



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 858

Date Received

29-JAN-2001

Od_or _____
R_dt _____
Pd_rt _____
Ip_lfr _____

Reference No.

879266

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
F120412Y1009475	MONACO	DYNASTY	2000	

Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	30-JUN-2000 35		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE WILL NOT LEVEL AND HAS BEEN TAKEN TO DEALER SEVERAL TIMES, BUT PROBLEM STILL PERSISTS. *AK

CONTINUE ON BACK IF NEEDED

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National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 858

Date Received

29-JAN-2001

Ord_nr _____
rt_dt _____
od_rt _____
up_itr _____

Reference No.

879266

OWNER INFORMATION (Type or Print)

670713

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date: 2, 10, 01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) F120412Y1009475	Vehicle Make MONACO	Vehicle Model DYNASTY	Vehicle Year 2000	Current Odometer Reading 12,000
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Purchase Date 6/30/00	Dealer's Name LAZY DAYS 6130 Lazy Days Blvd (Tampa)	Engine Size (CID/CC/L) 6 No Cylinders	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City Seffner State Fla Zip Code 33584-2968		

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other Motorhome	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other one door
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Component 02000000	Part Name(s) SUSPENSION	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
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No of Failures All the time	Date(s) of Failure(s) 30-JUN-2000	Mileage at Failure(s) 3500 at delivery	Vehicle Speed at Failure(s) all the time	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage The cost of RV 257,000.00	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE WILL NOT LEVEL AND HAS BEEN TAKEN TO DEALER SEVERAL TIMES, BUT PROBLEM STILL PERSISTS. *AK which causes it to pull to one side or the other. They had installed the wrong shock absorbers, which made it very difficult to drive and keep on the road.

I believe their new leveling systems has defects. They have coach's in litigation in a large lot in Nappanee, Indiana

Enclosed: Letter regarding same

COPIES ON BACK IF NEEDED

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3:09:52
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rt_dt _____
od_rt _____
up_ltr _____

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OWNER INFORMATION (Type or Print)

[Redacted Name and Address]

670713

Work Number

Home Number

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YES NO

Signature of Owner

Date 2/10/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) F120412Y1009475	Vehicle Make MONACO	Vehicle Model DYNASTY	Vehicle Year 2000	Current Odometer Reading 12,000		
Purchase Date 6/30/00 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name LAZY DAYS 6130 Lazy Days Blvd (Tampa)	Engine Size (CID/CC/L) 33584-2968	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection			
City Seffner	State Fla	Zip Code 33584-2968	No Cylinders _____ <input type="checkbox"/> Fuel Injection			
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other Motorhome	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other one door

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No of Failures All the time	Date(s) of Failure(s) 30-JUN-2000	Mileage at Failure(s) 3500 at delivery	Vehicle Speed at Failure(s) all the time
Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

APPLICATION INCIDENT INFORMATION

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I believe their new leveling systems has defects. They have coach's in litigation in a large lot in Nappanee, Indiana

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The Law Office Of

Adam S. Goldstein, P.A.

7601 38th Avenue North
St. Petersburg, Florida 33710

Telephone
(727)384-2111

Facsimile
(727)384-5165

December 12, 2000

VIA Certified Mail - Return Receipt Requested

Monaco Coach Corporation
91320 Coburg Industrial Way
Coburg, OR 97408

Re: My Client: [REDACTED]
Vehicle ID: F120412Y1009475
Date of Purchase: June 30, 2000

Dear Sir/Madam:

Please be advised that this office represents Mr. [REDACTED] regarding the above referenced 2000 model 36 foot Monaco Dynasty purchased new from Lazy Days R.V. Super Center in Sephyr, Florida, on or about June 30, 2000.

As you should be well aware by now, Mr. and Mrs. [REDACTED] have had many problems with this motor home, and lodged numerous complaints with Lazy Days R. V. Super Center, along with representatives of Monaco Coach Corporation. It is my understanding that they have had a discussion with Mr. Mark Keilahola the national sales manager, Rick Thoriston, the service manager for Monaco, Mike Spencer the sales manager from Wakaruse, Indiana factory, and Lee Covey, Roadmaster production manager of Monaco Coach Corporation. It is my understanding that all of these individuals have been unable to resolve the ride and handling problems associated with this coach.

By way of introduction, I will attempt to give you some brief history of the problems associated with this coach. Mr. and Mrs. [REDACTED] took delivery of the vehicle June 30, 2000. This 36 foot Monaco Dynasty was a 2000 model, yet purchased new from Lazy Days with approximately 3,500 miles on it. The Smith's traded in their 1996 Conquest Gulfstream Motor home for your Monaco Dynasty at a purchase price of \$247,848.00 plus approximately \$10,000.00 in sales tax. The [REDACTED] s were taken for a demonstration ride in another motor home, and purchased this one as it was sitting on the lot. They were not given a demonstration ride in

the actual vehicle they purchased, yet they were assured by Lazy Days it was in pristine condition, and any problems they had would certainly be taken care of. The [REDACTED] were staying in a near by campground in their 1996 Conquest when a representative of Lazy Days brought the new Monaco Coach to them. Their personal belongings were transferred from one coach to the other.

Immediately upon delivery there was a problem in that the coach would not level properly. It was returned to the garage where they were advised that Lazy Days service department had to replace a computer board in the service area. They subsequently were able to level the coach manually. Mr. and Mrs. [REDACTED] immediately took the coach to return to Rutherford, New Jersey, where they had business interests. The Smiths found the ride to be rough, yet they felt they needed some time to get accustomed to the vehicle. They remained in Rutherford, New Jersey, for about 5 weeks where the vehicle remained in sleep mode. When they were ready to return to Florida, they could not get the automatic leveling system to adjust properly and the vehicle road terribly. The ride was very hard, they were afraid they would do damage to the vehicle. When they arrived in Delaware, they called a service representative of Lazy Days whereby they were directed to manually measure and adjust the leveling system. The vehicle continued to drive very hard.

Mr. and Mrs. [REDACTED] arrived in Chicago and again called Lazy Days. Apparently the Monaco factory in Wakaruse, Indiana, made an appointment at Weisse International Truck Company in Plymouth, Indiana, to service the coach. When they arrived at the Weisse International Truck Company, the mechanic advised them that he had no experience with this type of leveling system and would have to send to Wakaruse for a book. As there was no one to work on the vehicle and the Weisse International Truck Company, Lazy Days advised Mr. and Mrs. [REDACTED] to return it to their dealership in Tampa.

The [REDACTED] had a list of approximately twenty (20) items or so that needed repairing. The major repair needed was to the ride and leveling system. The remaining items apparently were damaged due to the ride and stress the entire coach was experiencing during their travels. After two (2) days at the Lazy Days Service Center, Mr. [REDACTED] was advised that it was a fuse that was missing. They were told the vehicle was ready for pickup, and upon inspection, it was plain to see the vehicle was still sitting lopsided and unlevel.

Mr. Danny Moore observed the vehicle and returned the coach to the repair shop. Again the vehicle was returned as being complete in its repairs. The vehicle was still not level, nor would it level automatically. Mr. Moore advised that the vehicle would then be taken to their "chassis" man. When it was returned this time, it appeared to be level and the [REDACTED] were assured it was fixed. Additionally at that time, a complete service repair was done on the vehicle at an expense in excess of \$700.00 to Mr. and Mr. [REDACTED]. Additionally the vehicle was washed and waxed at the dealership for \$210.00. I have enclosed copies of these repair invoices for your review, along with the original bill of sale and supporting documentation at the time of purchase.

Mr. and Mrs. [REDACTED] were assured their vehicle was in fine condition at that time, and as a

result, they headed toward Branson, Missouri, where they intended to conduct additional business. By the time they reached Baton Rouge, Louisiana, on I-55, the coach road worse than ever. The ride was unbearable, and Mr. and Mrs. Smith, along with their daughter, could hardly stand to be in the vehicle during this drive.

Again a call was placed to Lazy Days where they were once again advised to level the vehicle manually. Mr. [REDACTED] advised them at that point that he was very upset, and intended to return the vehicle to Lazy Days for a refund. Nonetheless, he contacted a dealer in Little Rock, Arkansas whereby he was advised that the vehicle could be taken there in two weeks for repairs.

Mr. and Mrs. [REDACTED] were advised by Mike Spencer at Lazy Days to take the coach to Elkhart, Indiana. Mr. [REDACTED] had to finish conducting his business in Lexington, Kentucky before he could take the coach to the factory in Elkhart, Indiana.

Nonetheless, Mr. and Mrs. [REDACTED] were waiting the following Monday morning at 8:00 at the Elkhart facility. They began work on it at that time, and late Tuesday evening they were advised that vehicle had the wrong shocks and one of the hangers was wrong. The following Wednesday and Thursday they were advised that the computer board and the wiring was defective. On day five of the repair they were told that the problem might be in the wiring harnesses. If it could not be repaired it would have to be ordered. After the sixth day, Mr. and Mrs. Smith were advised that the coach was repaired. Mr. and Mrs. [REDACTED] had to wait six days during their business schedule in Elkhart, Indiana for the repair of their vehicle. Although they had to occupy their time during the day, they were permitted to sleep in the vehicle at night. Nonetheless, this lengthy, and certainly speculative repair, caused them further inconvenience and disruption to their busy schedule.

When the [REDACTED] went to pick the vehicle up, the interior of the coach where the mechanics had worked, had significant stains to the white leather interior and white carpets of this seemingly brand new vehicle. This coach was Mr. and Mrs. [REDACTED] home away from home, and they were very distraught over the condition the mechanics had left the vehicle in. The interior, clearly needs to be replaced, or at a minimum professionally cleaned. Furthermore, the covers where the computers were replaced around the driver's console were cracked where the screws were improperly reinserted. Mr. and Mrs. [REDACTED] advised the plant manager, Lee Covey, as to the condition of the vehicle and requested that he inspect it. Mr. Covey expressed his apology and advised the Smiths that they should have the vehicle cleaned and send the bill to the factory.

Upon leaving, Mr. Covey noticed that there was damage done to the door around the electrical systems of the coach, where it appeared that a workman had not unlatched the door prior to trying to close it. The latch was broken and the door was bent.

Subsequent to that, the [REDACTED] had to tend to business matters, and were unable to immediately return the coach to Tampa. The coach road better; however, it would still not level properly.

The vehicle was returned to Lazy Days in Tampa, Florida. At this point the vehicle has undergone significant stress, and it has literally been shaken apart due to the problems associated with the ride and leveling system, that apparently the dealership and the manufacturer are unable to remedy. At this point the radio has fallen back into the dashboard. The television has fallen out of its enclosure. The grout on the floor tile is cracked. The front window is starting to pull away from the coach. The generator does not operate continually. The molding in the refrigerator is falling out. The shower molding is loose, the bathroom door does not level properly, the slide out is not working properly nor sealing correctly. The brakes squeak, the right rear tail light comes off and on, the left fog light is out, the heat pump apparently does not work properly. There is unbearable odor coming from the shower drain. The remote feature for the television set in the bedroom will not work properly unless the bedroom light is off. Lights have fallen out of the vehicle, and mirrors have fallen out of the interior of the vehicle due to the ride. Apparently these are the visible signs and problems the coach is having, and Mr. and Mrs. Smith are more significantly concerned with the structural damage, damage to tires, steering, and plumbing, that they cannot see. They fear that to continue to drive this vehicle would be placing themselves in a dangerous situation.

Every time that Mr. and Mrs. [REDACTED] speak with Lazy Days, they are advised that they will remedy the problem. However, it is apparent at this point that that is not possible.

On or about November 14, 2000, the coach was returned to Lazy Days with less than 12,000 miles on the vehicle, with about 3,500 of those miles there at the time of purchase. The Smiths spoke with Mr. Joe Myers who treated the Smiths as if they were bringing back a used coach to trade for another vehicle. The Smiths were insulted when Lazy Days would only offer to trade their new coach for a lower model Monaco coach costing \$229,000.00 with an additional \$18,000.00 paid by the Smiths for the difference in depreciation of their coach.

Mr. and Mrs. [REDACTED] are in need of another coach as they are used regularly in their business ventures. The [REDACTED] have been utilizing motor coaches in their business for 30 years, and at this point are very distraught over the situation with Lazy Days and the Monaco Coach Corporation. I have enclosed photographs of some of the interior carpets, seating, dashboard and exterior door that were damaged and/or dirtied while the vehicle was repaired at the factory. I have also enclosed a copy of an inspection report from Hyatt Automotive, Inc. for your review. As you can see by this report, Mr. Hyatt suspects possible structural damage, especially to the front suspension, including airbags, steering system, spindles and axles. He fears that the abuse of this ride has certainly shortened the life of the vehicle.

Mr. and Mrs. Smith would certainly like a refund of their purchase price for this vehicle, or at a minimum, the replacement of a brand new Monaco Coach substantially equipped the same as theirs.

As is the case, please be advised that the Monaco Coach Corporation is hereby placed on written notice pursuant to Florida Statutes, Chapter 681 of the Florida Motor Vehicle Warranty

Enforcement Act, to comply with said provisions. You are hereby notified that demand is hereby made for a final attempt to cure the nonconformities of said motor coach pursuant to Florida Statute 681.104.

I trust you will find Mr. and Mrs. [REDACTED] have been more than patient and accommodating in their attempts to have the motor coach satisfactorily repaired.

I look forward to your anticipated cooperation in amicable resolving this matter.

Very Truly Yours,



Adam S. Goldstein

enclosure
mal

cc: Mr. and Mrs. [REDACTED]