

From: Margaret Cauthome
To: [REDACTED] mtp
Date: 6/7/00 3:52PM
Subject: Re: File #718109

784127

Dear Consumer:

Thank you for your E-Mail correspondence. It has been forwarded to the Office of Defects Investigation for us to respond. An answer to your E-Mail was delayed due to the volume of E-Mail we are currently receiving. We are answering each one in the order that they are received. We regret any inconvenience that this delay may cause.

The National Highway Traffic Safety Administration (NHTSA) is the government agency responsible for improving safety on our Nation's highways. As part of our efforts to achieve this goal, we are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety-related defects due to design, construction, or performance. In order for the agency to initiate a defect investigation, sufficient data must exist to warrant the expenditure of agency resources. Most of the information in our database comes from problems reported to us by consumers.

We cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

We also provide information related to highway safety or advise you whom you should contact. Additionally, an electronic form by which vehicle owners can file safety-related complaints about their motor vehicle and motor vehicle equipment, as well as summary listings of vehicle owner's complaints, safety recalls and manufacturers' service bulletins, can now be obtained through the Internet World Wide Web at <http://www.nhtsa.dot.gov>. Select Vehicle and Equipment and Information and then Safety Problems and Issues.

Alberto A. Jimenez, Chief
Information Management Staff
Office of Defects Investigation
Safety Assurance

> [REDACTED] 02/08/00 06:02PM >>>

When am I going to hear from the Nhtsa--after I am dead? Is anybody out there? Do you even have me on file? Case #718109 Please file these letter with my complaint about Rexhall Industries of Lancaster, Ca. a Recreational Vehicle manufacturer

[REDACTED]

2/6/2000

[REDACTED]

Dear Daniel Acuna

In reference to your fax dated Feb. 4, 2000 and I quote "Please let me apologize for the inconveniences you have had with your motorhome. It is Rexhall Industries Inc. intention to provide our customers with excellent customer service and satisfaction. I thank you ahead of time for allowing us the opportunity to serve you."

Apologize? Inconvenience? Serve me? I have been asking Rexhall to "Serve Me" since Nov 8, 1999 and to take care of this driveshaft Lamon problem when I talked with Bruce Aston, (Rexhall Industries Service Rep.) My legal counsel Mark Anderson has been asking you since Jan. 10, 2000. You have had way more than 30 days to take care of this driveshaft problem.

As for the problems in the interior I started that request one week after we bought the motorhome April 1999. Hefners RV of Santa Clara lost that paperwork and never bothered to call us. Then you took a month to send them the parts. Then we broke down again Nov 5, 1999 (driveshaft #2) and have not been up since. I did not even mention the \$700.00 trick your dealer Merritts RV of Santa Cruz pulled on us. Seems they deducted \$700 for smoking in the trade-in after Jack pre-inspected it a week earlier and offered us \$5000 (not \$4300.00). We drove 30 miles to close the deal as arranged and bring him the remaining down payment, a \$4000 check and the 1992 Honda Civic. We already put \$1000 down the week before for our new 99 Rexhall Aerbus. I am not a happy camper by any means.

Daniel-you now tell me after I call you and inform you my lawyer quit, that you would be picking up my 99' Aerbus this week between Feb 6-11, 2000 and that you would pay Mission Valley Ford what you owed them for repairs so far.... approximately \$2390.37. (You really owe them for driveshaft repairs the first time if this vehicle is out of Ford specifications). This RV pickup should have happened a month ago- Mission Valley Ford has had to fax Rexhall the invoice and Engineer report twice and as of Feb 4th, 2000. Mission Valley has not recieved a check. The RV stills sits in thier parking lot in San Jose, Ca. I know, I keep in touch with Mission Valley Ford. I have never stopped you from picking up the coach—you have to pay Mission Valley Ford for something that is not a Ford chasis Warranty problem. According to the Ford Field Eng (Richard Keithley P & A # 07712...) that came out (11/17/99) and did the inspection on the Aerbus chasis, Rexhall is in direct violation of Ford chasis specifications, a report which Rexhall has had for sometime. Report is dated 12-3-99

I hope your driver was informed of the driveshaft problem- he should be ok as the driveshaft usually does not fall off until 3000 miles of use. It would be very irresponsible for you not to warn him of that possible danger!

As you know my lawyer quit because I would not accept your 2nd offer for 4 monthly payments of \$577 and 4 monthly insurance payments of \$52.00. My lawyer was even going to get \$1500.00 for 2 hours work. Mark Anderson seemed to have the best deal - his 2 hours to my many months of aggravation with an RV Lemon that could have killed my family, friends and other innocent folks. I told Mark what I wanted and what I felt was fair. I am forwarding a letter that was written to Mark Anderson dated 1/30/2000 that he should have passed onto you Daniel. I am sure Mark mentioned over the phone what his client Bruce Ingrassia really wanted: which was replace Lemon RV with a new RV or give me back my money. <u>I am now in the position of "Just give me back my darn money" I am also in the process of looking for a very aggressive lawyer as I really don't trust Rexhall</u>- your company is extremely slow and difficult to deal with, a rating well deserved in the 1999 JD Gallant's RV rating book and I have not been impressed so far by Rexhall's actions or accountability.

Rexhall has made two attempts on our lives--my wife will not set foot in that coach again- her choosing, she is scared, not stupid and only 48 years old (to young to die).

I paid for a brand new coach-it has been down longer for repair than up and running on our highways... We missed a few trips in Nov.99 to campgrounds reserved.

I will be contacting every RV consumer group, Senator, Auto safety organizations I can find and I will fight you relentlessly in this matter. <u>I am positive that a vehicle with less than 6400 miles should not loose 2 driveshafts in a 3 month span</u>. I have nothing to lose- my reputation is not a stake.... I still get my RV back even if I loose and if it happens a 3rd time you loose big time-that is of course if I don't kill myself, family and friends and innocent folks. <u>But I think your 30 days is more than up to repair my vehicle under the California Lemon Law. </u>

Sincerely

