N/A
Date

Notice to Buyer. (1) Do not sign this Contract before you read it or if it contains any blank spaces. (2) You are entitled to a completely filled-in copy of this Contract.

By signing below, you agree to the terms of this Contract. You received a copy of this Contract and had a chance to read and review it before you signed it.

Buyer

By: [Redacted] 11/07/2017
Date

By: N/A N/A
Date

By: N/A N/A
Date

Seller

By: Nielson RV 11/07/2017
Date

Assignment. This Contract and Security Agreement is assigned to
Bank Of The Ozarks

P.O. Box 196, Ozark, AR 72949

the Assignee, phone 678-449-3553. This assignment is made
under the terms of a separate agreement made between the Seller and Assignee.

1. This Assignment is made with recourse.

Seller

By: Nielson RV

11/07/2017

Date

Buyer's Order

Dealer/Seller Name and Address

Nielson RV
341 East Sunland Dr.
Saint George, UT 84790

Buyer/Co-Buyer Name(s) and Address(es)

SEATTLE, WA

Date 11/07/2017

Stock No.

Salesperson

App No.

Contract No.

Vehicle Information

☒ New ☐ Used ☐ Demo Year 2017 Make WINNEBAGO Model TRAVATO 259G
Body Style ClassB VIN 3C6URVJG2HE Lic. No. Odometer Reading 1564
Color SILVER Other N/A

FINANCING ARRANGEMENT DISCLOSURES

Purchaser (Buyer) is solely responsible for financing arrangements
THE PURCHASER OF THE MOTOR VEHICLE DESCRIBED IN THIS CONTRACT ACKNOWLEDGES THAT THE SELLER OF THE MOTOR VEHICLE HAS MADE NO PROMISES, WARRANTIES, OR REPRESENTATIONS REGARDING SELLER'S ABILITY TO OBTAIN FINANCING FOR THE PURCHASE OF THE MOTOR VEHICLE. FURTHERMORE, PURCHASER UNDERSTANDS THAT IF FINANCING IS NECESSARY IN ORDER FOR THE PURCHASER TO COMPLETE THE PAYMENT TERMS OF THIS CONTRACT ALL THE FINANCING ARRANGEMENTS ARE THE SOLE RESPONSIBILITY OF THE PURCHASER.

Signature of the Purchaser

Signature of the Purchaser

Signature of the Purchaser

N/A

N/A

☐ Seller agrees to seek financing arrangements for Purchaser (Buyer)

(1) THE PURCHASER OF THE MOTOR VEHICLE DESCRIBED IN THIS CONTRACT HAS EXECUTED THE CONTRACT IN RELIANCE UPON THE SELLER'S REPRESENTATION THAT THE SELLER CAN PROVIDE FINANCING ARRANGEMENTS FOR THE PURCHASE OF THE MOTOR VEHICLE. THE PRIMARY TERMS OF THE FINANCING ARE AS FOLLOWS:

INTEREST RATE BETWEEN _____ % AND _____ % PER ANNUM, TERM BETWEEN _____ MONTHS AND _____ MONTHS. MONTHLY PAYMENTS BETWEEN \$ _____ PER MONTH AND \$ _____ PER MONTH BASED ON A DOWN PAYMENT OF \$ _____

(2) (a) IF SELLER IS NOT ABLE TO ARRANGE FINANCING WITHIN THE TERMS DISCLOSED, THEN SELLER MUST WITHIN SEVEN CALENDAR DAYS OF THE DATE OF SALE MAIL NOTICE TO THE PURCHASER THAT HE HAS NOT BEEN ABLE TO ARRANGE FINANCING.

(b) PURCHASER THEN HAS 14 DAYS FROM THE DATE OF SALE TO ELECT, IF PURCHASER CHOOSES, TO RESCIND THE CONTRACT OF SALE PURSUANT TO SECTION 41-3-401.

(c) IN ORDER TO RESCIND THE CONTRACT OF SALE, THE PURCHASER SHALL:

(i) RETURN TO SELLER THE MOTOR VEHICLE HE PURCHASED.

(ii) PAY THE SELLER AN AMOUNT EQUAL TO THE CURRENT STANDARD MILEAGE RATE FOR THE COST OF OPERATING A MOTOR VEHICLE ESTABLISHED BY THE FEDERAL INTERNAL REVENUE SERVICE FOR EACH MILE THE MOTOR VEHICLE HAS BEEN DRIVEN; AND

(iii) COMPENSATE SELLER FOR ANY PHYSICAL DAMAGE TO THE MOTOR VEHICLE.

(3) IN RETURN, SELLER SHALL GIVE BACK TO THE PURCHASER ALL PAYMENTS OR OTHER CONSIDERATION PAID BY THE PURCHASER, INCLUDING ANY DOWN PAYMENT AND ANY MOTOR VEHICLE TRADED IN.

(4) IF THE TRADE-IN HAS BEEN SOLD OR OTHERWISE DISPOSED OF BEFORE THE PURCHASER RESCINDS THE TRANSACTION, THEN THE SELLER SHALL RETURN TO THE PURCHASER A SUM EQUIVALENT TO THE ALLOWANCE TOWARD THE PURCHASE PRICE GIVEN BY THE SELLER FOR THE TRADE-IN, AS NOTED IN THE DOCUMENT OF SALE.

(5) IF PURCHASER DOES NOT ELECT TO RESCIND THE CONTRACT OF SALE AS PROVIDED IN SUBSECTION (2)(b) OF THIS FORM:

(a) THE PURCHASER IS RESPONSIBLE FOR ADHERENCE TO THE TERMS AND CONDITIONS OF THE CONTRACT OR RISKS BEING FOUND IN DEFAULT OF THE TERMS AND CONDITIONS;

(b) THE TERMS AND CONDITIONS OF THE DISCLOSURES SET FORTH IN SECTION (1) OF THIS FORM ARE NOT BINDING ON THE SELLER; AND

(c) IF FINANCING IS NECESSARY FOR THE PURCHASER TO COMPLETE THE PAYMENT TERMS OF THE CONTRACT OF SALE, THE PURCHASER IS SOLELY RESPONSIBLE FOR MAKING ALL THE FINANCING ARRANGEMENTS.

(6) SIGNING THIS DISCLOSURE DOES NOT PROHIBIT THE PURCHASER FROM SEEKING HIS OWN FINANCING.

Signature of the Purchaser

Signature of the Purchaser

Signature of the Purchaser

Signature of the Seller

Insurance Information

Buyer has arranged insurance on the motor vehicle.
 Insurance Company
 Policy No.

Trade-in Information**Trade-in 1**

Year 2017 Lic. No.
 Make TAG MAX Odometer Reading
 Model MAX XL Color
 Body Style NA
 VIN 57HTT13S8HS
 Lienholder Name ADVANTIS
 Address

Phone Payoff \$15,974.79
 Payoff good through
 Approved

Trade-in 2

Year Lic. No.
 Make Odometer Reading
 Model Color
 Body Style
 VIN
 Lienholder Name
 Address

Phone Payoff
 Payoff good through
 Approved

(This space intentionally left blank)

Itemization of Sale

1. Vehicle Sales Price	\$ 82,995.00
2. Sales Tax	\$ 0.00
3. Subtotal (Add lines 1 + 2)	\$ 82,995.00
Title, License & Other Fees	
4. License Fee	\$ 109.00
5. Inspection Fee	\$ 35.00
6. Additional Charge	\$ 498.00
7. Dealer Documentary Service Fees*	\$ 0.00
8. Waste Tire Recycling Fee	\$ 7.00
9. N/A	\$ 0.00
10. N/A	\$ 0.00
11. N/A	\$ 0.00
12. N/A	\$ 0.00
13. N/A	\$ 0.00
14. N/A	\$ 0.00
15. Total Other Fees (Add lines 4 through 14)	\$ 649.00
Additional Products	
16. N/A	\$ 0.00
17. N/A	\$ 0.00
18. N/A	\$ 0.00
19. N/A	\$ 0.00
20. N/A	\$ 0.00
21. N/A	\$ 0.00
22. N/A	\$ 0.00
23. N/A	\$ 0.00
24. Total Products (Add lines 16 through 23)	\$ 0.00
25. Cash Sale Price (Add lines 3 + 15 + 24)	\$ 83,644.00
26. Trade-in Allowance	\$ 17,500.00
27. Less Payoff	\$ 15,974.79
28. Net Trade Allowance (Line 26-27)	\$ 1,525.21
29. Cash Down Payment	\$ 20,000.00
30. Deferred Down Payment	\$ 0.00
31. Total Down Payment (Line 28 + 29 + 30)	\$ 21,525.21
32. Total Balance Due (Line 25-31)	\$ 62,118.79

* Dealer Documentary Service Fees. The following applies if we charge Dealer Documentary Service Fees:

The Dealer Documentary Service Fees as set forth in this Contract represents costs and profit to the dealer for preparing and processing documents and other services related to the sale or lease of your Vehicle. The fees are not set or state mandated by state statute or rule.

Additional Terms

Definitions. *Contract* refers to this *Buyer's Order*. *Purchaser* and the pronouns *you* and *your* refer to each Buyer signing this Contract. The pronouns *we*, *us* and *our* refer to the Dealer/Seller. *Vehicle* means the motor vehicle described in the *Vehicle Information* section. *Trade-in Vehicle(s)* refers to the vehicle described in the *Trade-in Information* section that is being traded to the Dealer/Seller as part of this transaction. *Manufacturer* refers to the entity that manufactured the Vehicle.

Agreement to Purchase. You agree to buy the Vehicle from us for the price stated in this Contract. You agree to sign any documents necessary to complete this transaction. Unless you have cancelled this Contract under the condition described in the *Manufacturer* section or as otherwise allowed in this Contract or by law, if you refuse to take delivery of the Vehicle, we can keep any deposits you have made to us, and you will be liable to us for all of our damages and expenses in connection herewith, including but not limited to reasonable attorneys' fees.

You represent that you are of legal age and have legal capacity to enter into this Contract.

Manufacturer. We are not an agent of the Manufacturer. Manufacturer can change the price, design or standard features of the Vehicle at any time without notice. If we cannot obtain the Vehicle from the Manufacturer at the price in effect as of the date of this Contract, or if we cannot obtain the agreed upon product from the Manufacturer, you or we can cancel this Contract.

If you cancel this Contract under the terms of this section, we will refund to you any amounts you have paid to us. If you have delivered a Trade-in Vehicle to us, we will return it to you. If we have already sold the Trade-in Vehicle, we will pay you the trade-in allowance after adjusting for any payoff to a lienholder.

Insurance. The insurance information you have given us is accurate.

Trade-in Vehicle. You will transfer title to the Trade-in Vehicle to us free of all liens except those noted on this Contract. You give permission to us to contact the lienholder(s) for payoff information. If the payoff information that we obtain from the lienholder(s) differs from the amount disclosed in this Contract, you agree to pay the difference to us if the actual amount of the balance owed is greater than the amount listed in this Contract. If the actual amount of the balance owed is less than the amount listed in this Contract, then we will pay you the difference.

If you do not deliver the Trade-in Vehicle to us at the time of the initial appraisal, we may reappraise the Trade-in Vehicle

when it is delivered to us. If the reappraised value is lower than the original appraisal, you can cancel this transaction as long as you have not taken delivery of the Vehicle.

You represent that (a) you are the sole true and lawful owner of the Trade-in Vehicle, (b) the Trade-in Vehicle has never been titled under any state or federal "brand" such as "defective," "rebuilt," "salvage," "flood," etc., (c) the mileage of the Trade-in Vehicle shown in this Contract is the actual mileage of the Trade-in Vehicle, (d) all emission control equipment is on the Trade-in Vehicle and is in satisfactory working order, and (e) the Trade-in Vehicle has not been damaged by collision or other event and repaired. If any of these representations are not true, we may elect to cancel the transaction. We may also choose to reappraise the Trade-in Vehicle and adjust the Total Balance Due instead of cancelling the transaction. You agree to immediately pay us the difference.

Seeking Financing Arrangements for Buyer. If the "Seller agrees to seek financing arrangements for Purchaser (Buyer)" disclosure is checked on page 1, we agree to assist you in securing financing to purchase the Vehicle. You agree to timely provide us with information we request in order to help arrange financing. We do not promise or guarantee that we will be successful in securing financing for your Vehicle purchase.

You understand and agree that we are not obligated to deliver the Vehicle to you before financing is completed. If we deliver the Vehicle to you before financing is completed, we may require additional promises in an amendment to this Contract or a separate conditional delivery agreement signed by you and us.

The terms of this section are not intended to limit or change any applicable remedies described in the "Seller agrees to seek financing arrangements for Purchaser (Buyer)" disclosure or required by law.

Retail Installment Contract. In the event that you and we enter into a retail installment contract for the financing of the purchase of the Vehicle, the terms of the retail installment contract will control any inconsistencies between this Contract and the retail installment contract.

Vehicle Inspection. You are purchasing the Vehicle based upon your personal inspection, and are not relying upon any opinion statement, promise or representation of the salesperson, or any other of our employees that is not contained in the written agreements you are signing today.

Vehicle Condition. You understand that the Vehicle may have sustained prior body damage and may have undergone prior mechanical repairs during or after its manufacture, during or after transit to us or while in the possession of prior owners or operators.

Warranty Information

Warranty. We make no express or implied warranties. Except as required by law, we make no implied warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose. We sell the Vehicle AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED, WITH ALL FAULTS.

If this is a new Vehicle, the Vehicle is subject to a standard written manufacturer's warranty. This warranty is made by the manufacturer and not by us.

Used Car Buyer Notice. If you are buying a used vehicle, the information you see on the window form for this Vehicle is part of this Contract. Information on the window form overrides any contrary provisions in the contract of sale.

Guia para compradores de vehiculos usados. La información que ve en el formulario de la ventanilla para este vehiculo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

Notices

☐ You understand that the balance owed on the Trade-in exceeds the Trade-in Allowance and that as a result the Total Balance Due has been increased by this \$ 0.00 of negative equity.

(This space intentionally left blank)

Signatures

This agreement is not binding upon the Dealer/Seller until it is signed by an authorized representative of the Dealer/Seller.

By signing below, you agree to the terms of this Contract. You received a copy of this Contract and had a chance to read and review it before you signed it. This is the complete agreement. There are no other written or oral agreements.

A Separate Arbitration Agreement is a part of this Contract.

[Redacted Signature]

11/07/2017
Date

N/A

N/A
Date

N/A

N/A
Date

[Signature]
Dealer/Seller
Nelson RV

11/07/2017
Date

ODOMETER DISCLOSURE STATEMENT

Federal and State law require 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, Nielson RV - St George (print name of transferor, or transferor's authorized agent) state that the odometer of the vehicle described below now reads:

ODOMETER READING



1564

(NO TENTHS)

miles and to the best of my knowledge it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

Check one box only:

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

☐ I hereby certify that the odometer reading is not the actual mileage.
WARNING - ODOMETER DISCREPANCY.

Year 2017	Make WINNEBAGO	Model WINNEBAGO, TRAVATO
Body Type B - Motor Home	VIN # 3C6URVJG2HE	

Nielson RV - St George
Transferor's or Authorized Transferor's Signature (SELLER) Printed Name of Company

Transferor's Address (Street)
St George, UT
City, State, Zip

DATE OF STATEMENT

11/7/2017

Transferee's Signature (BUYER)

Transferee's Printed Name

If Transferee is an Organization, Print Organization's Name

Transferee's Address (Street)
SEATTLE, WA
City, State, Zip

LIMITED WARRANTY

WARRANTY FOREVER!

Agreement Number
RVWF + LAST 8 OF VIN

CUSTOMER INFORMATION

LAST NAME

FIRST NAME

MI

ADDRESS

CITY

STATE

ZIP

EMAIL ADDRESS

SEATTLE

WA

PHONE NUMBER

ALTERNATE PHONE NUMBER

UNIT INFORMATION

YEAR

MAKE

MODEL

VEHICLE IDENTIFICATION NUMBER (VIN)

UNIT TYPE

2017 WINNEBAGO TRAVATO 259G

3C6URVJG2HE

☒

Motorhome

☐

Travel Trailer

DEALER INFORMATION

DEALERSHIP NAME

ADDRESS, CITY, STATE AND ZIP

NIELSON RV (ST. GEORGE)

341 EAST SUNLAND DR., ST. GEORGE, UT 84790

PHONE NUMBER

DEALER NUMBER

PRODUCER NUMBER

LIMITED WARRANTY

This **LIMITED WARRANTY** applies only to the customer and the **UNIT** described above and is not transferable to a subsequent owner. **YOUR** eligibility for benefits under the **LIMITED WARRANTY** begins on the date listed below and shall continue for as long as **YOU** own the **UNIT**, provided that **YOU** meet the maintenance requirements on the **UNIT** as detailed herein and mail proof of maintenance to the **ADMINISTRATOR**.

IMPORTANT NOTICE: This is a **LIMITED WARRANTY** and is not a service or insurance contract. It is not subject to state insurance laws, but is subject to state law concerning warranties. There are no warranties which extend beyond the description herein. **ALL IMPLIED WARRANTIES WHICH MAY ARISE UNDER STATE LAW INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. BENEFITS PROVIDED UNDER DEALER WARRANTIES REQUIRED BY STATE LAW ARE NOT COVERED BY THIS AGREEMENT. YOUR RIGHTS UNDER STATE LAW "BUT" THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.**

MAINTENANCE REQUIREMENTS

IMPORTANT NOTICE TO THE CUSTOMER

CUSTOMER MUST INITIAL

YOU MUST HAVE THE ANNUAL MAINTENANCE PERFORMED ON YOUR UNIT AS OUTLINED IN THE GENERAL PROVISIONS SECTION OF THIS LIMITED WARRANTY IN ORDER FOR THIS LIMITED WARRANTY TO REMAIN VALID. YOU ARE REQUIRED TO MAIL IN A COUPON FROM YOUR LIMITED WARRANTY BOOKLET PROVIDED TO YOU AT THE TIME THE UNIT WAS PURCHASED, ACCOMPANIED BY THE RECOMMENDED WORK ORDER FOR THE MAINTENANCE PERFORMED TO THE ADMINISTRATOR TO REMAIN ELIGIBLE FOR COVERAGE. MAINTENANCE RECEIPTS MUST BE MAILED TO THE ADMINISTRATOR WITHIN THIRTY (30) DAYS OF THE ANNIVERSARY DATE OF THE AGREEMENT DATE EACH YEAR. FAILURE TO DO SO WILL VOID THIS LIMITED WARRANTY.

REPAIR AUTHORIZATION

NOTICE TO CUSTOMER: YOU ARE REQUIRED TO HAVE THE **UNIT** REPAIRED AT A PROFESSIONAL REPAIR FACILITY AND OBTAIN AUTHORIZATION PRIOR TO BEGINNING ANY REPAIRS. PLEASE REFER TO THE GUIDE TO FILING A CLAIM SECTION OF THIS **LIMITED WARRANTY** FOR ADDITIONAL INFORMATION.

You should read this **LIMITED WARRANTY** carefully. It contains all of the information regarding coverage under this **LIMITED WARRANTY**. There is no other agreement between **YOU** and **US** regarding this **LIMITED WARRANTY** coverage. None of **OUR** representatives, employees, dealers, or agents are authorized to alter, extend, amend, or modify the terms of this **LIMITED WARRANTY**. By **YOUR** signature below, **YOU** acknowledge that **YOU** have read this **LIMITED WARRANTY**, including the terms, conditions, maintenance and mailing requirements, exclusions, and claim procedures of this **LIMITED WARRANTY**.

Agreement Date: 11/7/2017

Signed By:

CUSTOMER

Signed By:

DEALERSHIP REPRESENTATIVE



ACKNOWLEDGEMENT OF SERVICE REQUIREMENTS

By signing below, I acknowledge that in order to keep my RV Warranty Forever[®] agreement in effect, I must follow the maintenance procedures outlined below. I understand that all maintenance must be performed by a professional repair facility. Maintenance receipts along with an Annual Maintenance coupon must be mailed to NWAN, Inc. within 30 days of the anniversary date of my unit purchase date. I understand that if I fail to follow these procedures I will void my RV Warranty Forever[®] agreement.

The following maintenance must be performed on an annual basis. If my unit is a travel trailer (including a fifth-wheel, slide-in, or pop-up camper), I must complete maintenance items A-D listed below. If my unit is a motorhome, I must complete maintenance items A-E listed below.

- A. Inspect roof and seal roof where necessary.
- B. Inspect axles and hub, lube where necessary.
- C. Inspect furnace – clean blower, combustion chamber, control compartment (remove any dust, lint, obstructions) as necessary, test gas line for leaks.
- D. Inspect hot water heater – flush holding tank, manually operate pressure temperature relief valve, clean burner tube (as outlined by the manufacturer) as necessary.
- E. Inspect suspension and lubricate where necessary – grease front and rear suspension components, including, but not limited to, axle bearings, tie rods, control arms, and brake camshaft brackets (motorhomes only).


CUSTOMER NAME


CUSTOMER SIGNATURE

11/7/2017

PURCHASE DATE

NIELSON RV (ST. GEORGE)

DEALERSHIP


DEALERSHIP SIGNATURE

3C6URVJG2HE 

SERIAL NUMBER / VIN

Fwd:



Mon 3/19/2018 11:37 AM

To: The UPS Store #2755 <store2755@theupsstore.com>;

----- Forwarded message -----

From: Larry Bell <Larry@nielsonrv.com>

Date: Fri, Feb 23, 2018 at 11:35 AM

Subject: Re:

To: 

The controls on that wall where for the solar, generator and the main function display. The one switch on that wall controls the lp valve. It could possibly have an effect on the refrigerator depending on what issues you are having with it.

Earn \$500 by Referring your Friends..
([Learn How](#))

From: 
Sent: Thursday, February 22, 2018 11:59 AM
To: Larry@nielsonrv.com
Subject: Re:

Larry what equipment does the wiring (affected and repaired wiring) connect to? Please detail all equipment or controls.
Anything related to the fridge?

Sent from my iPhone

On Feb 21, 2018, at 8:35 AM, Larry Bell <Larry@nielsonrv.com> wrote:

This is what was sent to Winnebago. My email will only let me load a limited amount of files so the pictures will be sent in a couple separate emails.

<20180125_142344.jpg>

<20180126_083429.jpg>

<20180126_083439.jpg>

<20180126_083451.jpg>

<20180126_083455.jpg>

<20180126_083508.jpg>

<BRWD80F991AF32D_001540.pdf>