

[REDACTED]  
Beverly Hills, California [REDACTED]

September 23, 2022

Coachmen RV / Forest River Inc  
Support Center  
P. O. Box 30  
Middlebury, Indiana 46540

Dear Sir/Madam,

Enclosed is a copy of the invoice from Dennis Dillon RV reflecting the cost of replacing a window in our 2016 Coachman Prism Elite which blew out while we were driving at normal traffic speed on highway 99 in California in May 2022.

The cost to us – as you will see – was \$449.24 plus tax of \$39.31 for the window and \$700.00 for installation.

The mileage on our RV as shown on the invoice is only 5328 miles. But this should not really matter. Windows do not blow out in normal driving even with 100,000 miles or more if the window was properly installed by the manufacturer.

As we understand it, our experience is not unique!!

Since our experience is clearly the result of a manufacturing error, we hereby request that you reimburse us the out-of-pocket costs which we have incurred.

We hope that this matter can be resolved amicably,

Sincerely,

[REDACTED]  
cc. National Highway Traffic Safety Administration

BR

CUSTOMER #: [REDACTED]  
 UNIT# [REDACTED]



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

\*INVOICE\*

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*Nobody beats a Dennis Dillon deal*

BEVERLY HILLS, CA [REDACTED]

CONT: [REDACTED]  
 CELL: [REDACTED]

SERVICE ADVISOR: 8503 SCOTT MITCHELL

|               |               |                |                        |         |                  |            |           |
|---------------|---------------|----------------|------------------------|---------|------------------|------------|-----------|
| COLOR         | YEAR          | MAKE/MODEL     | VIN                    | LICENSE | MILEAGE IN / OUT | TAG        |           |
| TEAKWOODGR    | 16            | COACHMEN PRISM | WDAPF4CC8G9 [REDACTED] |         | 5328/5328        | [REDACTED] |           |
| DEL. DATE     | PROD. DATE    | WARR. EXP.     | PROMISED               | PO NO.  | RATE             | PAYMENT    | INV. DATE |
| 10MAY17 DD    |               |                | 17:00 20AUG22          |         | 0.00             | CASH       | 18AUG22   |
| R.D. OPENED   | READY         | OPTIONS:       | SOLD-STP [REDACTED]    |         |                  |            |           |
| 12:05 05AUG22 | 12:42 18AUG22 |                |                        |         |                  |            |           |

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

A CUSTOMER STATES TO INSTALL GLASS ON FRONT OVERHEAD CAP, SOR#452976  
 (ESTIMATE \$398)  
 CP CP  
 4099 CPM 0.00 0.00  
 1 C01309295 WINDOW 449.24  
 SUBL NEW VIEW GLASS I# 43385  
 CPM 700.00 700.00  
 5328 SUBLET to #1 VINYL FOR SPECIAL PLEXIGLASS INSTALL

B CUSTOMER STATES SLIDE OUT IS BINDING AT REAR WHEN TRYING TO OPEN,  
 CHECK AND ADVISE  
 CP CP  
 4099 CPM 199.00 199.00  
 5328 SET STOP POINTS, CYCLED SEVERAL TIMES. OK

C CUSTOMER STATES TO CHECK TIRE PRESSURE AND FILL TO SPEC  
 CP CP  
 4099 CPM 0.00 0.00  
 5328 SET TIRES TO PROPER PSI. 0.3

D CUSTOMER STATES LENS ON SLIDEOUT KEEPS FALLING DOWN  
 CP CP  
 4099 CPM 0.00 0.00

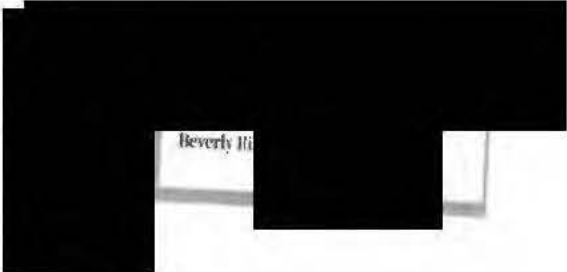
E DUE TO THE CURRENT COVID PANDEMIC AND PARTS AVAILABILITY ISSUES WE  
 ARE EXPERIENCING ACROSS THE INDUSTRY YOUR COACH MAY BE REQUIRED  
 TO BE PICKED UP IF PARTS ARE NOT AVAILABLE IN WITHIN 10 DAYS.  
 X

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 (Part & Label)   | Total Additional Cost Authorized | Approved By:                                   | Date & Time | Authorization Obtained By:   | *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 |
| \$   | \$                               |  |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> Email (See Attached) |   | LABOR AMOUNT           |        |
| Revised Estimate   | \$                               |  |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> Email (See Attached) |   | PARTS AMOUNT           |        |
| <input type="checkbox"/> Tire pressure check/inflation service was performed.<br>RF _____ psi LF _____ psi RR _____ psi LR _____ psi<br><input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____             |                                  |  |             |  |   | GAS, OIL, LUBE         |        |
| 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. |                                  |  |             |  |   | SUBLET AMOUNT          |        |
| DATE   | CUSTOMER SIGNATURE               | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |             |  |   | WASTE DISPOSAL COSTS * |        |
|  |                                  |  |             |  |   | TOTAL CHARGES          |        |
|  |                                  |  |             |  |   | LESS INSURANCE         |        |
|  |                                  |  |             |  |   | SALES TAX              |        |
|  |                                  |  |             |  |   | PLEASE PAY THIS AMOUNT |        |

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.





LOS ANGELES CA 900

23 SEP 2022 PM 9 L



NEF

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

20590-

