



From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: RE: Forest River/Per Phone
Date: Thursday, December 15, 2022 8:02:00 AM
Attachments: 


From: 
Sent: Thursday, December 15, 2022 12:57 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: RE: Forest River/Per Phone

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Thank you for your email, I really appreciate your time. I filled out the form you sent and added some other comments. I've also attached the work orders, and bill of sale. The emails and correspondence from Elizabeth at customer relations at Forest River, inc.

[Sent from Yahoo Mail on Android](#)

----- Forwarded Message -----
From: "Elizabeth Noble" <enoble@forestriverinc.com>
To: 
Cc:
Sent: Fri, Jul 15, 2022 at 10:17 AM
Subject: RE: RE: Forest River/Per Phone call

Perfect!!

Have a great weekend!

Thank You.

Elizabeth Noble

Forest River Cherokee

Owner Relations

enoble@forestriverinc.com

260.499.2100

[Click here or scan the QR code below, for helpful tips, tricks, atools!](#)



From: [REDACTED]
Sent: Friday, July 15, 2022 11:48 AM
To: Elizabeth Noble <enoble@forestriverinc.com>
Subject: RE: RE: Forest River/Per Phone call

CAUTION: This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

Hi,

The guy at campground looked at it, he's certified. Checked out everything for free, and I made dinner last night! Thank Elisabeth. Have a good weekend!

Thank you,

██████

[from Yahoo Mail on Android](#)

On Thu, Jul 14, 2022 at 8:45 AM, BG

████████████████████ wrote:

Hi,

I called a mechanic here in town of where I am but it just rang and rang and rang so I'm calling today and I'll let you know its 8:45 here so I'm going to call him right now and then get that figured out and I'll email you back thank you Elizabeth.

[Sent from Yahoo Mail on Android](#)

On Wed, Jul 13, 2022 at 9:05 AM, BG

████████████████████ > wrote:

Hi,

Thank you for your concern. This is the reason why recalls exist, right?
I just couldn't bare or imagine being the reason for a tragedy.
It's an hour meeting so we'll figure it out. Thanks

[Sent from Yahoo Mail on Android](#)

On Wed, Jul 13, 2022 at 8:49 AM, Elizabeth Noble

<enoble@forestriverinc.com> wrote:

██████

I'm sorry that happened to you! I got word that you are currently at work, so I will attempt to call you here in a few hours since our time difference!
We will get this report filled out!

Thank You.

*Elizabeth Noble
Forest River Cherokee
Owner Relations
enoble@forestriverinc.com
260.499.2100*

[Click here or scan the QR code below, for helpful tips, tricks, atools!](#)



From: [REDACTED]
Sent: Wednesday, July 13, 2022 11:00 AM
To: Elizabeth Noble <enoble@forestriverinc.com>
Subject: RE: RE: Forest River/Per Phone call

CAUTION: This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

Good morning,

I microwaved my water this morning, so everyone is safe. Geez, I had to sit down after that. Soo scary, Elizabeth, I'm still kinda shaky.

I've camped all my 46 years and lived off the grid for 13 of those; this was scary.

[Sent from Yahoo Mail on Android](#)

On Wed, Jul 13, 2022 at 5:29 AM, Elizabeth Noble <enoble@forestriverinc.com> wrote:

Good Morning!

I will need to call you today so we can get a report filled out about that!
I'm sorry that happened to you!

Thank You.

Elizabeth Noble
Forest River Cherokee
Owner Relations
enoble@forestriverinc.com
260.499.2100

[Click here or scan the QR code below, for helpful tips, tricks, atools!](#)



From: [REDACTED]
Sent: Tuesday, July 12, 2022 10:36 PM
To: Elizabeth Noble <enoble@forestriverinc.com>
Subject: RE: RE: Forest River/Per Phone call

CAUTION: This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

Omg! I put a tea pot of water on the burner and started it. It lit just fine. Then 3 minutes or so I noticed the flame was out and propane was getting strong. I turned off the burner and BOOM!! An Inferno Fire ball in my face!!!

[Sent from Yahoo Mail on Android](#)

On Tue, Jul 12, 2022 at 11:26 AM, Elizabeth Noble <enoble@forestriverinc.com> wrote:

What happened? Can you elaborate?

Thank You.

Elizabeth Noble

Forest River Cherokee

Owner Relations

enoble@forestriverinc.com

260.499.2100

[Click here or scan the QR code below, for helpful tips, tricks, atools!](#)



From: [REDACTED]
Sent: Tuesday, July 12, 2022 12:02 PM
To: Elizabeth Noble <enoble@forestriverinc.com>
Subject: RE: RE: Forest River/Per Phone call

CAUTION: This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

I almost just blew up. Making coffee! There is something wrong with this trailer

[Sent from Yahoo Mail on Android](#)

On Tue, Jul 12, 2022 at 8:30 AM, Elizabeth Noble

[<enoble@forestriverinc.com>](mailto:enoble@forestriverinc.com) wrote:

Per our phone conversation here is the mobile tech document!

Thank You.

Elizabeth Noble

Forest River Cherokee

Owner Relations

enoble@forestriverinc.com

260.499.2100

[Click here or scan the QR code below, for helpful tips, tricks, atools!](#)



From: Elizabeth Noble <enoble@forestriverinc.com>

Sent: Thursday, July 7, 2022 1:48 PM

To: [REDACTED]

Subject: RE: Forest River/Per Phone call

[REDACTED],

I try my best!

Also that is perfectly fine!

I leave here at 5:00pm EST I'm not sure what time that is at your location, however it is 1:45 pm here right now so you're a bit behind me!

However I'm sure we can make this work!

Looking forward to your call!

Thank You.

Elizabeth Noble

Forest River Cherokee

Owner Relations

enoble@forestriverinc.com

260.499.2100

[Click here or scan the QR code below, for helpful tips, tricks, a tools!](#)



From: [REDACTED]
Sent: Thursday, July 7, 2022 1:09 PM
To: Elizabeth Noble <enoble@forestriverinc.com>
Subject: RE: Forest River/Per Phone call

CAUTION: This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

Now, that's service! Lol! I have a much needed haircut at 11:30am pst so I'll try to call after that, if ok. Thanks again.

[Sent from Yahoo Mail on Android](#)

On Thu, Jul 7, 2022 at 10:06 AM, Elizabeth Noble

<enoble@forestriverinc.com> wrote:

[REDACTED]

No worries!

If you would like to call me today (if you're not driving) so we can better focus and hear each other that would be awesome!

And during the phone call I can document all of the issues you are having while you name them all of to your VIN file so everyone is aware!

It was a little hard to hear you yesterday, as I felt bad keeping you

on the phone while driving!

But I would love to get all of this documented for you and we can go over all of your options as well as your recall!

Thank You.

Elizabeth Noble

Forest River Cherokee

Owner Relations

enoble@forestriverinc.com

260.499.2100

[Click here or scan the QR code below, for helpful tips, tricks, atools!](#)



From: [REDACTED] >
Sent: Thursday, July 7, 2022 12:57 PM
To: Elizabeth Noble <enoble@forestriverinc.com>
Subject: Re: Forest River/Per Phone call

CAUTION: This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

Hello Elizabeth,

I apologize for the delay on getting back to you with the vin # here it is before I forget;

5ZT2CKEC3NY [REDACTED]

Recall (NHTSA - 22V243, Canadian - 2022-181)

There is so much to remember on top of this recall, which the dealership service department described as minor quirks of the equipment. It looks like they sold a new, recalled coach which I was camping in. It's cost me over \$1,000.00 to have to break camp, and deal with this. but it really wasn't camping since I had minimal utilities; the what ifs are scary to think about.

When we spoke yesterday, I believe you understood the predicament I've been thrust into and your kindness, I appreciate very much.

Since I took delivery of the trailer, I realize the dealership caused it to be a lot more traumatic.

Thank you for your time,

[REDACTED]

[REDACTED]

[REDACTED]

[Sent from Yahoo Mail on Android](#)

On Wed, Jul 6, 2022 at 1:11 PM, Elizabeth Noble

[<enoble@forestriverinc.com>](mailto:enoble@forestriverinc.com) wrote:

Hi!

We spoke on the phone, Just go ahead and respond to this email with you VIN number please and thank you!

Thank You.

Elizabeth Noble

Forest River Cherokee

Owner Relations

enoble@forestriverinc.com

260.499.2100

[Click here or scan the QR code below, for helpful tips, tricks, atools!](#)



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U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

FOR AGENCY USE ONLY 100148

Date Received

01-SEP-2022

Repository Reference No:
11482422**OWNER INFORMATION (Type or Print)**

Name

Address

City

San Juan Capistrano

State

CA

ZIP Code

Daytime Telephone Number

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

5ZT2CKEC3NY

MAKE
FOREST RIVERModel
CHEROKEEModel Year
2022

Date Purchased

05/13/2022

Dealer's Name and Telephone Number

Dennis Dillon RV, LLC (714) 890-0444

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City Westminister

STATE
CAZIP Code
92683

Transmission Type

 Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
01-SEP-2022**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM

Failure Mileage

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: DOTMAL 9ABC036)

 Original Requirement
 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), 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), 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).

The contact owns a 2022 Forest River Cherokee travel trailer. The contact stated that the RV experienced an electrical system failure with the generator surging and was unable to hold a charge. The RV was taken to the dealer where it was diagnosed that there was a blockage in the electric line. The dealer performed a recall repair under NHTSA Campaign Number: 22V243000 (Equipment) and repaired the RV. The manufacturer was made aware of the failure. The failure mileage was unknown.

Additional information added 12/14/2022: I took delivery seven months ago and it's been in operable for the entire time.

Since I reported the above incident the RV vin# 5ZT2CKEC3NY has had the entire electrical system repaired but continues to have issues. The above mentioned trailer is currently in the repair department

at Dennis Dillon RV LLC in Westminister, ca its always in the Service department. The repair appointments are scheduled months apart. Leaving me and my business at the mercy of services department. Forcing me to make other lodging arrangements. No one can plan for these sudden dangerous situations. My safety and that of others have been greatly jeopardize. Forest river customer relations is incompetent and lazy. Dennis Dillion RV has made me feel like a burden. One employee chuckled when I told her my food was thawing and would have to get thrown out because my fridges was off because of electrical system failure. these aren't people who care about others.

The awning recall # 22V556 is not repaired yet. Its been over 3 months since the awning became detached, and fell.

Recall # 22V243 was in place when I took delivery. It was the propane disconnect recall,

I became aware of this by doing a vin search I never received a recall notice because of the electrical system malfunctioning

A loose hot wire was discovered at the time of the repair for recall # 22V243 a separate repair.

I believe the trailer vin# 5ZT2CKEC3NY electrical malfunction falls under recall # 22V135

which also was active when I took delivery. This trailer should of never left the manufacturer.

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.



WOLF PUP
LIMITED

WOLF PUP

WOLF PUP



WOLF PUP

WOLF PUP
LIMITED

Safety Issue Type: Recalls

April 13 2022 NHTSA Campaign Number: 22V243000

Cracked LP Gas Quick Disconnect Fitting

A gas leak in the presence of an ignition source can increase the risk of a fire.

NHTSA Campaign Number 22V243000

Manufacturer Forest River, Inc.

Components EQUIPMENT

Potential Number of Units Affected 99190

Summary

Forest River, Inc. (Forest River) is recalling certain 2021-2022 Coachmen Adrenaline, Apex, Catalina, Freedom Express, Spirit, East to West Alta, Della Terra, Silver Lake, Forest River Cedar Creek, Cherokee, Columbus, Flagstaff, Impression, Ozark, Rockwood, Sabre, Salem, Sandstorm, Shockwave, Stealth, Stealth Evo, Vengeance, Vibe, Wildwood, XLR Toyhauler, Palomino Puma, Prime Time Avenger, Crusader, Lacrosse, Sanibel, Shasta Oasis, 2022 Coachmen Cross Trail, Prism, Forest River Aurora, Rainier, Wildcat, Work and Play, Prime Time Tracer, 2021-2023 Coachmen Leprechaun, and 2022-2023 Coachmen Freelanders fifth wheel and travel trailer recreational vehicles.

The quick disconnect fittings in the LP gas system may be cracked, causing a gas leak.

Remedy

Dealers will replace the quick disconnect and perform a LP system check, free of charge. Owner notification letters were mailed May 20, 2022. Owners may contact the applicable customer service number for their vehicle model. Please see the recall report for the list of phone numbers.

Notes

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Affected Products (74)

Vehicle

MAKE	MODEL	YEAR
COACHMEN	ADRENALINE	2021-2022
COACHMEN	APEX	2021-2022
COACHMEN	CATALINA	2021-2022
COACHMEN	CROSS TRAIL	2022
COACHMEN	FREEDOM EXPRESS	2021-2022
COACHMEN	FREELANDER	2022-2023
COACHMEN	LEPRECHAUN	2021-2023
COACHMEN	PRISM	2022

COACHMEN	SPIRIT	2021-2022
EAST TO WEST	ALTA	2021-2022
EAST TO WEST	DELLA TERRA	2021-2022
EAST TO WEST	SILVER LAKE	2021-2022
FOREST RIVER	AURORA	2022
FOREST RIVER	CEDAR CREEK	2021-2022
FOREST RIVER	CHEROKEE	2021-2022
FOREST RIVER	COLUMBUS	2021-2022
FOREST RIVER	FLAGSTAFF	2021-2022
FOREST RIVER	IMPRESSION	2021-2022
FOREST RIVER	OZARK	2021-2022
FOREST RIVER	RAINIER	2022
FOREST RIVER	ROCKWOOD	2021-2022
FOREST RIVER	SABRE	2021-2022
FOREST RIVER	SALEM	2021-2022
FOREST RIVER	SANDSTORM	2021-2022
FOREST RIVER	SHOCKWAVE	2021-2022
FOREST RIVER	STEALTH	2021-2022
FOREST RIVER	STEALTH EVO	2021-2022
FOREST RIVER	VENGEANCE	2021-2022
FOREST RIVER	VIBE	2021-2022
FOREST RIVER	WILDCAT	2022
FOREST RIVER	WILDWOOD	2021-2022
FOREST RIVER	WORK AND PLAY	2022
FOREST RIVER	XLR TOYHAULER	2021-2022
PALOMINO	PUMA	2021-2022
PRIME TIME	AVENGER	2021-2022
PRIME TIME	CRUSADER	2021-2022
PRIME TIME	LACROSSE	2021-2022
PRIME TIME	SANIBEL	2021-2022
PRIME TIME	TRACER	2022
SHASTA	OASIS	2021-2022

Associated Documents (17)

Recall 573 Report - 4/22/2022

RCLRPT-22V243-6653.PDF 253.729KB

<https://static.nhtsa.gov/odi/rcl/2022/RCLRPT-22V243-6653.PDF>

Recall Acknowledgement

RCAK-22V243-5717.pdf 822.033KB

<https://static.nhtsa.gov/odi/rcl/2022/RCAK-22V243-5717.pdf>

Defect Notice 573 Report
RCLRPT-22V243-3742.PDF 246.755KB
<https://static.nhtsa.gov/odi/rcl/2022/RCLRPT-22V243-3742.PDF>

Miscellaneous Document - 51-1501 - Chronology V2
RMISC-22V243-8461.pdf 54.328KB
<https://static.nhtsa.gov/odi/rcl/2022/RMISC-22V243-8461.pdf>

Miscellaneous Document - Forest River-FlexTech QD 4-21-22
RMISC-22V243-3438.pdf 105.917KB
<https://static.nhtsa.gov/odi/rcl/2022/RMISC-22V243-3438.pdf>

Recall 573 Report - 4/27/2022
RCLRPT-22V243-7615.PDF 253.829KB
<https://static.nhtsa.gov/odi/rcl/2022/RCLRPT-22V243-7615.PDF>

Remedy Instructions and TSB
RCRIT-22V243-1284.pdf 202.648KB
<https://static.nhtsa.gov/odi/rcl/2022/RCRIT-22V243-1284.pdf>

Recall 573 Report - 5/16/2022
RCLRPT-22V243-4772.PDF 253.845KB
<https://static.nhtsa.gov/odi/rcl/2022/RCLRPT-22V243-4772.PDF>

Manufacturer Notices(to Dealers,etc)
RCMN-22V243-5522.pdf 210.608KB
<https://static.nhtsa.gov/odi/rcl/2022/RCMN-22V243-5522.pdf>

Recall 573 Report - 5/20/2022
RCLRPT-22V243-9371.PDF 253.943KB
<https://static.nhtsa.gov/odi/rcl/2022/RCLRPT-22V243-9371.PDF>

ISSUED Owner Notification Letter(Part 577)
RCONL-22V243-9965.pdf 180.873KB
<https://static.nhtsa.gov/odi/rcl/2022/RCONL-22V243-9965.pdf>

Recall 573 Report - 5/23/2022
RCLRPT-22V243-8592.PDF 253.916KB
<https://static.nhtsa.gov/odi/rcl/2022/RCLRPT-22V243-8592.PDF>

Remedy Instructions and TSB
RCRIT-22V243-2525.pdf 165.226KB
<https://static.nhtsa.gov/odi/rcl/2022/RCRIT-22V243-2525.pdf>

Recall 573 Report - 6/8/2022
RCLRPT-22V243-6759.PDF 254.016KB
<https://static.nhtsa.gov/odi/rcl/2022/RCLRPT-22V243-6759.PDF>

Remedy Instructions and TSB
RCRIT-22V243-0460.pdf 165.914KB
<https://static.nhtsa.gov/odi/rcl/2022/RCRIT-22V243-0460.pdf>

Recall Quarterly Report #1, 2022-2
RCLQRT-22V243-5400.PDF 211.142KB
<https://static.nhtsa.gov/odi/rcl/2022/RCLQRT-22V243-5400.PDF>

Recall Quarterly Report #2, 2022-3
RCLQRT-22V243-4087.PDF 211.241KB

<https://static.nhtsa.gov/odi/rcl/2022/RCLQRT-22V243-4087.PDF>

document # 2
LAW

14 7/16

DEAL # 421382
CUST# [REDACTED]
STK# [REDACTED]

RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number 87376 Contract Number [REDACTED] R.O.S. Number [REDACTED] Stock Number [REDACTED]

Buyer Name and Address (Including County and Zip Code) [REDACTED] SAN JUAN CAPISTRANO, CA [REDACTED] COUNTY: ORANGE	Co-Buyer Name and Address (Including County and Zip Code) N/A	Seller-Creditor (Name and Address) DENNIS DILLON RV, LLC 5400 GARDEN GROVE BLVD WESTMINSTER, CA 92683 714/890 1444
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You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on all pages of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2022	FOREST RIVER WOLF PUP	0	5ZT2CKEC3NY [REDACTED]	Personal, family or household unless otherwise indicated below: <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of 2000.00 is
0.00 %	\$ 0.00 (e)	\$ 28325.91 (e)	\$ 28325.91 (e)	\$ 30325.91 (e)
(e) means an estimate				

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
1	28325.91	Monthly beginning 05/13/2022
N/A	N/A	N/A
One final payment	28325.91	05/13/2022

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment: If you pay early, you may be charged a minimum finance charge.
Security Interest: You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about repayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF INSURANCE			
NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.			
Vehicle Insurance			
	Term	Premium	
\$ N/A Ded. Comp., Fire & Theft	N/A Mos.	\$ N/A	
\$ N/A Ded. Collision	N/A Mos.	\$ N/A	
Bodily Injury \$ N/A Limits	N/A Mos.	\$ N/A	
Property Damage \$ N/A Limits	N/A Mos.	\$ N/A	
Medical N/A	N/A Mos.	\$ N/A	
Total Vehicle Insurance Premiums		\$ N/A	

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X N/A
Co-Buyer X N/A
Seller X N/A

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on page 5 of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X [REDACTED]
Co-Buyer Signs X N/A

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: N/A

HOW THIS CONTRACT IS AFFECTED BY THE ENTIRE AGREEMENT BETWEEN YOU AND US RELATING TO THIS CONTRACT. ANY CHANGE TO THE CONTRACT MUST BE IN WRITING AND SIGNED BY BOTH PARTIES.

Buyer Signs X [REDACTED] Co-Buyer Signs X N/A

SELLER'S RIGHT TO CANCEL IS SUBJECT TO THE SELLER'S RIGHT TO CANCEL SECTION ON PAGE 4 OF THIS CONTRACT GIVING THE SELLER THE RIGHT TO CANCEL IF SELLER IS UNABLE TO ASSURE THE BUYER OF THE ACCURACY OF THE INFORMATION PROVIDED.

Buyer X [REDACTED] Co-Buyer X N/A

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories \$ 27708.99 (A)

1. Cash Price Vehicle \$ 25500.00

2. Cash Price Accessories \$ 1513.99

3. Other (Nontaxable)

Describe PDI \$ 695.00

Describe N/A \$ N/A

B. Document Processing Charge (not a governmental fee) \$ 85.00 (B)

C. Emissions Testing Charge (not a governmental fee) \$ N/A (C)

D. (Optional) Theft Deterrent Device(s)

1. (paid to) N/A \$ N/A (D1)

2. (paid to) N/A \$ N/A (D2)

3. (paid to) N/A \$ N/A (D3)

E. (Optional) Surface Protection Product(s)

1. (paid to) N/A \$ N/A (E1)

2. (paid to) N/A \$ N/A (E2)

F. EV Charging Station (paid to) N/A \$ N/A (F)

G. Sales Tax (on taxable items in A through F) \$ 2100.17 (G)

H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) EVR \$ 30.00 (H)

I. (Optional) Service Contract(s)

1. (paid to) N/A \$ N/A (I1)

2. (paid to) N/A \$ N/A (I2)

3. (paid to) N/A \$ N/A (I3)

4. (paid to) N/A \$ N/A (I4)

5. (paid to) N/A \$ N/A (I5)

J. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1 N/A Vehicle 2 N/A \$ N/A (J)

(see downpayment and trade-in calculation)

K. (Optional) Debt Cancellation Agreement \$ N/A (K)

L. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (L)

M. Other (paid to) N/A \$ N/A (M)

For N/A

N. Other (paid to) N/A \$ N/A (N)

For N/A

Total Cash Price (A through N) \$ 29924.16 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees \$ 181.00 (A)

B. Registration/Transfer/Titling Fees \$ 212.00 (B)

C. California Tire Fees \$ 8.75 (C)

D. Other N/A \$ N/A (D)

Total Official Fees (A through D) \$ 401.75 (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance) \$ N/A (3)

4. State Emissions Certification Fee or State Emissions Exemption Fee \$ N/A (4)

5. Subtotal (1 through 4) \$ 30325.91 (5)

6. Total Downpayment

A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)) \$ N/A (A)

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

B. Total Less Prior Credit or Lease Balance (e) \$ N/A (B)

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

C. Total Net Trade-In (A-B) (indicate if negative number) \$ N/A (C)

Vehicle 1 \$ N/A Vehicle 2 \$ N/A

D. Deferred Downpayment Payable to Seller \$ N/A (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other N/A \$ N/A (F)

G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card \$ 2000.00 (G)

Total Downpayment (C through G) \$ 2000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1J above.)

7. Amount Financed (5 less 6) \$ 28325.91 (7)

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 11

I1 Company N/A
Term N/A Mos. or N/A Miles

I2 Company N/A
Term N/A Mos. or N/A Miles

I3 Company N/A
Term N/A Mos. or N/A Miles

I4 Company N/A
Term N/A Mos. or N/A Miles

I5 Company N/A
Term N/A Mos. or N/A Miles

Buyer X N/A

OPTIONAL DEBT CANCELLATION AGREEMENT. A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
Debt Cancellation Agreement

I want to buy a debt cancellation agreement.

Buyer Signs X N/A

Trade-In Vehicle(s)

1. Vehicle 1
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A

a. Agreed Value of Property \$ N/A

b. Buyer/Co-Buyer Retained Trade Equity \$ N/A

c. Agreed Value of Property Being Traded-In (a-b) \$ N/A

d. Prior Credit or Lease Balance \$ N/A

e. Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity) \$ N/A

2. Vehicle 2
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A

a. Agreed Value of Property \$ N/A

b. Buyer/Co-Buyer Retained Trade Equity \$ N/A

c. Agreed Value of Property Being Traded-In (a-b) \$ N/A

d. Prior Credit or Lease Balance \$ N/A

e. Net Trade-In (c-d) (must be ≥ 0 for buyer/co-buyer to retain equity) \$ N/A

Total Agreed Value of Property Being Traded-In (1c+2c) \$ N/A*

Total Prior Credit or Lease Balance (1d+2d) \$ N/A*

Total Net Trade-In (1e+2e) \$ N/A*

(* See item 6A-6C in the Itemization of Amount Financed)

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A.

SELLER'S INITIALS N/A

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s) to the lienholder or lessor of the trade-in vehicle(s), or its designee. If the actual payoff amount is more than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), you must pay the Seller the excess on demand. If the actual payoff amount is

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

- a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed. Seller - Creditor may receive part of the Finance Charge.
- b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.
- c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
- d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) \$25 if the original Amount Financed does not exceed \$1,000, (2) \$50 if the original Amount Financed is more than \$1,000 but not more than \$2,000, or (3) \$75 if the original Amount Financed is more than \$2,000.

- e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

- a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.
- b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once, subject to any right the law gives you to reinstate this contract.
Default means:
 - You do not pay any payment on time;
 - You give false, incomplete, or misleading information on a credit application;
 - You start a proceeding in bankruptcy or one is started against you or your property;
 - The vehicle is lost, damaged or destroyed; or
 - You break any agreements in this contract.The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.
- c. **You may have to pay collection costs.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed \$15 if any check you give to us is dishonored.

- d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

- e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges, providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem the vehicle.

- f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle. We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the Annual Percentage Rate shown on page 1 of this contract, not to exceed the highest rate permitted by law, until you pay.

- g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to

2. YOUR OTHER PROMISES TO US

- a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

GAP LIABILITY NOTICE

In the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional debt cancellation agreement for coverage of the gap amount may be offered for an additional charge.

- b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.

c. Security Interest.

You give us a security interest in:

- The vehicle and all parts or goods put on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance, service, or other contracts we finance for you; and
- All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract as the law allows. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.

d. Insurance you must have on the vehicle.

You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this

4. WARRANTIES SELLER DISCLAIMS

If you do not get a written warranty, and the Seller does not enter into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide. If the Seller has sold you a certified used vehicle, the warranty of merchantability is not disclaimed.

5. Used Car Buyers Guide. 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.

Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo 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.

6. SERVICING AND COLLECTION CONTACTS

You agree that we may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. **You agree that you will within a reasonable time notify us of any change in your name, address, or employment.**

7. APPLICABLE LAW

Federal law and California law apply to this contract. If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

8. WARRANTIES OF BUYER

You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Calif. Vehicle Code Section 1808.21 and authorize the California Department of Motor Vehicles to furnish your residence address to us.

CREDIT DISABILITY INSURANCE NOTICE CLAIM PROCEDURE

If you become disabled, you must tell us right away. (You are advised to send this information to the same address to which you are normally required to send your payments, unless a different address or telephone number is given to you in writing by us as the location where we would like to be notified.) We will tell you where to get claim forms. You must send in the completed form to the insurance company as soon as possible and tell us as soon as you do.

If your disability insurance covers all of your missed payment(s), WE CANNOT TRY TO COLLECT WHAT YOU OWE OR FORECLOSE UPON OR REPOSSESS ANY COLLATERAL UNTIL THREE CALENDAR MONTHS AFTER your first missed payment is due or until the insurance company pays or rejects your claim, whichever comes first. We can, however, try to collect, foreclose, or repossess if you have any money due and owing us or are otherwise in default when your disability claim is made or if a senior mortgage or lien holder is foreclosing.

If the insurance company pays the claim within the three calendar months, we must accept the money as though you paid on time. If the insurance company rejects the claim within the three calendar months or accepts the claim within the three calendar months on a partial disability and pays less than for a total disability, you will have 35 days from the date that the rejection or the acceptance of the partial disability claim is sent to pay past due payments, or the difference between the past due payments and what the insurance company pays for the partial disability, plus late charges. You can contact us, and we will tell you how much you owe. After that time, we can take action to collect or foreclose or repossess any collateral you may have given.

If the insurance company accepts your claim but requires that you send in additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

Seller's Right to Cancel

- Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take some time for Seller to verify your credit and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.
- Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.
- If you do not immediately return the vehicle, you shall be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees.
- While the vehicle is in your possession, all terms of the contract, including those relating to use of the vehicle and insurance for the vehicle, shall be in full force and you shall assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage to the vehicle until the vehicle is returned to Seller.

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.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS
ARBITRATION PROVISION

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.

2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.

3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1633 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____ N/A

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.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars (\$40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ ALL PAGES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ABOVE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date 05/09/2022 Co-Buyer Signature X _____ N/A _____ Date N/A

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Signature X _____ N/A _____ Address _____ N/A _____

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



FOREST RIVER
DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
423 N MAIN ST BUILDING 11
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 22V556
CANADA RECALL: 2022-368
FR ID: 51-1532

5ZT2CKEC3NY

SAN JUAN CAPISTRANO CA

Document # 4
Called Forest River - 8/29/2022
called DDRV -

Service APH, SEPT. 14th
2022

- o Integrity
- o Safety
- o Quality
- o Customer Service

Awning Recall. 22V556
never received recall
notice. 22V556

Document # 4

August 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements *Motor Vehicle Safety Act*. This notice is also sent in accordance with the requirements of the United States' *National Traffic and Motor Vehicle Safety Act*. Forest River has decided that a defect, which relates to the motor vehicle safety, exists in many 2022-2023 Forest River and Coachmen travel trailers, Fifth Wheels, and Motorhomes recreational vehicles. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

WHAT IS THE DEFECT/NONCOMPLIANCE?

"Per Details of Lippert Recall 22E-055: There may be insufficient weld penetration in some areas between the fabric and the adjoining PVC extruded track. In cases of insufficient welding this can allow the welded seam at the fabric to coach interface to separate, and depending on the amount of separation, could allow the awning to unroll whether retracted or extended.

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

In extreme cases, the fabric could detach from the coach rail and remain attached to the awning. This could cause the awning to drop and extend beyond normal operation. This could cause injury or a crash.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Forest River is notifying dealerships of the recall. Forest River will provide all parts and labor free of charge to Consumers and Dealers. An authorized Forest River Dealer or Service Center will need to perform the inspection to determine if a repair will need to occur or if replacement fabric is needed. It is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy. You may also visit www.forestriverinc.com for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 1.5 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized. Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall. Please send the service invoice to the following address:

Forest River, Inc.
Attn: Warranty Manager
PO Box 30
Middlebury, IN 46540

IMPORTANT SAFETY RECALL

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

MAY FOREST RIVER ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below:

CONTACT	PHONE	EMAIL
Prime Time Avenger, Crusader, Lacrosse, Sanibel, and Tracer	(574) 862-1025	<i>Recall 22V243 - LP</i>
East to West Della Terra, Silver Lake and Ahara	(574) 264-6664	<i>Recall 22V556 Warranty</i>
Cherokee, Sabre, Vengeance	(260) 499-2100	rockwoodcustomerservice@forestriverinc.com
Rockwood and Flagstaff	(574) 642-8943	flagstaffcustomerservice@forestriverinc.com
IBEX, NOBO, RPOD and Surveyor	(574) 642-3119 Option 2	
Salem, Wildwood and Ozark	(574) 534-3167	
Sierra	(574) 533-3193	sierrawarranty@forestriverinc.com
Sandpiper	(574) 535-1520	sandpiperwarranty@forestriverinc.com
Shasta	(574) 821-1311	
Shockwave, Sandstorm, Stealth and Stealth EVO Salem and Wildwood West Coast	(909) 873-3777	<i>office defects</i>
APEX and Spirit	(574) 358-0401	<i>case # [REDACTED]</i>
Solera, Sunseeker, Forester, FR3 and Georgetown	(574) 206-7600	<i>HHS.A.gov - office defects</i>
Adrenaline, Freedom Express and Work n Play	(574) 825-8256	<i>Repair</i>
Vibe and Impressions	(574) 327-2707	<i>vs H@dot.gov</i>
Independence Trail, Clipper and Viking	(269) 467-8280	<i>Please</i>
Puma	(574) 642-0606	
Catalina and Aurora	(574) 825-8657	
Brookstone, Chaparral and Chaparral Lite and Shasta Phoenix	(574) 825-8360	
Cardinal & Wildcat	(574) 327-3706	
Cross Trail Class C	(574) 825-8487	
XLR	(574) 642-0432	
Cedar Creek	(260) 593-4000	

If you are still having difficulty getting your vehicle repaired in a reasonable amount of time or without charge, you may write to the following address:

For US Owners Please Contact:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

Or you may call the toll free Vehicle Safety Hotline at 1-888-327-4236 or (TTY: 1-800-424-9153).

Or visit www.safercar.gov and search;
Recall ID: 22V556

For Canadian Owners Please Contact:

Head of Recalls
Motor Vehicle Safety Investigations Laboratory
Transport Canada
80 Noël street, Gatineau, Quebec, J8Z 0A1

Telephone (800) 333-0510
Facsimile (819) 420-4292

Recall ID: 202

Sincerely,
Forest River Inc.
Office of Corporate Compliance

Copy

Document #2

CUSTOMER RESPONSIBILITY CHECKLIST

REMAINDER OF DOWN PAYMENT

- 1) A CASHIERS CHECK OR MONEY ORDER FOR ANY BALANCE DUE - NO PERSONAL CHECKS ACCEPTED
- 2) ALL PARTIES ON THE CONTRACT AND/OR REGISTRATION MUST BE PRESENT AT TIME OF DELIVERY. UNIT WILL NOT BE DELIVERED WITHOUT ALL REQUIRED SIGNATURES

PROOF OF INSURANCE - A QUOTE ON THE COACH YOU ARE BUYING WILL BE EMAILED TO YOU

PROOF OF INSURANCE FOR THE UNIT BEING PURCHASED IS REQUIRED AT TIME OF DELIVERY. WE NEED:
 NAME OF INSURANCE COMPANY mile Auto / Spinnaker Insurance Company
 NAME OF AGENT Mike Auto / D&M Insurance Inc
 ADDRESS OF AGENT P.O. Box 725369
 CITY, STATE, ZIP Atlanta GA 31139 282 third Street #1320
 PHONE # OF AGENT OR INSURANCE CO 999-645-3601 Cambridge, MA 02142
 POLICY NUMBER [REDACTED]

REQUIRED MAXIMUM DEDUCTIBLES:
 COMPREHENSIVE \$500

COLLISION: \$500

Balance: \$28,325

RV AMERICA INS
 PHONE - 1-800-400-0186
 RVINSURANCE.COM

IF YOU HAVE A TRADE IN WE NEED:

- ORIGINAL TITLE
- CURRENT REGISTRATION
- HOLDING TANKS DUMPED
- PAYMENT COUPON FOR PAYOFF

Payable: DDRV

On June 11, 2022 Finance Dept. called and asked for \$2,000 more

PROOF OF INCOME (IF NEEDED):

- 2 MOST RECENT PAYCHECK STUBS SHOWING YEAR TO DATE INCOME
- 2 MOST RECENT COMPLETED TAX RETURNS
- VERIFICATION OF OTHER INCOME: INTEREST, INVESTMENT, SOCIAL SECURITY, RETIREMENT, AND ALL OTHER SOURCES AVAILABLE
- PROOF OF LIQUIDITY
- PERSONAL FINANCIAL STATEMENT
- LAST YEAR W2
- ADDRESS VERIFICATION

UPON APPROVAL OF YOUR CREDIT BY THE BANK YOU WILL BE CONTACTED TO SET UP A DELIVERY DATE OF YOUR PURCHASE. A NORMAL DELIVERY TIME IS APPROXIMATELY _____ WORKING DAYS AFTER YOUR LOAN HAS BEEN APPROVED OR CASH PURCHASE

5/13
 DELIVERY DATE

1:00 P.M.
 DELIVERY TIME

YOUR CAREFUL ATTENTION TO THIS CHECKLIST WILL ENSURE A SMOOTH AND ENJOYABLE DELIVERY PROCESS AND HELP AVOID POSSIBLE DELAYS

THANK YOU

RYAN SLAUGHTER
 FINANCE DIRECTOR
 5400 GARDEN GROVE BLVD
 WESTMINSTER, CA 92683
 CELL - (714) 222-7616
 PHONE - (714) 477-6375
 FAX - (844) 274-7916
 RYANS@DDRV.COM

JOSE TORRES
 FINANCE MANAGER
 5400 GARDEN GROVE BLVD
 WESTMINSTER, CA 92683
 PHONE - (714) 477-6368
 FAX - (844) 274-7916
 JOSET@DDRV.COM

JOSEPH BORZONI
 FINANCE MANAGER
 5400 GARDEN GROVE BLVD
 WESTMINSTER, CA 92683
 PHONE - (714) 477-6381
 FAX - (844) 274-7916
 JOSEPHB@DDRV.COM

Receipt #1

Copy

part of sale

Dennis Dillon RV CA
 5400 Garden Grove Blvd
 Westminster
 California
 2083366000

Down payment
 \$ 2,000.00

Customer Information

Transaction Information

Street: [REDACTED]
 Zip Code [REDACTED]

[REDACTED]

Sale
 Date: 5/9/2022, 4:25:41 PM
 Amount: \$2000.00
 Card Number: ***** [REDACTED]
 Merchant Id: 400000361
 Terminal Id: 00000001
 Auth Code: 06230Z
 Auth Mode: Issuer
 Processed as: MASTERCARD
 Reference No: [REDACTED]
 Invoice No: [REDACTED]
 Response: Approved
 Entry Method: Manual
 Match AVS: Not Match Z
 Match CVV: Match M
 Match ZIP: Match Z
 Client ID:
 User Id: [REDACTED]

I Agree to Pay Above Total Amount According to Card Issuer agreement (Merchant agreement if Credit voucher).

Document # 1

REGISTRATION CARD VALID FROM: 05/13/2022 TO: 05/31/2023

MAKE	YR MODEL	YR 1ST SOLD	VLP CLASS	TYPE VEH	TYPE LIC	LI
FORE	2022	2022	HE	41T	40	[REDACTED]
BODY TYPE MODEL	MP	MO				VEHICLE ID NUM
CCH		DE				5ZT2CKEC3NY
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
TRAILER		05/26/22	30	05/26/22	5	[REDACTED]

REGISTERED OWNER
[REDACTED]

SAN JUAN CAPO
CA [REDACTED]

LIENHOLDER

AMOUNT DUE	AMOUNT RECVD	AMOUNT PAID
\$ 387.00	CASH : CHCK : 387.00 CRDT :	\$ 387.00

receipt # 2

DENNIS DILLON

ACCESSORY ORDER

DATE: 5/9/22

Customer Information

Name [REDACTED]
 City [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Vehicle Information

Make FOREST RIVER
 Model WOLF PUP
 YEAR 2022
 STK [REDACTED]
 VIN NY [REDACTED]

CC ON FILE == OR == FINANCE

Money Collected X _____

TOW INFO :2003 TOYOTA 4RUNNER

PART #		PARTS	LABOR	TOTAL
	INSTALL 2-6 AGM BATTERIES	\$ 896.62	\$ 398.00	\$ 1,294.62
	UPGRADED BATTERY CABLE(INSTALL IN COMP)	\$ 67.00	\$ 199.00	\$ 266.00
	DOUBLE 6V BATTERY BOX	\$ 40.00		\$ 40.00
				\$ -
				\$ -
				\$ -
				\$ -
	(YELLOWSTONE STARTER KIT30A)	\$ 450.00		\$ 450.00
				\$ -
19-4641	ONAN PORTABLE 4500 GENERATOR	\$ 1,410.46	\$ 99.50	\$ 1,509.96
				\$ -
17-0094	INS FALL IQ PRIMUS BRAKE CONTROLLER PRE WIRED	\$ 168.99	\$99.50	\$ 268.49
17-0065	BRAKE CONTROLLER HARNESS	\$ 35.00		\$ 35.00
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -

? Don't work

- came unboxed

- ?

PARTS TOTAL	\$ 3,068.07
FREIGHT	
TAX	\$ 268.46
LABOR TOTAL	\$ 796.00
TOTAL	\$ 4,132.53

Customer Signature: [REDACTED]

DocuSigned by: [REDACTED]

This is the Receipt
 for the Extras.
~~They don't work~~
 They don't work

Line D
 5/13

Work order # 3

UNIT# [redacted]
CUSTOMER #: [redacted]
[redacted]

copy
Answer
Received
recall notice
sold



DENNIS DILLON RV
5400 Garden Grove Blvd.
Westminster, CA 92683
(714) 890-1444

WORKORDER

PAGE 1

Nobody beats a Dennis Dillon deal

Service Hours: 8:00-5:00 Mon.-Sat.

SAN JUAN CAPISTRANO, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

B.A.R. REG.# EPA#

SERVICE ADVISOR: 7053 WITT, LISA K

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAX
	22	FOREST RIVER WOLF PU	5ZT2CKEC3NY	[redacted]	0/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13MAY22 DD			17:00 13JUL22		0.00	CASH	

R.O. OPENED [redacted] READY [redacted] OPTIONS: SOLD-STK [redacted]
08JUL2022 11:26

LINE	OP CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	WARR	0.00		WFOR	CUSTOMER STATES TO PERFORM THE LP RECALL INSPECTION Recall # 22V556

# B	WARR	0.00		WFOR	CUSTOMER STATES THE BATTERIES WONT TAKE A CHARGE, SHE LOST ALL 110 POWER RUNNING ON THE GENERATOR
-----	------	------	--	------	---

# C	WARR	0.00		WMIS	CUSTOMER STATES THE GENERATOR SURGES AND DOESNT PRODUCE POWER, PURCHASED THROUGH DDRV.
-----	------	------	--	------	--

# D	COVID	0.00		IX	DUE TO THE CURRENT COVID PANDEMIC AND PARTS AVAILABILITY ISSUES WE ARE EXPERIENCING ACROSS THE INDUSTRY YOUR COACH MAY BE REQUIRED TO BE PICKED UP IF PARTS ARE NOT AVAILABLE IN WITHIN 10 DAYS. X
-----	-------	------	--	----	--

# E	DIAG	0.00		CPM	CUSTOMER ACKNOWLEDGES THAT DIAGNOSTIC FEES HAVE BEEN APPROVED AND PAYMENT OF THFSE FEES
-----	------	------	--	-----	---

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. TEARDOWN/REASSEMBLY: you agree to pay our charges for tear down, reassembly, and partially completed repairs, even if you do not authorize completion of the repairs or services. Our estimated tear down and reassembly charges (including parts and labor) are \$ [redacted] and we estimate the maximum reassembly time will be [redacted]. You understand that disassembly may prevent restoration of the vehicle to its former condition. We may submit some repairs and will discuss the location upon request. SIGN HERE

PAYMENT TERMS: You agree to pay in cash or credit card on the sooner of delivery of the vehicle to you or three days after notification that the vehicle is ready for pickup. You acknowledge an express mechanics lien to secure the cost of labor, materials, storage, and towing charges. You agree to pay a daily storage charge of \$ [redacted] starting 3 days after notification that the repairs are completed, or of the repair estimate if you fail to authorize repairs.

POWER-OF-ATTORNEY: You appoint the Dealership as your attorney-in-fact and authorize it to sign your name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. SIGN HERE

DAMAGES AND WARRANTY DISCLAIMER: ALL PARTS AND SERVICE ARE SOLD AS-IS. SELLER DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING WARRANTY OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. BUYER ACCEPTS THE ENTIRE RISK OF THE QUALITY AND PERFORMANCE OF THE PARTS AND ACCESSORIES. IF A PART OR ACCESSORY IS DEFECTIVE, YOU ARE RESPONSIBLE FOR ALL NECESSARY SERVICING AND REPAIR COSTS. You shall not be entitled to recover consequential damages, incidental damages, property damages, or damages for loss of use, lost profits, lost wages, or lost time. SIGN HERE

By Signing Below: You agree: (1) You read this Repair Order, authorize the completion of the listed services or repairs, and agree to the terms and conditions herein; (2) the Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways to test and inspect the vehicle; and (4) the Dealership may retrieve on-board data to facilitate the repairs or service, and may share that data with vehicle and component manufacturers.

SIGN HERE _____ Date _____
Dealer CAP 2014 CDK Global LLC (01/17) WORKORDER TYPE Z - SW2C - Limited Warranty - CALIFORNIA - 303432

PARTS: All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

Some Parts Not Returnable Please Save Replaced Parts
ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.
WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ ELECTRONIC EST _____

By Telephone at: _____ By Fax to: _____
By E-Mail to: _____

PRELIMINARY ESTIMATE \$ _____
DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimate price for parts and labor:

Name of Designee: _____ Phone Number: _____
Fax Number: _____ E-Mail Address: _____
Customer: _____ Date: _____

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$ [redacted]	\$ [redacted]			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate	\$ [redacted]			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

I acknowledge notice and oral approval of an increase in the original estimated price.

Work order # 3

UNIT# [REDACTED]
CUSTOMER #: [REDACTED]

[REDACTED]
WORKORDER



DENNIS DILLON RV
5400 Garden Grove Blvd.
Westminster, CA 92683
(714) 890-1444

SAN JUAN CAPISTRANO, CA [REDACTED]

PAGE 2

Nobody beats a Dennis Dillon deal

Service Hours: 8:00-5:00 Mon.-Sat.

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

B.A.R. REG.# EPA#

SERVICE ADVISOR: 7053 WITT, LISA K

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	22	FOREST RIVER WOLF PU	5ZT2CKEC3NY [REDACTED]		0/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13MAY22 DD			17:00 13JUL22		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED]					
08JUL2022 11:26							

LINE	OP CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
					ARE CUSTOMER RESPONSIBILITY UNTIL FURTHER APPROVAL OF REPAIRS IS OBTAINED. X

F PU 0.00 CPM DUE TO PARKING SPACE CONSTRAINTS, YOUR TRAILER OR COACH WILL NEED TO BE PICKED UP WITHIN 48 HOURS OF COMPLETION. THANK YOU. STORAGE FEES \$45.00 PER DAY MAY BE CHARGED.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. TEARDOWN/REASSEMBLY: you agree to pay our charges for tear down, reassembly, and partially completed repairs, even if you do not authorize completion of the repairs or services. Our estimated tear down and reassembly charges (including parts and labor) are \$ [REDACTED], and we estimate the maximum reassembly time will be [REDACTED]. You understand that disassembly may prevent restoration of the vehicle to its former condition. We may subcontract some repairs and will disclose the location upon request. SIGN HERE

PAYMENT TERMS: You agree to pay in cash or credit card on the sooner of delivery of the vehicle to you or three days after notification that the vehicle is ready for pickup. You acknowledge an express mechanics lien to secure the cost of labor, materials, storage, and towing charges. You agree to pay a daily storage charge of \$ [REDACTED] starting 3 days after notification that the repairs are completed, or of the repair estimate if you fail to authorize repairs.

POWER-OF-ATTORNEY: You appoint the Dealership as your attorney-in-fact and authorize it to sign your name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. SIGN HERE

DAMAGES AND WARRANTY DISCLAIMER: ALL PARTS AND SERVICE ARE SOLD AS-IS. SELLER DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING WARRANTY OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. BUYER ACCEPTS THE ENTIRE RISK OF THE QUALITY AND PERFORMANCE OF THE PARTS AND ACCESSORIES. IF A PART OR ACCESSORY IS DEFECTIVE, YOU ARE RESPONSIBLE FOR ALL NECESSARY SERVICING AND REPAIR COSTS. You shall not be entitled to recover consequential damages, incidental damages, property damages, or damages for loss of use, lost profits, lost wages, or lost time. SIGN HERE

PARTS: All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

Some Parts Not Returnable Please Save Replaced Parts

ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.

WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ ELECTRONIC EST. _____

By Telephone at: _____ By Fax to: _____
By E-Mail to: _____

PRELIMINARY ESTIMATE \$ _____

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____
Fax Number: _____ E-Mail Address: _____
Customer: _____ Date: _____

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$ [REDACTED]	\$ [REDACTED]			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

I acknowledge notice and oral approval of an increase in the original estimated price.

WV order #3

Sold while never returned
Recall

1st Recall



DENNIS DILLON RV
5400 Garden Grove Blvd.
Westminster, CA 92683
(714) 890-1444

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

PAGE 1

Nobody beats a Dennis Dillon deal

SAN JUAN CAPISTRANO, CA [REDACTED]
HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7053 LISA K WITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	22	FOREST RIVER WOLF PU	5ZT2CKEC3NY [REDACTED]		0/0	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13MAY22 DD			17:00 13JUL22		0.00	CASH	09JUL22

R.O. OPENED	READY	OPTIONS:	SOLD-STK:
11:26 08JUL22	11:49 09JUL22		[REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES TO PERFORM THE LP RECALL INSPECTION
 CAUSE: HAS RECALL HAS BLACK DUST COVER AND ENERCO GROUP
 WARR WARRANTY REPAIR
 3484 WFOR (N/C)
 1 50G00128A QUICK DISCONNECTO (N/C)
 0 HAS RECALL HAS BLACK DUST COVER AND ENERCO GROUP R/R LP QUICK
 DISCONNECT DONE

B CUSTOMER STATES THE BATTERIES WONT TAKE A CHARGE, SHE LOST ALL 110
 POWER RUNNING ON THE GENERATOR
 CAUSE: ON 110 PLUG HOT WIRE COME DISCONNECTED
 WARR WARRANTY REPAIR (N/C)
 3484 WFOR
 0 ON 110 PLUG HOT WIRE COME DISCONNECTED REMOVED 110 DISCONNECT PLUG
 TO INSPECTED AND FOUND HOT WIRE [BLACK] DISCONNECTED, CONNECTED BACK
 AND REINSTALL 110 PLUG BACK TESTED WORK OK DONE 1.0

C CUSTOMER STATES THE GENERATOR SURGES AND DOESNT PRODUCE POWER,
 PURCHASED THROUGH DDRV.
 CAUSE: WARRANTY REPAIR (N/C)
 WARR WARRANTY REPAIR
 3484 WMIS
 0 NO PROBLEM FOUND

D DUE TO THE CURRENT COVID PANDEMIC AND PARTS AVAILABILITY ISSUES WE
 ARE EXPERIENCING ACROSS THE INDUSTRY YOUR COACH MAY BE REQUIRED
 TO BE PICKED UP IF PARTS ARE NOT AVAILABLE IN WITHIN 10 DAYS.
 X

CAUSE: THANK YOU FOR YOUR UNDERSTANDING
 COVID DUE TO THE CURRENT COVID PANDEMIC AND PARTS
 AVAILABILITY ISSUES WE ARE EXPERIENCING
 ACROSS THE INDUSTRY YOUR COACH MAY BE
 REQUIRED TO BE PICKED UP IF PARTS ARE NOT
 AVAILABLE IN WITHIN 10 DAYS. X

Original Estimate (Parts & Labor) \$	Total Additional Cost Authorized \$	Approved By:	Date & Time	Authorization Obtained By: <input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate \$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						GAS, OIL, LUBE	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Invoice # 3

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

[REDACTED]



DENNIS DILLON RV
5400 Garden Grove Blvd.
Westminster, CA 92683
(714) 890-1444

INVOICE

SAN JUAN CAPISTRANO, CA [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 2

Nobody beats a Dennis Dillon d

SERVICE ADVISOR: 7053 LISA K WITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA	
	22	FOREST RIVER WOLF PU	5ZT2CKEC3NY [REDACTED]		0/0		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13MAY22 DL			17:00 13JUL22		0.00	CASH	09JUL22
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED]					
11:26 08JUL22	11:49 09JUL22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	999		IX				(N/C)

E. CUSTOMER ACKNOWLEDGES THAT DIAGNOSTIC FEES HAVE BEEN APPROVED AND PAYMENT OF THESE FEES ARE CUSTOMER RESPONSIBILITY UNTIL FURTHER APPROVAL OF REPAIRS IS OBTAINED. X

DIAG CUSTOMER ACKNOWLEDGES THAT DIAGNOSTIC FEES HAVE BEEN APPROVED AND PAYMENT OF THESE FEES ARE CUSTOMER RESPONSIBILITY UNTIL FURTHER APPROVAL OF REPAIRS IS OBTAINED. X

999	CPM	0.00	0.00
-----	-----	------	------

F DUE TO PARKING SPACE CONSTRAINTS, YOUR TRAILER OR COACH WILL NEED TO BE PICKED UP WITHIN 48 HOURS OF COMPLETION. THANK YOU. STORAGE FEES \$45.00 PER DAY MAY BE CHARGED.

PU DUE TO PARKING SPACE CONSTRAINTS, YOUR TRAILER OR COACH WILL NEED TO BE PICKED UP WITHIN 48 HOURS OF COMPLETION. THANK YOU. STORAGE FEES \$45.00 PER DAY MAY BE CHARGED.

999	CPM	0.00	0.00
-----	-----	------	------

* THANK YOU FROM DENNIS DILLON - COMPLETELY *
* SATISFIED IS OUR GOAL - LUBE OIL & FILTER *
* SERVICES NOW EVERY 5,000 MILES - EXCLUDES *
* GM OIL LIFE SYSTEM - CHECK YOUR VEHICLES *
* OIL EVERY 2,000 MILES OR MONTHLY 336-6000 *

CA BAR ARD # 280098 *****

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By: <input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	0.00
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						GAS, OIL, LUBE	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

UNIT# [REDACTED]
 CUSTOMER #: [REDACTED]

*Work order # 4
 Recall # 22V 243*



DENNIS DILLON RV
 5400 Garden Grove Blvd.
 Westminster, CA 92683
 (714) 890-1444

WORKORDER

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Nobody beats a Dennis Dillon deal

Service Hours: 8:00-5:00 Mon.-Sat.

SAN JUAN CAPISTRANO, CA

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

B.A.R. REG.#

EPA#

SERVICE ADVISOR: 7053 WITT, LISA K

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TA
	22	FOREST RIVER WOLF PU	5ZT2CKEC3NY		0/	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DA
13MAY22 DD			** WAITER **		0.00	CASH	

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK: [REDACTED]

14SEP2022 18:07

LINE OF CODE FRH TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
 ARE CUSTOMER RESPONSIBILITY UNTIL FURTHER APPROVAL OF REPAIRS IS OBTAINED. X

F PU 0.00 CPT DUE TO PARKING SPACE CONSTRAINTS, YOUR TRAILER OR COACH WILL NEED TO BE PICKED UP WITHIN 48 HOURS OF COMPLETION. THANK YOU. STORAGE FEES \$45.00 PER DAY MAY BE CHARGED.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.
TEARDOWN/REASSEMBLY: you agree to pay our charges for tear down, reassembly, and partially completed repairs, even if you do not authorize completion of the repairs or services. Our estimated tear down and reassembly charges (including parts and labor) are \$ [REDACTED], and we estimate the maximum reassembly time will be [REDACTED]. You understand that disassembly may prevent restoration of the vehicle to its former condition. We may subcontract some repairs and will disclose the location upon request. **SIGN HERE**

PAYMENT TERMS: You agree to pay in cash or credit card on the sooner of delivery of the vehicle to you or three days after notification that the vehicle is ready for pickup. You acknowledge an express mechanics lien to secure the cost of labor, materials, storage, and towing charges. You agree to pay a daily storage charge of \$ [REDACTED] starting 3 days after notification that the repairs are completed, or of the repair estimate if you fail to authorize repairs.

POWER-OF-ATTORNEY: You appoint the Dealership as your attorney-in-fact and authorize it to sign your name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. **SIGN HERE**

DAMAGES AND WARRANTY DISCLAIMER: ALL PARTS AND SERVICE ARE SOLD AS-IS. SELLER DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING WARRANTY OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. BUYER ACCEPTS THE ENTIRE RISK OF THE QUALITY AND PERFORMANCE OF THE PARTS AND ACCESSORIES. IF A PART OR ACCESSORY IS DEFECTIVE, YOU ARE RESPONSIBLE FOR ALL NECESSARY SERVICING AND REPAIR COSTS. You shall not be entitled to recover consequential damages, incidental damages, property damages, or damages for loss of use, lost profits, lost wages, or lost time. **SIGN HERE**

By Signing Below: You agree: (1) You read this Repair Order, authorize the completion of the listed services or repairs, and agree to the terms and conditions herein; (2) the Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways to test and inspect the vehicle; and (4) the Dealership may retrieve on-board data to facilitate the repairs or service, and may share that data with vehicle and component manufacturers.

SIGN HERE _____ Date _____

PARTS: All parts are new unless otherwise indicated. Remanufactured and refurbished parts meet manufacturer approved source part requirements may be installed at our discretion. Add information is available upon request. You may inspect all parts removed from the vehicle request. If our Dealership does not have to return the parts to the manufacturer or distributor on warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

Some Parts Not Returnable Please Save Replaced Parts

ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY CONTACT YOU IF NECESSARY.
 _____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ ELECTRONIC ESTIMATE _____

By Telephone at: _____ By Fax to: _____
 By E-Mail to: _____

PRELIMINARY ESTIMATE \$ _____

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.
 I hereby designate the individual named below to authorize any additional work not specified or not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____
 Fax Number: _____ E-Mail Address: _____
 Customer: _____ Date: _____

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$ [REDACTED]	\$ [REDACTED]			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate	\$ [REDACTED]			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

I acknowledge notice and oral approval of an increase in the original estimated price

