RQ03-009

FLEETWOOD 2/23/04

ATTACHMENT 10A

PART 2 OF 4

BOOK 2 OF 2

Claim Part History Inquiry

Unit 028 07677	Dealer 66020 CURTIS TRAILER CENTER		Claim 196571
01 RC# 1 of 2	P. TIRES FLEW OFF GOING DOWN HGHWAY, CAUSING DAMAGE C. TIRES SHEARED BOLTSS.R&R REAR RS STAB JACKS, R&R RS FENDER		
11 Part 5 of 7	332498 WHEEL- ALUMINUM 15X7X555		L01-4005
21 Respon C	WARRANTY,OTHER		
31 Vendor 000085	CONTINENTAL IMPORTS #85		

51	Fle	Dlr
Qty Used		2.0
VCB	0	
#Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61 Reimb Cost	171.60 EA	343.20
62 VCB Cost	88.00 EA	
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 5
RGA No		

MODE:F ACTION: WCPCLAHIS/WCP354-10

Claim Part History Inquiry

Unit 028 07077	Dealer 88020 CURTIS TRAILER CENTER	Claim 196571
01 RC# 1 of 2	P. TIRES FLEW OFF GOING DOWN HGHWAY, CAUSING DAMAGE C. TIRES SHEARED BOLTSS.R&R REAR RS STAB JACKS, R&R RS FENDER	
11 Part 4 of 7	107551 TIRE, LT215/85R16 E BSL	L05-3200
21 Respon	C WARRANTY,OTHER	
31 Vendor		

51	Fle	Dlr
Qty Used		2.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total	Calc	Diff
61 Reimb Cost	104.55 EA	209.09	209.10	0.01
62 VCB Cost	53.61 EA			
63 Freight				

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 5
RGA No		

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP362-1W

01 Plant/Serial No 028 07077 Year 04
Prod 395 WLD 5TH AD AX6
Model 395RL Mileage

Dealer 507639 *Labor Rate $50.00
GORDON JOHNSON
P.O. BOX 152
SCHOOLCRAFT MI 49087

03 Owner

05	Stock?	Y	
06	CustSig?	N	
07	FrtBill?	N	
08	PrePaid?	N	
	VenResp?	N	
	VenInv?	N	
	VenPaid?	N	
	PlntInv?	Y	
	Scrap?	N	

09	Claim No	065841
10	Prior Auth No	
11	Dealer RO No	
	Recap No	25282
12	*Customer DOP	
13	Unit Received	05/19/03
14	Service Began	05/19/03
15	Service Ended	05/19/03
16	Cust Notified	05/19/03
17	Claim Received	06/02/03
	Claim Entered	06/02/03

18	Parts	
19	Labor	
20	Sublet	692.69
21	Freight	
22	Total	692.69

81	*RCs 1 FRCs 1 Parts	0
82	Appliances	0
83	Comments	1
85	Authorization	N
86	Unit History	C

Status 7E Dealer & plant M/E processing complete.
WACO Review 06/03/03 42CORNEK
VCB Review

MODE:F ACTION: WCPCLAHIS/WCP363-1K

Claim Line Item History Inquiry

Unit 028 07077 Dealer 507639 GORDON JOHNSON Claim 065841

01 RC# 1 of 1 ROADSIDE SERVICE TO REPAIR ALL STUDS ON DRIVERS SIDE HUB THAT BROKE OFF, ALSO REPLACE 2 WHEELS LOST IN LAKE
Root Cause 032 COMPONENT FAILURE

04 FRC 1 of 1 0101-00 TRAVEL TRAILER AXLE ASSEMBLY
21 Respon A PRODUCTION WORKMANSHIP R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$50.00	
42 VCB			
43 Sublet? Y—Inv? Y			
44 Parts		Type 90	
45 Labor	692.69	for sub	
46 Total	692.69	necez	

Status E Warnings	
81 Parts	0
83 Comments	1

MODE:F ACTION: WCPUNTINQ/WCP465-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
23 06206	335	PRIDE 5TH WHL	31 5G	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
24		03/03/03	Not Received	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
01/10/03	01/17/03	3	514545 C.A.R.S./392268 ALBERTA LTD LEDUC AB CAN T9E 7L1

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
3 NEUTRAL	400	[redacted] PROVOST AB, CAN [redacted]	4CA5G312242306206

#38

2.Claim History Inq 3.Appliance Inquiry 4.Option Inquiry 5.Tire Inquiry
6.Unit Comments-Yes! 7.Audit Inquiry-Yes! 8.MUSE Comments-No

No warranty claim submitted.

MODE:F ACTION:

NCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 06206	335	PRIDE 6TH WHL

	Comments	Seq	Add Date	Added by
01		501	06/04/03	24MANND
02	Dealer - Negative - CUSTOMER SHEARED WHEEL WHILE	502	06/04/03	24MANND
03	TRAVELING IN ALBERTA. WE WILL SEND WHEEL AND CENTER	503	06/04/03	24MANND
04	CAP TODAY. - SADMIN	504	06/04/03	24MANND
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 028 06955 Year 04 Prod 375 WLD ADV Model 320DB Mileage	05 Stock? N 06 CustSig? Y 07 FrtBill? Y 08 PrePaid? N VenResp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	09 Claim No 946061 10*Prior Auth No 02 806955 11 Dealer RO No 11536 Recap No 29937 12 Customer DOP 05/05/03 13 Unit Received 06/09/03 14 Service Began 06/09/03 15 Service Ended 07/29/03 16 Cust Notified 07/29/03 17 Claim Received 09/09/03 Claim Entered 09/18/03
Dealer 404556 Labor Rate $75.00 YOUNG'S RV SALES 101 OAK GROVE RD 704-734-0585 KINGS MOUNTAIN NC 28086		
03 Owner ROBERT CALCUTTA		
18APArts 318.85 19 Labor 487.50 20 Sublet 21 Freight 80.74 22ATotal 887.09		81*RCs 8 FRCs 8 Parts 11 82 Appliances 0 83 Comments 1 85 Authorization N 86 Unit History C
Status 7J Dealer & plant M/E processing complete. WACO Review 09/22/03 28DEMBEW VCB Review		#39

(5) # 355888 Wheel Lug Nuts — M23-0050

(1) # 361385 Wheel Skirt I — E26-3055-55

(1) # 268021 Tire — L05-3003

(1) # 362284 - Alum Wheel — L01-4010

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 028 06956	Dealer 404556 YOUNG'S RV SALES	Claim 945061

01 RC# 1 of 8 RL WHEEL CAME OFF CAUSED FOLLOWING REPAIRS

Root Cause 057 CLEARANCE - EXCESSIVE

04*FRC 1 of 1 9999-00 Parts only claim
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor 201143 TREDIT TIRE & WHEEL CO

	Hours	Rate	Amount
41*Labor		$75.00	
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46*Total		necez	

Status J Adjusted	
81*Parts	1
83 Comments	1

Claim Part History Inquiry

Unit 028 06966	Dealer 404556 YOUNG'S RV SALES	Claim 946061
01 RC# 1 of 8	AL WHEEL CAME OFF CAUSED FOLLOWING REPAIRS	
11 Part 1 of 1	355988 NUT- LUG 1/2 RH ACORN LONG SS TREDIT(ALUM WHL)	M23-0050
21 Respon C	WARRANTY,OTHER	
31 Vendor 201143	TREDIT TIRE & WHEEL CO	

51	Fle	Dlr
Qty Used		5.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61AReimb Cost	1.26 EA	5.30
62 VCB Cost	.54 EA	
63 Freight		

71 Shipped	Scrap Confirmed? N
Shipper	
RGA No	

Status J	Adjusted
83 Comments	1

Claim Line Item History Inquiry

Unit 028 06955 Dealer 404566 YOUNG'S RV SALES Claim 946061

01 RC# 2 of 8 RR SMALL SECTION OF LEFT FENDER SKIRT

Root Cause 12B SHATTERED

04*FRC 1 of 1 0139-00 WHEEL WELL
21 Respon C WARRANTY,OTHER R/C Flag R2 Root Cause
31 Vendor 028330 DUO-FORM OF MICHIGAN, INC.

	Hours	Rate	Amount
41*Labor	0.80	$75.00	60.00
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necsz	

Status E Warnings	
81 Parts	1
83 Comments	1

Claim Part History Inquiry

Unit 028 06956	Dealer 404656 YOUNG'S RV SALES	Claim 946061
01 RC# 2 of 8	RR SMALL SECTION OF LEFT FENDER SKIRT	
11 Part 1 of 1	351385 COVER- WHEELWELL 77 1/2 X 14 MOCHA	E25-3065-55
21 Respon C 31 Vendor 028330	WARRANTY,OTHER DUO-FORM OF MICHIGAN, INC.	

51	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total	Calc	Diff
61 Reimb Cost	78.90 EA	69.29	78.90	9.61
62 VCB Cost	19.38 EA			
63 Freight				

71 Shipped	Scrap Confirmed? N	Status C
Shipper		83 Comments 1
RGA No		

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 028 05956	Dealer 404556 YOUNG'S RV SALES	Claim 945061

01 RC# 5 of 8 CK LR AL WHEEL RR REINSTALL SPARE AND TORQUE ALL WHEELS TO SPEC
Root Cause 045 WARPED

04 FRC 1 of 1 0122-01 Tire, all, (Photo Required), TT only, Repair
21 Respon C WARRANTY,OTHER R/C Flag R5 Root Cause
31 Vendor

	Hours	Rate	Amount
41 Labor	1.00	$75.00	75.00
42 VCB			
43 Sublet? N—			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

	Status J Adjusted
81 *Parts	3
83 Comments	1

Claim Part History Inquiry

Unit 028 06955	Dealer 404556 YOUNG'S RV SALES	Claim 946061
01 RC# 5 of 8	CK LR AL WHEEL RR REINSTALL SPARE AND TORQUE ALL WHEELS TO SPEC	
11 Part 2 of 3	268021 TIRE- ST225/75R 15 C BSL /GDYR	L05-3003
21 Respon	C WARRANTY,OTHER	
31 Vendor		

51	Fle	Dlr		Unit	Total
Qty Used		1.0	61 Reimb Cost	73.29 EA	73.29
VCB	0		62 VCB Cost	35.24 EA	
Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	0			
Rejected	0		71 Shipped	Scrap Confirmed? N	Status C Correct
Lost	0	0	Shipper		83 Comments 1
Shipped	0	0	RGA No		

Claim Part History Inquiry

Unit 028 06966	Dealer 404556 YOUNG'S RV SALES	Claim 946061
01 RC# 5 of 8	CK LR AL WHEEL RR REINSTALL SPARE AND TORQUE ALL WHEELS TO SPEC	
11 Part 3 of 3	352284 WHEEL- ALUMINUM MOD 15 X 6 X 655	L01-4010
21 Respon C	WARRANTY,OTHER	
31 Vendor 201143	TREDIT TIRE & WHEEL CO	

51	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61ARelmb Cost	109.40 EA	109.40
62 VCB Cost	50.59 EA	
63 Freight		

71 Shipped Scrap Confirmed? N
Shipper
RGA No

Status J Adjusted
83 Comments 1

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
028 06955	376	WLD ADV

	Comments	Seq	Add Date	Added by
01			06/10/03	
02	6-11-03: FIELD REPORT FILED BY DODIE MOULDEN	10	06/10/03	01OLSONR
03			06/11/03	
04	CUSTOMER WILL FORWARD BILLS FROM LOST WHEEL.	10	06/11/03	20MOULDD
05		501	06/11/03	001WEBBB
06	Chassis - Wheels - Cust called to say that while	502	06/11/03	001WEBBB
07	travelling to Myrtle Beach SC they lost a wheel. Unit	503	06/11/03	001WEBBB
08	was towed to a local dealer and they had a part	504	06/11/03	001WEBBB
09	overnighted. Trl was then taken to Young's RV in Kings	505	06/11/03	001WEBBB
10	Mountain where it is now. Cust says they incurred some	506	06/11/03	001WEBBB
11	costs and have some questions as to why this happened.	507	06/11/03	001WEBBB
12	Cust says she rec'd the Wheel Lug Nut Torque	508	06/11/03	001WEBBB
13	supplement in the mail-she thinks after they returned	509	06/11/03	001WEBBB
14	home. I left a message for 053 to call cust at	510	06/11/03	001WEBBB
15	[redacted] - 001WEBBB	511	06/11/03	001WEBBB

MODE:F ACTION: WCPUNTINQ/WCP465-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
15 92173	383	TER 6TH QNTM	2952B	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt Problems	Correspond In:	Out:N
15		06/06/03			

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
04/04/03	04/26/03	0	508292 MIKE THOMPSON'S RV COLTON COLTON CA 92324

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
1 ICEBERG (BLUE)	407	[redacted] LAKE ELSINORE, CA [redacted]	1EA5B292341592173

#40

2.Claim History Inq 3.Appliance Inquiry 4.Option Inquiry 5.Tire Inquiry
6.Unit Comments-Yes! 7.Audit Inquiry-No 8.MUSE Comments-No

No warranty Claim Submitted -

Property Damage Claim - See Attached

Unit Comment Maintenance

Unit No	Product No	Description
015 92173	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01			02/07/04	
02	COMMENTS FROM CRAIG BIAZO 6-16-03:	10	02/07/04	150LSONR
03	REPORTED BY CRAIG BIAZO- FLEETWOOD #15- RIALTO, CA	20	02/07/04	150LSONR
04	INCIDENT DATE: JUNE 16, 2003	30	02/07/04	150LSONR
05	REPORTED DATE: JUNE 16, 2003	40	02/07/04	150LSONR
06	[redacted]	50	02/07/04	150LSONR
07	[redacted]	60	02/07/04	150LSONR
08	LAKE ELSINORE, CA [redacted]	70	02/07/04	150LSONR
09	[redacted]	80	02/07/04	150LSONR
10	UNIT # 1EA5B292341592173	90	02/07/04	150LSONR
11	2004 TERRY 5TH QUANTUM 29528	100	02/07/04	150LSONR
12	CUSTOMER TRAVELING WEST BOUND ON HIGHWAY 79, SAW TIRE S	110	02/07/04	150LSONR
13	EPARATE FROM VEHICLE IN REAR VIEW MIRROR. CUSTOMER COU	120	02/07/04	150LSONR
14	LD NOT FIND PULL OFF FOR APPROXIMATELY 1.5 MILES. CUST	130	02/07/04	150LSONR
15	OMER VISUALLY INSPECTED AND NOTED THE LOSS OF THE DRIVE	140	02/07/04	150LSONR

Unit Comment Maintenance

Unit No	Product No.	Description
015 92173	383	TER 5TH GNTN

Comments	Seq	Add Date	Added by
01 R SIDE REAR WHEEL MISSING, LUG NUTS MISSING, BUT LUG BO	150	02/07/04	150LSONR
02 LTS INTACT. WALKED BACK TO WHERE INCIDENT HAPPENED AND	160	02/07/04	150LSONR
03 INCIDENT HAPPENED AND WAS FLAGGED DOWN BY TWO SEPARATE	170	02/07/04	150LSONR
04 PERSONS WHO'S CARS HAD BEEN HIT BY THE WHEEL. CUSTOMER	180	02/07/04	150LSONR
05 LOCATED WHEEL AND REINSTALLED, EXCHANGED INFORMATION W	190	02/07/04	150LSONR
06 ITH EFFECTED PERSONS AND TRAVELED HOME AND NOTIFIED DEA	200	02/07/04	150LSONR
07 LERSHIP. MATTER HAS BEEN TURNED OVER TO HIS INSURANCE C	210	02/07/04	150LSONR
08 OMPANY.	220	02/07/04	150LSONR
09 PROPERTY DAMAGE INFORMATION:	230	02/07/04	150LSONR
10 2002 SABLE - FENDER DAMAGE	240	02/07/04	150LSONR
11 2002 BUICK LE SABRE, REAR T	250	02/07/04	150LSONR
12 RUNK DAMAGED	260	02/07/04	150LSONR
13 DAMAGE AMOUNT :3,000.00	270	02/07/04	150LSONR
14 FLEETWOOD DEALER: DALE HAMMERS - SERVICE MANAGER - MTRV	280	02/07/04	150LSONR
15 - COLTON	290	02/07/04	150LSONR

Unit Comment Maintenance

Unit No	Product No	Description
815 92173	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01	INCIDENT LOCATION: WEST BOUND - CA HIGHWAY (79)	300	02/07/04	150LSONR
02			07/23/03	
03	PDR-CARPET STAIN KDIRTY DENT IN MICROWAVE GLASS. TOP	10	07/23/03	15SANCHM
04	LEFT CORNER OF REFER SCRATCHE LUMPS UNDR DINE TABLE TOP	20	07/23/03	15SANCHM
05	COVER. WD SEAM ABOVE TOP RIGHT CORNER OF REAR DR UNEVE	30	07/23/03	15SANCHM
06	GLUE ON CURBSIDE COMP DR ABOVE LPG DR. HOLE IN DECAL	40	07/23/03	15SANCHM
07	BEHIND LADDER DECAL SCRATCHED REAR TOP ROADSIDE.-------	50	07/23/03	15SANCHM
08	----------	60	07/23/03	15SANCHM
09		501	06/16/03	15BIAZOC
10	Chassis - Wheels - Customer had dealer contact	502	06/16/03	15BIAZOC
11	fleetwood on his behalf to report wheel loss of	503	06/16/03	15BIAZOC
12	drivers side rear wheel lost while in transit. will	504	06/16/03	15BIAZOC
13	contect customer in the am no personal injury reported	505	06/16/03	15BIAZOC
14	- SADMIN	506	06/16/03	15BIAZOC
15				

Fleetwood Incident Report

Reported by Craig Blazo- Fleetwood #15- Rialto, Ca
Incident Date: June 16, 2003
Reported Date: June 16, 2003

[redacted]
LAKE ELSINORE, CA [redacted]
[redacted]
Unit # 1EA5B292341592173
2004 TERRY 5TH QUANTUM 2952B

Customer traveling west bound on Highway 79, saw tire separate from vehicle in rear view mirror. Customer could not find pull off for approximately 1.5 miles. Customer visually inspected and noted the loss of the Driver side Rear Wheel missing, lug nuts missing, but lug bolts intact. Walked back to where incident happened and was flagged down by two separate persons who's cars had been hit by the wheel. Customer located wheel and reinstalled, exchanged information with effected persons and traveled home and notified dealership. Matter has been turned over to his insurance company.

Property Damage Information:

2002 Sable - Fender Damage; 2002 Buick Le Sabre, Rear Trunk Damaged

Damage Amount :3,000.00

Fleetwood Dealer: Dale Hammers - Service Manager - MTRV – Cotton

Incident Location: West Bound - CA Highway (79)

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 028 05119 Year 04
Prod 392 PRL RGL AXS
Model 300FQ Mileage

05 Stock? N
06 CustSig? Y
07 FrtBill? Y
08 PrePaid? N
VenResp? N
VenInv? N
VenPaid? N
PlntInv? Y
Scrap? N

09 Claim No 849513
10 Prior Auth No 28 019434
11 Dealer RO No 25728
Recap No 29591
12 Customer DOP 06/12/03
13 Unit Received 06/20/03
14 Service Began 06/20/03
15 Service Ended 07/19/03
16 Cust Notified 07/22/03
17 Claim Received 08/06/03
Claim Entered 08/12/03

Dealer 514468 Labor Rate $62.00
TONY'S RV PARTS & SERVICE, INC
130 POND BRANCH RD
LEXINGTON SC 29073 8582
803-894-3071

03 Owner WALTER ADCOCK

18APerts 551.14
19 Labor 1,348.50
20 Sublet
21 Freight 65.90
22ATotal 1,965.54

Bi*RCs 3 FRCs 3 Parts 4
82 Appliances 0
83 Comments 1
85 Authorization Y
86 Unit History C

Status 7J Dealer & plant M/E processing complete.
WRCO Review 08/12/03 28DEMBEW
VCB Review

#41

Hub/Drum - Wheel + Tire
No Parts No #'s used.

Claim Line Item History Inquiry

Unit 028 06118	Dealer 514458 TONY'S RV PARTS & SERVICE, INC		Claim 849513
01 RC# 1 of 3	STUDS ON RIGHT REAR WHEEL BROKE OFF WHEEL DID DAMAGE TO CAMPER		
Root Cause 005	CRACKED		
04*FRC 1 of 1	0101-08 Hub, complete, R/R		
21 Respon	C WARRANTY,OTHER	R/C Flag R1 Root Cause	
31 Vendor			

	Hours	Rate	Amount
41*Labor	4.00	$52.00	248.00
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status J Adjusted	
81*Parts	4
83 Comments	1

MODE:F ACTION: WCPCLAHIS/WCP363-1K

Claim Line Item History Inquiry

Unit 028 06118 Dealer 514458 TONY'S RV PARTS & SERVICE, INC Claim 849513

01 RC# 2 of 3 DO REPAIRS WHERE WHEEL CAME OFF

Root Cause 009 BENT

04 FRC 1 of 1 0132-01 Metal, full or partial sheets, R/R
21 Respon C WARRANTY,OTHER R/C Flag R2 Root Cause
31 Vendor

	Hours	Rate	Amount
41 Labor	13.75	$62.00	852.50
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

	Status C	Correct
81 Parts		0
83 Comments		1

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 028 05118 Dealer 514458 TONY'S RV PARTS & SERVICE, INC Claim 849513

01 RC# 3 of 3 RR TIRE BLEW TIRE

Root Cause 032 COMPONENT FAILURE

04 FRC 1 of 1 0122-01 Tire, all, (Photo Required), TT only, Repair
21 Respon C WARRANTY,OTHER R/C Flag R3 Root Cause
31 Vendor

	Hours	Rate	Amount
41 Labor	4.00	$62.00	248.00
42 VCB			
43 Sublet? N—			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

	Status C	Correct
81 Parts		0
83 Comments		1

Authorization Inquiry

01 Authorization No.	28 019434 A=Active		Approved by 28MOULDD
Plt/Serial No	028 06118	Mileage	02 on 08/04/03
03 Comments	PRL RGL AX5		
Dealer No	514458 TONY'S RV PARTS & SERVICE, INC		
Dealer Contact	DAN		Ext. Service Days 57

There ARE authorization comments.

	FRC/Desc	$ Auth	$ Used	Hrs Auth	Hrs Used
04	0101-08	$248.00	$248.00		
	Hub, complete, R/R				
05	0122-01			4.00	4.00
	Tire, all, (Photo Required), TT only, Repair				
06	0132-01			13.75	13.75
	Metal, full or partial sheets, R/R				
07					

Claim Part History Inquiry

Unit 028 06118	Dealer 514458 TONY'S RV PARTS & SERVICE, INC	Claim 849513
01 RC# 1 of 3	STUDS ON RIGHT REAR WHEEL BROKE OFF WHEEL DID DAMAGE TO CAMPER	
11 Part 3 of 4	136771 CAP- SNAP, CHROME /DSM MG540	N79-050N79-0500
21 Respon C 31 Vendor 202100	WARRANTY,OTHER	

51	Fle	Dlr
Qty Used		12.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
51AReimb Cost	.88 EA	10.56
62 VCB Cost	.36 EA	
63 Freight		

71 Shipped	Scrap Confirmed? N	Status J Adjusted
Shipper		83 Comments 1
RGA No		

Claim Part History Inquiry

Unit 028 06118	Dealer 514458 TONY'S RV PARTS & SERVICE, INC	Claim 849513
01 RC# 1 of 3	STUDS ON RIGHT REAR WHEEL BROKE OFF WHEEL DID DAMAGE TO CAMPER	
11 Part 1 of 4	001 SHOP SUPPLIES (WCP)	
21 Respon	C WARRANTY,OTHER	
31 Vendor		

51	Fle	Dlr
Qty Used		20.0
VCB	0	
#Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
51AReimb Cost		442.65
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed? N	Status J Adjusted
Shipper		83 Comments 1
RGA No		

Unit Comment Maintenance

Unit No	Product No	Description
028 06118	392	PRL RGL AX6

	Comments	Seq	Add Date	Added by
01			06/20/03	
02	I SENT AN E-MAIL ASKING FOR BRIAN SHRADER TO MAKE	10	06/20/03	01DLSONR
03	CONTACT WITH CUSTOMER.	20	06/20/03	01DLSONR
04		501	06/20/03	001WEBBB
05	Chassis - Wheels - Cust called to say that last	502	06/20/03	001WEBBB
06	night he lost a wheel while travelling near Columbia	503	06/20/03	001WEBBB
07	SC. Mr says he talked to 053 this morning and let them	504	06/20/03	001WEBBB
08	know that he no longer wants the trl. Cust says his	505	06/20/03	001WEBBB
09	wife is afraid to travel in it and he does not want to	506	06/20/03	001WEBBB
10	tow it back to Florida. I spoke to Dodie and he says	507	06/20/03	001WEBBB
11	he referred cust to Lazy Days. Cust says they will not	508	06/20/03	001WEBBB
12	get him out of the unit. Cust wants to speak to	509	06/20/03	001WEBBB
13	menagement here at corp. I left message for Robby to	510	06/20/03	001WEBBB
14	call cust at [redacted]. Cust says Roadside	511	06/20/03	001WEBBB
15	Assistance is coming out to repair. - 001WEBBB	512	06/20/03	001WEBBB

Unit Comment Maintenance

Unit No	Product No	Description
028 05118	392	PRL RGL AX6

	Comments	Seq	Add Date	Added by
01	Chassis - Wheels - Tire and wheel came off in	513	06/20/03	SADMIN
02	transit - SADMIN	514	06/20/03	SADMIN
03	Interior/Soft Trims - Interior Doors - Cabinet door	515	06/20/03	SADMIN
04	are crooked and screws are missing from hinges.Drawers	516	06/20/03	SADMIN
05	aere not sanded proper - SADMIN	517	06/20/03	SADMIN
06			02/04/03	
07	PDR 1-31-03 NO DRIVER DAMAGE UNIT WASHED	10	02/04/03	2BYOUNGR
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 023 06636 Year 04
Prod 383 TER 5TH QNTM
Model 366FL Mileage

Dealer 504877 ALabor Rate $58.48
SOUTHSIDE PLYMOUTH CHRYSLER
2804 GRETZ AVE 403-346-5577
RED DEER AB CAN T4R 1M4

03*Owner

05	Stock?	Y	
06	CustSig?	N	
07	FrtBill?	N	
08	PrePaid?	N	
	VenResp?	N	
	VenInv?	N	
	VenPaid?	N	
	PlntInv?	Y	
	Scrap?	N	

09	Claim No	198843
10	Prior Auth No	24 026847
11	Dealer RO No	74286
	Recap No	22691
12	Customer DOP	
13	Unit Received	06/20/03
14	Service Began	06/20/03
15	Service Ended	06/23/03
16	Cust Notified	
17	Claim Received	06/23/03
	Claim Entered	06/23/03

18A	Parts	3.85
19A	Labor	75.02
20	Sublet	
21	Freight	
22A	Total	79.87

81*	RCs 2 FRCs	2 Parts 1
82	Appliances	0
83	Comments	3
86	Authorization	Y
88	Unit History	C

#43

Status 7J Dealer & plant M/E processing complete.
WACO Review 06/24/03 24EWINGR
VCB Review

Showed Lug Wheel Studs - Required -

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 023 05636	Dealer 504877 SOUTHSIDE PLYMOUTH CHRYSLER	Claim 198843

01 RC# 1 of 2 Left rear wheel stud broke off - remove wheel, drum, R&R stud, reinstall all
Root Cause 005 CRACKED

04 FRC 1 of 1 0101-00 TRAVEL TRAILER AXLE ASSEMBLY
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	1.00	$58.48	58.48
42 VCB			
43 Sublet? N—		N—	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

	Status J Adjusted
81 Parts	1
83 Comments	3

Claim Part History Inquiry

Unit 023 06636	Dealer 504877 SOUTHSIDE PLYMOUTH CHRYSLER	Claim 198843
01 RC# 1 of 2	Left rear wheel stud broke off - remove wheel, drum, R&R stud, reinstall all	
11 Part 1 of 1	001 SHOP SUPPLIES (MCP)	
21 Respon	C WARRANTY,OTHER	
31 Vendor		

51	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61AReimb Cost		3.85
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed?	Status J Adjusted
Shipper		83 Comments 3
RGA No		

Claim Comment History Inquiry

Unit 023 06636 Dealer 604877 SOUTHSIDE PLYMOUTH CHRYSLER Claim 198643

	Seq	Vendor	Comments
	9000		Claim entered at dealership by: Cheryl on 06/23/03
	9002		NOTE: Shop supplies rep. line 1 includes 1/2" stud & washer
03	9021		2...reinstall screw, reinstall dome, test OK
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

Unit Comment Maintenance

Unit No	Product No	Description
023 06536	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01	water dump valve - doesn"t close all the way. -	514	07/11/03	SADMIN
02	SADMIN	515	07/11/03	SADMIN
03		501	06/24/03	24MANND
04	Dealer - Negative - DEALER CALLED TO SAY THIS	502	06/24/03	24MANND
05	CUSTOMER HAS SHEARED ONE LUGG BOLT ON THE UNIT. DEALER	503	06/24/03	24MANND
06	WILL REPAIR AND CHECK LUGG NUTS. - SADMIN	504	06/24/03	24MANND
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 023 06517 Year 04 Prod 337 TRIUMPH 5TH WHL Model 33 5Z Mileage		09 Claim No 222940 10 Prior Auth No 24 026937 11 Dealer RO No Recap No 23112
04 Dealer 513259 Labor Rate $60.00 LONE PEAK TRAILER SALES 3851 NW FRONTAGE RD LEHI 801-768-8431 UT 84043	05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 PrePaid? N VenResp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	12 Customer DOP 03/05/03 13 Unit Received 06/23/03 14 Service Began 06/23/03 15 Service Ended 06/25/03 16 Cust Notified 06/25/03 17*Claim Received 09/24/03 Claim Entered 09/24/03
03*Owner Robert Heringer		
18 Parts 19 Labor 300.00 20 Sublet 21 Freight 22 Total 300.00		81*RCs 1 FRCs 1 Parts 0 82 Appliances 0 83 Comments 5 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 09/24/03 24EWINGR VCB Review		# 44

Replaced (1) Hub-Drum.
Replaced - All Alum wheels w/ STEEL wheels.

MODE:F ACTION: MCPCLAHIS/MCP353-1K

Claim Line Item History Inquiry

Unit 883 06517	Dealer 513259 LONE PEAK TRAILER SALES	Claim 222940

01 RC# 1 of 1 Lug studs sheared off & customer lost the tire & wheel on freeway. We had to go to customer on freeway instlal ....
Root Cause 089 MISROUTED

04 FRC 1 of 1 0101-00 TRAVEL TRAILER AXLE ASSEMBLY
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	5.00	$60.00	300.00
42 VCB			
43 Sublet? N		N	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necsz	

Status E Warnings	
81 Parts	0
83 Comments	5

Claim Comment History Inquiry

Unit 023 06517 Dealer 513259 LONE PEAK TRAILER SALES Claim 222940

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by: Grant on 09/24/03
02	9002		THis was approved by Dave Mann
03	9011		1...temperary hub & wheel to limp them in then installed new
04	9012		1...hub & drum & changed all 4 wheels to steel along
05	9013		1...w/beauty caps.
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

Unit Comment Maintenance

Unit No	Product No	Description
023 06517	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01			10/08/03	
02	REC'D UNIT EVALUATION FORM FROM #23 INFORMING	10	10/08/03	010LSONR
03	UNIT LOST WHEEL AND TIRE IN TRANSIT. I INPUT INTO	20	10/08/03	010LSONR
04	THE TREAD PORTAL.....R.OLSON	30	10/08/03	010LSONR
05	RECEIVED CLAIM WITH NO PRIOR KNOWLEDGE OF THIS PROBLEM.	40	10/08/03	24MANND
06	FILLED OUT A SAFETY EVALUATION.	50	10/08/03	24MANND
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: WACO Claim Header Review WCPCLAREV/WCP330-2T

01 Plant/Serial No 015 92185 Year 04 Prod 383 TER 5TH QNTM Model 29528 Mileage	05 Stock? N 06 CustSig? Y 07 FrtBill? Y 08 PrePaid? N VenResp? N VenInv? N VenPaid? N PlntInv? N Scrap? N	09 Claim No994354 10 Prior Auth No 15 048292 11 Dealer RO No 41397 Recap No 12 Customer DOP 06/23/03 13 Unit Received 07/21/03 14 Service Began 08/26/03 15 Service Ended 09/02/03 16 Cust Notified 09/02/03 17*Claim Received 01/07/04 Claim Entered 01/09/04
02 Dealer 507819 Labor Rate $90.00 YOUNG'S RV CENTER 2337 W AVENUE I 661-942-8447 LANCASTER CA 93535		
03 Owner [redacted]		
18 Parts 283.27 19 Labor 369.00 20 Sublet 21 Freight 40.00 22 Total 692.27		81*RCs 4 FRCs 4 Parts 3 82 Appliances 0 83 Comments 9 85 Authorization Y 86 Unit History 87 Warnings Y 88 Adjustments 0 89 Summary #45
Status 4E Ready for WACO review - warning(s). WACO Review VCB Review		

(1) # 362583 Alum Wheels — L01-4010

(4) — Hub Assy

(1) # 027202 TIRE — L05-3004

Customer Reimbursement Claim attached.

WACO Claim Part Review

Unit 015 92185 Dealer 507819 YOUNG'S RV CENTER Claim 994364

01 RC# 1 of 4 WHEN TRAVELING RT FRNT HUB 1 HUB HAS BROKEN STUD &RT REAR HU B HAS 5 BROKEN STUD &DAMAGED CNTR DUST CAP REPLACED BRAKE...

11 Part 1 of 1 001
SHOP SUPPLIES (WCP)

21 Respon
31 Vendor

51	Fle	Dlr
Qty Used		17.0
VCB	0	
*Rcvd/Rtn	2	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	2	0

	Unit	Total
51 Reimb Cost		279.03
62 VCB Cost		
63 Freight		40.00

71 Shipped Scrap Confirmed? N
Shipper
RGA No

Status E Warnings
83 Comments 9
84 Vendor Agrment N

MODE:F ACTION: WCPCLAREV/WCP314-1N

WACO Claim-Line Item Review

Unit 015 92185	Dealer 507819 YOUNG'S RV CENTER	Claim 994364

01 RC# 1 of 4 WHEN TRAVELING RT FRNT HUB 1 HUB HAS BROKEN STUD &RT REAR HU B HAS 6 BROKEN STUD &DAMAGED CNTR DUST CAP REPLACED BRAKE...
Root Cause 155 WRONG PART

04 FRC 1 of 1 0101-00 Hub, complete, R/R
21 Respon R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	1.50	$90.00	144.00
42 VCB			
43 Sublet? N—			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacaz	

FRC/claim 1 of 4

Status E Warnings	
81*Parts	1
83 Comments	9
84 Vendor Agrment	N
85 Authorization	Y
87 Warnings	Y
88 Adjustments	0
89 Summary	

Claim Comment Maintenance

Unit 015 92185 Dealer 507819 YOUNG'S RV CENTER Claim 994354

	Seq	Vendor	Comments
	9000		Claim entered at srvc plant by: 15BAKERM on 01/09/04
	9001		CONT LINE #1-HUBS. INSTLD NEW BEARINGS &LUBED.
03	9010		CONT LINE #4-&BURN WIRES @40AMP BREAKER R&I ACCSS PANEL TO
04	9020		BREAKER, REPLACED BREAKER, BURNT WIRE TO BREAKER &TEST.
05	9030		PART LINE #1-001, DEXTER, DEXTER HUB @122.66, 202198.
06	9040		NOTE: PART LINE #4-SCRAP PER AUTH 15048292.
07	9050		PART LINE #1 CRC (1) FOR @6.21, CAPPED LUGS @2.08EA (12) FOR
08	9060		$24.96, SEALS @1.27EA (2) FOR $2.54, DEXTER HUB @122.66 (2)
09	9070		FOR $245.32.
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

WACO Claim Line Item Review

Unit 015 92185 Dealer 507819 YOUNG'S RV CENTER Claim 994356

01 RC# 1 of 2 CUST LOST TIRE IN TRANSIT &WRONG LUG NUTS WERE USED &COULDNT GET LUG NUT OFF FROM REAR HUB RPLC RIMS &MOUNTED NEW TIRE.
Root Cause 155 WRONG PART

04 FRC 1 of 1 0122-03 Lug nuts, defective, per wheel, TT only, R/R
21 Respon R/C Flag R1 Root Cause
31 Vendor 201143 TREDIT TIRE & WHEEL CO

	Hours	Rate	Amount
41*Labor	0.80	$90.00	72.00
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

FRC/claim 1 of 2

Status E Warnings	
81 Parts	1
83 Comments	3
84 Vendor Agrment	N
85 Authorization	Y
87 Warnings	Y
88 Adjustments	0
89 Summary	

WACO Claim Part Review

Unit 015 92185	Dealer 507819 YOUNG'S RV CENTER	Claim 994355
01 RC# 1 of 2	CUST LOST TIRE IN TRANSIT &WRONG LUG NUTS WERE USED &COULDNT GET LUG NUT OFF FROM REAR HUB RPLC RIMS &MOUNTED NEW TIRE.	
11 Part 1 of 1	362583 WHEEL- ALUMINUM MOD 15 X 6 X 655 ROUND TREDIT L01-4010	
21 Respon 31 Vendor 201143	TREDIT TIRE & WHEEL CO	

51	Fle	Dlr
Qty Used		2.0
VCB	0	
Rcvd/Rtn	2	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	2	0

	Unit	Total
61 Reimb Cost	109.40 EA	218.80
62 VCB Cost	50.59 EA	
63 Freight		40.00

71 Shipped	Scrap Confirmed? N
Shipper	
RGA No	

	Status C	Correct
83 Comments		3
84 Vendor Agrment		N

MODE:F ACTION: WCPCLAREV/WCP314-1N

WACO Claim Line Item Review

Unit 015 92185 Dealer 507819 YOUNG'S RV CENTER Claim 994366

01 RC# 1 of 2 CUST LOST TIRE IN TRANSIT &WRONG LUG NUTS WERE USED &COULDNT GET LUG NUT OFF FROM REAR HUB RPLC RIMS &MOUNTED NEW TIRE.
Root Cause 155 WRONG PART

04 FRC 1 of 1 0122-03 Lug nuts, defective, per wheel, TT only, R/R
21 Respon R/C Flag R1 Root Cause
31 Vendor 201143 TREDIT TIRE & WHEEL CO

	Hours	Rate	Amount
41*Labor	0.80	$90.00	72.00
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

FRC/claim 1 of 2

Status E Warnings	
81 Parts	1
83 Comments	3
84 Vendor Agrment	N
85 Authorization	Y
87 Warnings	Y
88 Adjustments	0
89 Summary	

Claim Comment Maintenance

Unit 015 92185 Dealer 507819 YOUNG'S RV CENTER Claim 994366

	Seq	Vendor	Comments
01	9000		Claim entered at srvc plant by: 15BAKERM on 01/09/04
02	9001		PART LINE #1-362583, TREDIT, ALUM WHEEL, 201143.
03	9010		NOTE: PART LINE #2-SCRAP DEFECT PER AUTH 15048292.
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

MODE:F ACTION: WACO Claim Header Review WCPCLAREV/WCP330-2T

01 Plant/Serial No 015 92185 Year 04
Prod 383 TER 5TH QNTM
Model 29528 Mileage

Dealer 507819 Labor Rate $90.00
YOUNG'S RV CENTER
2337 W AVENUE I
LANCASTER CA 93536

03 Owner [redacted]

05 Stock? N
06 CustSig? Y
07 FrtBill? Y
08 PrePaid? N
VanRsap? N
VanInv? N
VanPaid? N
PlntInv? N
Scrap? N

09 Claim No994355
10 Prior Auth No 15 048292
11 Dealer RO No 41397
Recap No
12 Customer DOP 06/23/03
13 Unit Received 07/21/03
14 Service Began 08/26/03
15 Service Ended 09/02/03
16 Cust Notified 09/02/03
17*Claim Received 01/12/04
Claim Entered 01/12/04

18APerts	194.68
19 Labor	45.00
20 Sublet	
21 Freight	28.00
22ATotal	267.68

Status 4J Ready for WACO review - adjusted.
WACO Review
VCB Review

81*RCs 1 FRCs 1 Parts	2
82 Appliances	0
83 Comments	6
85 Authorization	Y
86 Unit History	
87 Warnings	Y
88 Adjustments	2
89 Summary	

WACO Claim Line Item Review

Unit 015 92185 Dealer 507819 YOUNG'S RV CENTER Claim 994355

01 RC# 1 of 1 CUST COULDNT FIND TIRE AFTER TIRE LOSS FLEETWOOD SENT REPLAC
EMENT RIM &TIRE BUT 1 RIM IS NOT THE SAME DESIGN HAD TO.....
Root Cause 166 WRONG PART

04*FRC 1 of 1 0122-03 Lug nuts, defective, per wheel, TT only, R/R
21 Respon R/C Flag R1 Root Cause
31 Vendor 201143 TREDIT TIRE & WHEEL CO

	Hours	Rate	Amount
41 Labor	0.50	$90.00	45.00
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacaz	

FRC/claim 1 of 1

Status J	Adjusted
81*Parts	2
83 Comments	6
84 Vendor Agrment	N
86 Authorization	Y
87 Wernings	Y
88 Adjustments	0
89 Summary	

MODE:F ACTION: WCPCLAREV/WCP315-10

WACO Claim Part Review

Unit 015 92185	Dealer 507819 YOUNG'S RV CENTER	Claim 994365

01 RC# 1 of 1 CUST COULDNT FIND TIRE AFTER TIRE LOSS FLEETWOOD SENT REPLACEMENT RIM &TIRE BUT 1 RIM IS NOT THE SAME DESIGN HAD TO.....

11 Part 2 of 2 382583
WHEEL- ALUMINUM MOD 15 X 6 X 655 ROUND TREDIT L01-4010

21 Respon
31 Vendor 201143 TREDIT TIRE & WHEEL CO

51	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	1	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	1	0

	Unit	Total
61AReimb Cost	109.40 EA	109.40
62 VCB Cost	50.69 EA	
63 Freight		

71 Shipped Scrap Confirmed? N
Shipper
RGA No

Status J Adjusted
83 Comments 5
84 Vendor Agrmnt N

Claim Comment Maintenance

Unit 015 92185 Dealer 507819 YOUNG'S RV CENTER Claim 994355

	Seq	Vendor	Comments
	9000		Claim entered at srvc plant by: 15BAKERM on 01/12/04
	9001		CONT LINE #1-USE &P/UP COACH.
03	9010		NOTE: THERE IS NO FREIGHT BILL ATTACHED. RIM &TIRE STUCK TOG
04	9020		ETHER. TIRE MISSING ON ORIGINAL RIM NO DEFECT.
05	9030		PART LINE #1-027202, GOODYEAR, ST225/75 15 TIRE, 045400.
06	9040		PART LINE #1-362583, TREDIT, ALUM WHEEL, 201143.
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

Unit Comment Maintenance

Unit No	Product No	Description
015 92185	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01	wheel well, tire, and wheel. Also demage to the drum.	505	07/17/03	15YOUNGJ
02	We will reimburse customer for repairs, no parts	506	07/17/03	15YOUNGJ
03	required, tire was un-obtaineble. - SADMIN	507	07/17/03	15YOUNGJ
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				

Unit Comment Maintenance

Unit No	Product No	Description
015 92185	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01			07/23/03	
02	POR-UPPER HEAD BOARD STORAGE INNER MOLDING FALL OFF	10	07/23/03	15SANCHM
03	BRAKE TOP MLDNG REFER DR PLUS SCRTCHD ON THE FRAME.	20	07/23/03	15SANCHM
04	SCRATCHED ON SILVER DECAL DR. SPARE TIRE MISSING @	30	07/23/03	15SANCHM
05	SCRATCHED ON SILVER DECAL DR. SPARE TIRE MISSING @	40	07/23/03	15SANCHM
06	BENNET YARD STORAGE WHEN BE DELIVERY TO COLTON.--------	50	07/23/03	15SANCHM
07			07/18/03	
08	ISSUED CUSTOMER REIMBURSEMENT FOR SHEARED LUG NUTS FOR	10	07/18/03	15YOUNGJ
09	$355.00 CLAIM # 940901 AUTHORIZATION # 15045292. SENT C	20	07/18/03	15YOUNGJ
10	USTOMER LETTER NOTIFYING, DOCUMENT AND FILE.	30	07/18/03	15YOUNGJ
11	----------	40	07/18/03	15YOUNGJ
12		501	07/17/03	15YOUNGJ
13	Chassis - Tires - When customer is in transit,	502	07/17/03	15YOUNGJ
14	passenger rear tire studs sheared and tire came off	503	07/17/03	15YOUNGJ
15	causing customer to lose a day of vacation. Damage to	504	07/17/03	15YOUNGJ

MODE:F ACTION: NCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
015 92185	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01			01/12/04	
02	NOTES ON CLAIM #994355: WHEN CUST HAD ORIGINAL RIMS REP	10	01/12/04	15BAKERM
03	AIRED ON THE ROAD REPAIR SHOP USED ACORN LUG NUTS, ONLY	20	01/12/04	15BAKERM
04	AVAILABLE @TIME, CANNOT RMV LUG NUT TO ORDER 2ND REPLAC	30	01/12/04	15BAKERM
05	EMENT RIM. VERBAL PER CHARLIE.----------	40	01/12/04	15BAKERM
06	----------	50	01/12/04	15BAKERM
07			07/25/03	
08	OK FOR YOUNGS RV 2.5 HRS TO R/R HUB----------	10	07/25/03	15DOBBSC
09			07/24/03	
10	SPOKE TO MIKE AT YOUNGS RV AND WAS INQUIRING ABOUT THE	10	07/24/03	15YOUNGJ
11	STATUS OF THE TRAILER, MIKE STATED THAT HE IS WAITING O	20	07/24/03	15YOUNGJ
12	N SOME PARTS RIGHT NOW INCLUDING HUBS AND DUST COVERS,	30	07/24/03	15YOUNGJ
13	WILL ALSO REPLACE THE RIM AND TIRE IF HE FEELS THERE IS	40	07/24/03	15YOUNGJ
14	EXCESSIVE DAMAGE.	50	07/24/03	15YOUNGJ
15	----------	50	07/24/03	15YOUNGJ

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP362-1W

01 Plant/Serial No 015 92185 Year 04
Prod 383 TER 5TH QNTM
Model 29528 Mileage

Dealer 507639 *Labor Rate $1.00
JASON DECKER
40252 CORAL LANE
PALMDALE CA 93551 5257

03 Owner [redacted]

05	Stock?	N	
06	CustSig?	Y	
07	FrtBill?	N	
08	PrePaid?	N	
	VenResp?	N	
	VenInv?	N	
	VenPaid?	N	
	PlntInv?	Y	
	Scrap?	N	

09	Claim No	940901
10	Prior Auth No	15 045292
11	Dealer RO No	
	Recap No	15557
12	Customer DOP	06/23/03
13	Unit Received	07/03/03
14	Service Began	07/03/03
15	Service Ended	07/03/03
16	Cust Notified	07/03/03
17	Claim Received	07/18/03
	Claim Entered	07/18/03

18	Parts	65.00
19	Labor	
20	Sublet	300.00
21	Freight	
22	Total	365.00

81	*RCs	1	FRCs	1	Parts 1
82	Appliances				0
83	Comments				1
85	Authorization				Y
86	Unit History				C

Status 7E Dealer & plant M/E processing complete.
WACO Review 07/21/03 15HARKIB
VCB Review

Claim Line Item History Inquiry

Unit 015 92185 Dealer 507639 JASON DECKER Claim 940901

01 RC# 1 of 1 LUG NUTS SHEARED TIRE CAME OFF PUT NEW LUG NUTS & BOLTS ON FILE.
Root Cause 078 DISTORTED

04 FRC 1 of 1 0101-00 TRAVEL TRAILER AXLE ASSEMBLY
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$1.00	
42 VCB			
43 Sublet? Y—Inv? Y—			
44 Parts		Type 90	
45 Labor	300.00	for sub	
46 Total	300.00	necez	

Status E Warnings	
81 Parts	1
83 Comments	1

Claim Part History Inquiry

Unit 015 92185	Dealer 507639 JASON DECKER		Claim 940901
01 RC# 1 of 1	LUG NUTS SHEARED TIRE CAME OFF PUT NEW LUG NUTS & BOLTS ON FILE.		
11 Part 1 of 1	001 SHOP SUPPLIES (WCP)		
21 Respon	C WARRANTY,OTHER		
31 Vendor			

51	Fle	Dlr		Unit	Total
Qty Used		12.0	61 Reimb Cost		55.00
VCB	0		62 VCB Cost		
Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	0			
Rejected	0		71 Shipped	Scrap Confirmed? N	
Lost	0	0	Shipper		83 Comments
Shipped	0	0	RGA No		

Status C Correct 1

Authorization Comment Maintenance

Authorization No. 15 045292 A=Active
Approved by 15YOUNGJ
Plt/Serial No 015 92185 Mileage
on 07/18/03
TER 5TH QNTM
Dealer No 507639 MISCELLANEOUS CUSTOMER
Dealer Contact decker
Service Days 1

	Comments	Seq	Added by	Add Date
01	LUG NUTS SHEARED, R/I TIRE & WHEEL, PUT HEAVY DUTY LUG	010	15YOUNGJ	07/18/03
02	NUTS AND BOLTS.	020	15YOUNGJ	07/18/03
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				

Unit Comment Maintenance

Unit No	Product No	Description
015 92185	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01			01/12/04	
02	NOTES ON CLAIM #994356: WHEN CUST HAD ORIGINAL RIMS REP	10	01/12/04	15BAKERM
03	AIRED ON THE ROAD REPAIR SHOP USED ACORN LUG NUTS, ONLY	20	01/12/04	15BAKERM
04	AVAILABLE @TIME, CANNOT RMV LUG NUT TO ORDER 2ND REPLAC	30	01/12/04	15BAKERM
05	EMENT RIM. VERBAL PER CHARLIE.----------	40	01/12/04	15BAKERM
06	----------	50	01/12/04	15BAKERM
07			07/25/03	
08	OK FOR YOUNGS RV 2.5 HRS TO R/R HUB----------	10	07/25/03	15DOBBSC
09			07/24/03	
10	SPOKE TO MIKE AT YOUNGS RV AND WAS INQUIRING ABOUT THE	10	07/24/03	15YOUNGJ
11	STATUS OF THE TRAILER, MIKE STATED THAT HE IS WAITING O	20	07/24/03	15YOUNGJ
12	N SOME PARTS RIGHT NOW INCLUDING HUBS AND DUST COVERS,	30	07/24/03	15YOUNGJ
13	WILL ALSO REPLACE THE RIM AND TIRE IF HE FEELS THERE IS	40	07/24/03	15YOUNGJ
14	EXCESSIVE DAMAGE.	50	07/24/03	15YOUNGJ
15	----------	60	07/24/03	15YOUNGJ

Unit Comment Maintenance

Unit No	Product No	Description
015 92186	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01			07/23/03	
02	PDR-UPPER HEAD BOARD STORAGE INNER MOLDING FALL OFF	10	07/23/03	15SANCHM
03	BRAKE TOP MLDNG REFER DR PLUS SCRTCHD ON THE FRAME.	20	07/23/03	15SANCHM
04	SCRATCHED ON SILVER DECAL DR. SPARE TIRE MISSING 8	30	07/23/03	15SANCHM
05	SCRATCHED ON SILVER DECAL DR. SPARE TIRE MISSING 8	40	07/23/03	15SANCHM
06	BENNET YARD STORAGE WHEN BE DELIVERY TO COLTON.--------	50	07/23/03	15SANCHM
07			07/18/03	
08	ISSUED CUSTOMER REIMBURSEMENT FOR SHEARED LUG NUTS FOR	10	07/18/03	15YOUNGJ
09	$365.00 CLAIM # 940901 AUTHORIZATION # 15045292, SENT C	20	07/18/03	15YOUNGJ
10	USTOMER LETTER NOTIFYING, DOCUMENT AND FILE.	30	07/18/03	15YOUNGJ
11	----------	40	07/18/03	15YOUNGJ
12		501	07/17/03	15YOUNGJ
13	Chassis - Tires - When customer is in transit,	502	07/17/03	15YOUNGJ
14	passenger rear tire studs sheared and tire came off	503	07/17/03	15YOUNGJ
15	causing customer to lose a day of vacation. Damage to	504	07/17/03	15YOUNGJ

MODE:F ACTION: WCPUNTING/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
015 92185	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01	wheel wall, tire, and wheel. Also damage to the drum.	505	07/17/03	15YOUNGJ
02	We will reimburse customer for repairs, no parts	506	07/17/03	15YOUNGJ
03	required, tire was un-obtainable. - SADMIN	507	07/17/03	15YOUNGJ
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 065 92308 Year 04 Prod 382 PRL 5TH RGL Model 256BH Mileage	05 Stock? N 06 CustSig? Y 07 FrtBill? Y 08 PrePaid? N VenResp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	09 Claim No 045132 10 Prior Auth No 11 Dealer RO No Recap No 18864 12 Customer DOP 06/30/03 13 Unit Received 07/13/03 14 Service Began 07/13/03 15 Service Ended 07/13/03 16 Cust Notified 07/13/03 17 Claim Received 08/14/03 Claim Entered 08/18/03	
02 Dealer 507639 *Labor Rate $25.00 MARC VILLENEUVE 3 STEWART CRT. 819-776-9339 LEAMINGTON ON N8H 3G1			
03 Owner [redacted]			
18 Parts 19 Labor 20 Sublet 937.92 21 Freight 22 Total 937.92		81*RCs 2 FRCs 2 Parts 0 82 Appliances 0 83 Comments 1 85 Authorization N 86 Unit History C	

Status 7E Dealer & plant M/E processing complete.
WACO Review 08/18/03 65MACINE
VCB Review

#46

Reimbursement Claim - Customer.

Claim Line Item History Inquiry

Unit 065 92308 Dealer 507639 MARC VILLENEUVE Claim 046132

01 RC# 2 of 2 TAX

Root Cause 065 CANADIAN TAXES

04*FRC 1 of 1 9998-04 Taxes, Federal (GST/HST)
21 Respon C WARRANTY,OTHER R/C Flag R2 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$25.00	
42 VCB			
43 Sublet? Y	—Inv? Y		
44 Parts		Type 90	
45 Labor	61.36	for sub	
46 Total	61.36	necez	

Status E Warnings	
81 Parts	0
83 Comments	1

Claim Line Item History Inquiry

Unit 065 92308	Dealer 507639 MARC VILLENEUVE	Claim 045132

01 RC# 1 of 2 TO REIMBURSE CUSTOMER FOR OUT OF POCKET EXPENSES WHILE ON A TRIP. WHEELS FELL OFF UNIT.
Root Cause 032 COMPONENT FAILURE

04 FRC 1 of 1 0101-00 TRAVEL TRAILER AXLE ASSEMBLY
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$25.00	
42 UCB			
43 Sublet? Y	Inv? Y		
44 Parts		Type 90	
45 Labor	876.56	for sub	
46 Total	876.56	necez	

Status E Warnings	
81 Parts	0
83 Comments	1

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP362-1W

01 Plant/Serial No 015 92181 Year 04 Prod 383 TER 5TH QNTM Model 2962B Mileage			09 Claim No 942219 10 Prior Auth No 15 045256 11 Dealer RO No 325803 Recap No 15589 12 Customer DOP 06/05/03 13 Unit Received 07/11/03 14 Service Began 07/11/03 15 Service Ended 07/11/03 16 Cust Notified 07/11/03 17 Claim Received 07/21/03 Claim Entered 07/22/03
Dealer 510113 Labor Rate $70.00 REDDING RV CENTER 530-243-3461 4850 WESTSIDE RD REDDING CA 96001	05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 PrePaid? N VanRecp? N VanInv? N VanPaid? N PlntInv? Y Scrap? N		
03 Owner [redacted]			81 #RCs 1 FRCs 1 Parts 1 82 Appliances 0 83 Comments 5 85 Authorization Y 86 Unit History C
18 Parts 164.21 19 Labor 175.00 20 Sublet 21 Freight 22 Total 339.21			
Status 7E Dealer & plant M/E processing complete. WACO Review 08/04/03 15HARKIB VCB Review			#47 #48

(1)

Dealer Repairs - Replaced Lug nuts
(1) Wheel + Tire

(2)

Fleetwood Replaced:

(2) # 331039 Axles - B21-1112

(4) # 027202 - Tires 1 - L05-304

(4) # 385906 Chrome Wheel - Steer

(3)

Customer Reimbursement / Accomodation C/Main
Attached.

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 015 92181	Dealer 510113 REDDING RV CENTER	Claim 942219

01 RC# 1 of 1 LUG NUTS SHEERED OFF CURBSIDE TIRE CAME OFF IN TRANSIT CUST PARKED TRAILER IN BY PARK WE WENT TO CUSTOMER TRAILER ..
Root Cause 032 COMPONENT FAILURE

04 FRC 1 of 1 0101-00 TRAVEL TRAILER AXLE ASSEMBLY
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	2.50	$70.00	175.00
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

	Status E Warnings
81 Parts	1
83 Comments	5

Claim Part History Inquiry

Unit 015 92181	Dealer 510113 REDDING RV CENTER	Claim 942219
01 RC# 1 of 1	LUG NUTS SHEERED OFF CURBSIDE TIRE CAME OFF IN TRANSIT CUST PARKED TRAILER IN BY PARK WE WENT TO CUSTOMER TRAILER ..	
11 Part 1 of 1	001 SHOP SUPPLIES (WCP)	
21 Respon	C WARRANTY,OTHER	
31 Vendor		

51	Fle	Dlr		Unit	Total
Qty Used		11.0	61 Reimb Cost		164.21
VCB	0		62 VCB Cost		
Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	0			
Rejected	0		71 Shipped	Scrap Confirmed? N	Status C Correct
Lost	0	0	Shipper		83 Comments 6
Shipped	0	0	RGA No		

Claim Comment History Inquiry

Unit 015 92181 Dealer 510113 REDDING RV CENTER Claim 942219

	Seq	Vendor	Comments
	9000		Claim entered at srvc plant by: 15SANCHM on 07/22/03
	9001		CONT. LINE 1-PULLED DRUM R&R 5 LUGS WITH NEW INSTALL DRUM
03	9010		AND NEW TIRE & WHEEL. PARTS DESCRIPTION FOR LINE #1 -001,
04	9020		1 1/2 LUG BOLTS (5) FOR $13.17 LUG NUTS (5) FOR $3.09 AND
05	9030		5 LUG WHEEL& TIRE (1) FOR $147.95 OK'D BY PHONE
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
015 92181	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01			11/12/03	
02	CUSTOMER DID NOT RECEIVE CHECK# 1556321 FOR $343.49.	10	11/12/03	15HERRIJ
03	CHECK DID NOT CLEAR OUR BANK YET. CUSTOMER HAS NEW	20	11/12/03	15HERRIJ
04	ADDRESS: [redacted] TEMECULA, CA [redacted] NEW	30	11/12/03	15HERRIJ
05	TEL: [redacted] I ADVISED [redacted] WE WERE IN	40	11/12/03	15HERRIJ
06	THE PROCESS OF STOP PAYMENT ON ORIGINAL CHECK AND WOULD	50	11/12/03	15HERRIJ
07	RE-ISSUE HER A NEW CHECK TO BE SENT TO THE NEW ADDRESS.	60	11/12/03	15HERRIJ
08	REF: CLAIM 940969.	70	11/12/03	15HERRIJ
09	.....	80	11/12/03	15HERRIJ
10			08/20/03	
11	ISSUED CUSTOMER REIMBURSEMENT FOR CUSTOMER ACCOMODATION	10	08/20/03	15YOUNGJ
12	FOR INCONVENIENCES CAUSED, AUTH# 15045833 CLAIM# [redacted]	20	08/20/03	15YOUNGJ
13	9 FOR $346.49, NOTIFIED CUSTOMER BY LETTER, DOC AND FIL	30	08/20/03	15YOUNGJ
14	E	40	08/20/03	15YOUNGJ
15	----------	50	08/20/03	15YOUNGJ

Unit Comment Maintenance

Unit No	Product No	Description
015 92181	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01			07/10/03	
02	CUST CELL #714-899-6541	10	07/10/03	15DOBBSC
03	CUST WORK #714-505-7000	20	07/10/03	15DOBBSC
04		501	07/07/03	15DOBBSC
05	Chassis - Tires - Cust is in Redding, CA with	502	07/07/03	15DOBBSC
06	another tire fallen off. I informed her that the	503	07/07/03	15DOBBSC
07	aluminum rims need to be torqued every 10,25 and 50	504	07/07/03	15DOBBSC
08	miles. I also cilled Jason at Redding RV and he will	505	07/07/03	15DOBBSC
09	look at unit today. Cellad cust back and she will call	506	07/07/03	15DOBBSC
10	Jason. Customer also feels unsafe in unit and refuses	507	07/07/03	15DOBBSC
11	to tow it home. I will give this info to Craig Biazo.	508	07/07/03	15DOBBSC
12	- SADMIN	509	07/07/03	15DOBBSC
13		501	07/01/03	15DOBBSC
14	Chassis - Suspension - Cust is in Oregon and had	502	07/01/03	15DOBBSC
15	tire come in transit. OK for cust to get estimate from	503	07/01/03	15DOBBSC

Unit Comment Maintenance

Unit No	Product No	Description
015 92181	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01	local truck stop. Suggested that cust contect Dave	504	07/01/03	15DOBBSC
02	Mann at #24 for parts that might be needed. - SADMIN	505	07/01/03	15DOBBSC
03			06/02/03	
04	POR-BORM COMP DRS SCRATCHES NEAR RM. HALL WAY SINK SCR	10	06/02/03	15SANCHM
05	MICROWAVE FACE COMP SCRATHCES AND GAUGE ROAD SIDE PIN	20	06/02/03	15SANCHM
06	STRIPE CRACKED REAR LOWER PANEL SCRATCHES.----------	30	06/02/03	15SANCHM
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 015 92181 Year 04
Prod 383 TER 5TH QNTM
Model 29528 Mileage

Dealer 501826 Labor Rate $25.00
F/TRAVEL TRAILERS OF CA
PO BOX 810 909-874-2223
RIALTO CA 92377

03 Owner [redacted] AmtPaid

18 Parts	578.24
19 Labor	312.50
20 Sublet	
21 Freight	
22 Total	890.74

05 Stock?	N
06 CustSig?	Y
07 FrtBill?	N
08 Retail?	N
VenResp?	N
VenInv?	N
VenPaid?	N
PlntInv?	N
Scrap?	N

09 Claim No	940915
10 Prior Auth No	15 045897
11 Dealer RO No	
Recap No	15661
12 Customer DOP	06/05/03
13 Unit Received	07/11/03
14 Service Began	07/15/03
15 Service Ended	08/05/03
16 Cust Notified	08/07/03
17 Claim Received	08/26/03
Claim Entered	08/26/03

81*RCs 4 FRCs 4 Parts	3
82 Appliances	0
83 Comments	1
85 Authorization	Y
86 Unit History	C

Status 70 Dealer & plant M/E processing complete.
WACO Review 09/08/03 15BIAZOC
VCB Review

Claim Line Item History Inquiry

Unit 015 92181	Dealer 501825 F/TRAVEL TRAILERS OF CA	Claim 940916

01 RC# 1 of 4 WHEELS FELL OFF DAMAGED WHEEL SKIRT METAL.

Root Cause 009 BENT

04*FRC 1 of 1 0101-05 Wheel, each, R/R
21 Respon
31 Vendor

R/C Flag R1 Root Cause

	Hours	Rate	Amount
41*Labor	4.00	$25.00	100.00
42 VCS			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacaz	

	Status 0	Denied
81 Parts		0
83 Comments		1

MODE:F ACTION: WCPCLAHI5/WCP353-1K

Claim Line Item History Inquiry

Unit 015 92181 Dealer 501826 F/TRAVEL TRAILERS OF CA Claim 940915

01 RC# 2 of 4 R/R AXLES, CHANGE AXELES.

Root Cause 032 COMPONENT FAILURE

04 FRC 1 of 1 0101-18 Axle beam only, R/R
21 Respon R/C Flag R2 Root Cause
31 Vendor 026756 DEXTER AXLE (INDIANA)

	Hours	Rate	Amount
41 Labor	7.00	$25.00	175.00
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacaz	

	Status D	Denied
81 Parts		1
83 Comments		1

Claim Part History Inquiry

Unit 015 92181	Dealer 501826 F/TRAVEL TRAILERS OF CA	Claim 940915
01 RC# 2 of 4	R/R AXLES, CHANGE AXELES.	
11 Part 1 of 1	331039 U/C-85.5 3D ST U/S 655 26-5200 EL	B21-1112
21 Respon 31 Vendor 026755	DEXTER AXLE (INDIANA)	

51	Fle	Dlr		Unit	Total
Qty Used		2.0	61 Reimb Cost	161.52 EA	323.04
VCB	0		62 VCB Cost	161.62 EA	
Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	0			
Rejected	0				
Lost	0	0			
Shipped	0	0			

71 Shipped	Scrap Confirmed? N	Status D Denied
Shipper		83 Comments 1
RGA No		

Claim Line Item History Inquiry

Unit 015 92181 Dealer 501825 F/TRAVEL TRAILERS OF CA Claim 940915

01 RC# 3 of 4 R/R TIRES CHANGE AXLES TIRES.

Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 0101-05 Wheel, each, R/R
21 Reapon R/C Flag R3 Root Cause
31 Vendor 045400 GOODYEAR TIRE (BUENA PARK)

	Hours	Rate	Amount
41*Labor	1.00	$25.00	25.00
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Statue D	Denied
81*Parts	1
83 Comments	1

Claim Part History Inquiry

Unit 015 92181	Dealer 501825 F/TRAVEL TRAILERS OF CA	Claim 940915
01 RC# 3 of 4	R/R TIRES CHANGE AXLES TIRES.	
11 Part 1 of 1	027202 TIRE, ST225/75R 15 D, 8SLU	L05-3004
21 Respon 31 Vendor 045400	GOODYEAR TIRE (BUENA PARK)	

51	Fle	Dlr
Qty Used		4.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61 Reimb Cost	37.35 EA	149.40
62 VCB Cost	37.35 EA	
63 Freight		

71 Shipped	Scrap Confirmed? N	Status D Denied
Shipper		83 Comments 1
RGA No		

Claim Line Item History Inquiry

Unit 015 92181	Dealer 501826 F/TRAVEL TRAILERS OF CA	Claim 940915

01 RC# 4 of 4 R/R RIMS-CHANGE RIMS.

Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 0101-06 Spring, each, R/R
21 Respon R/C Flag R4 Root Cause
31 Vendor 203858 CARLISLE TIRE & WHEEL

	Hours	Rate	Amount
41 Labor	0.50	$25.00	12.50
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

Status D	Denied
81*Parts	1
83 Comments	1

Claim Part History Inquiry

Unit 015 92181	Dealer 501826 F/TRAVEL TRAILERS OF CA	Claim 940915

01 RC# 4 of 4 R/R RIMS-CHANGE RIMS.

11 Part 1 of 1 385906
WHEEL- 15X6X6&5 CHR /CRLSL (COMET)

21 Respon
31 Vendor 203858 CARLISLE TIRE & WHEEL

51	Fle	Dlr		Unit	Total
Qty Used		4.0	61 Reimb Cost	26.45 EA	105.80
VCB	0		62 VCB Cost	26.45 EA	
*Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	0			
Rejected	0		71 Shipped	Scrap Confirmed? N	Status D
Lost	0	0	Shipper		83 Comments
Shipped	0	0	RGA No		

Denied 1

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 015 92181 Year 04
Prod 383 TER 5TH QNTM
Model 28528 Mileage

Dealer 507639 *Labor Rate $1.00
[redacted]
HUNTINGTON BEACH CA [redacted]

03 Owner [redacted]

05	Stock?	N	
06	CustSig?	Y	
07	FrtBill?	N	
08	PrePaid?	N	
	VenResp?	N	
	VenInv?	N	
	VenPaid?	N	
	PlntInv?	Y	
	Scrap?	N	

09	Claim No	940969
10	Prior Auth No 15	045833
11	Dealer RO No	
	Recap No	15633
12	Customer DOP	06/06/03
13	Unit Received	08/19/03
14	Service Began	08/19/03
15	Service Ended	08/19/03
16	Cust Notified	08/19/03
17	Claim Received	08/20/03
	Claim Entered	08/21/03

18	Parts	
19	Labor	
20	Sublet	343.49
21	Freight	
22	Total	343.49

81	*RCs 1 FRCs 1 Parts	1
82	Appliances	0
83	Comments	1
85	Authorization	Y
86	Unit History	C

Status 7J Dealer & plant M/E processing complete.
WACD Review 08/22/03 15HARKIB
VCB Review

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 015 92181	Dealer 607639 BRIAN RENOUF	Claim 940969

01 RC# 1 of 1 CUSTOMER ACCOMODATION FOR INCONVENIENCE INCLUDES: REPAIR STUDS MOVING BOXES, RV RESORT PET CARRIER.
Root Cause 086 IMPROPER USE

04 FRC 1 of 1 9999-33 CUSTOMER ACCOMODATION
21 Respon K SUPPLIER/GOOD WILL R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$1.00	.
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts		Type 90	
45 Labor	343.49	for sub	
46 Total	343.49	necsz	

	Status J Adjusted
81*Parts	1
83 Comments	1

Authorization Inquiry

01 Authorization No. 15 046833 A=Active Approved by 15YOUNGJ
Plt/Serial No 015 92181 Mileage 02 on 08/20/03
03 Comments TER 5TH QNTM
Dealer No 507539 MISCELLANEOUS CUSTOMER
Dealer Contact renouf Ext. Service Days 3

There ARE authorization comments.

	FRC/Desc	$ Auth	$ Used	Hrs Auth	Hrs Used
04	9999-33 CUSTOMER ACCOMODATION	$346.49	$343.49		
05					
06					
07					

MODE:F ACTION: WCPAUTHAP/WCP382-1E

Authorization Comment Maintenance

Authorization No. 15 045033 A=Active
Plt/Serial No 015 92181 Mileage
TER 5TH QNTM
Dealer No 507639 MISCELLANEOUS CUSTOMER
Dealer Contact renouf

Approved by 15YOUNGJ
on 08/20/03

Service Days 3

	Comments	Seq	Added by	Add Date
01	CUSTOMER ACCOMODATION FOR INCONVENIENCE PER C.B.	010	15YOUNGJ	08/20/03
02				
03				
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12				

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 065 94779 Year 04 Prod 39B TER 5 QNTM AX6 Model 365FL Mileage	05 Stock? Y 06 CustSig? N 07 FrtBill? Y 08 PrePaid? N VanResp? N VanInv? N VanPaid? N PlntInv? Y Scrap? N	09 Claim No 049142 10 Prior Auth No 11 Dealer RO No Recap No 18935 12 Customer DOP 08/22/03 13*Unit Received 07/16/03 14 Service Began 07/16/03 15 Service Ended 07/16/03 16*Cust Notified 17 Claim Received 09/05/03 Claim Entered 09/05/03
Dealer 507639 *Labor Rate $50.00 G. L. GIBBONS 55 1/2 COLBORNE ST. E. LINDSAY ON K9V 1K6		
03 Owner [redacted]		
18 Parts 19ALabor 20ASublet 223.01 21 Freight 22ATotal 223.01		81*RCs 2 FRCs 2 Parts 0 82 Appliances 0 83 Comments 1 85 Authorization N 86 Unit History
Status 7J Dealer & plant M/E processing complete. WACO Review 09/09/03 65LANDRM VCB Review		#49

(1)
Reimbursed Transport Co. For roadside assistance

(2) Dealer Claim:

(6) # 040277 Wheel Studs — B21-0402-77
(1) # 332498 Alum Wheel — L01-4006
(1) # 355613 Fender Skirt — E26-3055-56
(6) # 355888 - Cup Nuts — M23-0050
01 # MISC02 - Tire.

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 065 94779 Dealer 507639 G. L. GIBBONS Claim 049142

01 RC# 1 of 2 UNIT LOST WHEEL IN TRANSIT TO DLR.BY DELIVERY SERVICE.
EXPENSES INCURRED FOR ROADSIDE ASSISTANCE.SEE INV.#108921.
Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 0101-01 Axle Assembly, each, complete, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$50.00	
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts		Type 90	
45 Labor	209.44	for sub	
46 Total	209.44	necez	

Status E Warnings	
81 Parts	0
83 Comments	1

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP362-1W

01 Plant/Serial No 065 94779 Year 04
Prod 398 TER 5 QNTM AX6
Model 365FL Mileage

Dealer 502738 Labor Rate $50.00
RAE'S TRAILER SALES & SERVICE
291 FRENCH FORT RD
MIRAMICHI NB CAN E1V 5N1
506-622-4480

03*Owner

05 Stock?	Y
06 CustSig?	N
07 FrtBill?	Y
08 PrePaid?	N
VenResp?	N
VenInv?	N
VenPaid?	N
PlntInv?	Y
Scrap?	N

09 Claim No	214675
10*Prior Auth No	99 999999
11 Dealer RO No	24686
Recap No	18972
12 Customer DOP	
13 Unit Received	07/22/03
14 Service Began	07/22/03
15 Service Ended	08/18/03
16 Cust Notified	
17 Claim Received	08/22/03
Claim Entered	08/22/03

18APartS	1,171.76
19ALabor	750.00
20ASublet	493.26
21 Freight	25.00
22ATotal	2,440.02

81*RCs 2 FRCs 3 Parts	14
82 Appliances	0
83 Comments	3
85 Authorization	N
86 Unit History	

Status 7J Dealer & plant M/E processing complete.
WACO Review 09/04/03 65MACINE
UCB Review

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 065 94779	Dealer 502738 RAE'S TRAILER SALES & SERVICE	Claim 214575

01 RC# 1 of 2 WHEEL CAME OFF AND DAMAGED SIDE OF TRAILER, REPLACED WHEEL, TIRE, ALUM. SKIRTING, BUMPER, ALSO PAINTED SKIRT BECAUSE....
Root Cause 010 DENTED

04*FRC 1 of 2 0132-01 Metal, full or partial sheets, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41 Labor	15.00	$50.00	750.00
42 VCB			
43 Sublet? N		N	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status E Wernings	
81*Parts	14
83 Comments	3

Claim Part History Inquiry

Unit 065 94779	Dealer 502738 RAE'S TRAILER SALES & SERVICE	Claim 214675
01 RC# 1 of 2	WHEEL CAME OFF AND DAMAGED SIDE OF TRAILER, REPLACED WHEEL, TIRE, ALUM. SKIRTING, BUMPER, ALSO PAINTED SKIRT BECAUSE....	
11 Part 1 of 14	040277 STUD, PRESSED, DEXTER VENDR#007-122	B21-040277
21 Respon C	WARRANTY,OTHER	
31 Vendor 026755	DEXTER AXLE (INDIANA)	

51	Fle	Dlr		Unit	Total	Calc	Diff
Qty Used		6.0	61 Reimb Cost	.94 EA	15.50	5.54	9.96
VCB	0		62 VCB Cost	.61 EA			
Rcvd/Rtn	0	0	63 Freight				
Scrapped	0	6					
Rejected	0		71 Shipped	Scrap Confirmed?		Status C	Correct
Lost	0	0	Shipper			83 Comments	3
Shipped	0	0	RGA No				

Claim Part History Inquiry

Unit 065 94779	Dealer 502738 RAE'S TRAILER SALES & SERVICE	Claim 214675
01 RC# 1 of 2	WHEEL CAME OFF AND DAMAGED SIDE OF TRAILER, REPLACED WHEEL, TIRE, ALUM. SKIRTING, BUMPER, ALSO PAINTED SKIRT BECAUSE....	
11 Part 6 of 14	332498 WHEEL- ALUMINUM 15X7X655	L01-4006
21 Respon C 31 Vendor 000085	WARRANTY,OTHER CONTINENTAL IMPORTS #85	

51	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	1
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total	Calc	Diff
61 Reimb Cost	211.20 EA	250.00	211.20	48.80
62 VCB Cost	98.78 EA			
63 Freight				

71 Shipped	Scrap Confirmed?	Status C	Correct
Shipper		83 Comments	3
RGA No			

Claim Part History Inquiry

Unit 065 94779	Dealer 502738 RAE'S TRAILER SALES & SERVICE	Claim 214675
01 RC# 1 of 2	WHEEL CAME OFF AND DAMAGED SIDE OF TRAILER. REPLACED WHEEL, TIRE, ALUM. SKIRTING, BUMPER, ALSO PAINTED SKIRT BECAUSE....	
11 Part 8 of 14	355613 COVER- WHEELWELL 77 1/2 X 14 PEWTER F1	E26-3055-56
21 Respon C	WARRANTY,OTHER	
31 Vendor 028330	DUO-FORM OF MICHIGAN, INC.	

51	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	1
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total	Calc	Diff
61 Reimb Cost	85.28 EA	71.50	85.28	13.78
62 VCB Cost	26.21 EA			
63 Freight				

71 Shipped	Scrap Confirmed?	Status C Correct
Shipper		83 Comments 3
RGA No		

MODE:F ACTION: WCPCLAHIS/WCP354-10

Claim Part History Inquiry

Unit 065 94779	Dealer 502738 RAE'S TRAILER SALES & SERVICE	Claim 214675

01 RC# 1 of 2 WHEEL CAME OFF AND DAMAGED SIDE OF TRAILER, REPLACED WHEEL, TIRE, ALUM. SKIRTING, BUMPER, ALSO PRINTED SKIRT BECAUSE....

11 Part 10 of 14 355888
NUT- LUG 1/2 RH ACORN LONG S9 TREDIT(ALUM WHL) M23-0050

21 Respon C WARRANTY,OTHER
31 Vendor 001910

51	Fle	Dlr
Qty Used		6.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	6
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total	Calc	Diff
61 Reimb Cost	1.66 EA	15.60	9.30	6.30
62 VCB Cost	.84 EA			
63 Freight				

71 Shipped	Scrap Confirmed?	Status C Correct
Shipper		83 Comments 3
RGA No		

MODE:F ACTION: WCPCLAHIS/WCP354-10

Claim Part History Inquiry

Unit 065 94779	Dealer 502738 RAE'S TRAILER SALES & SERVICE	Claim 214675
01 RC# 1 of 2	WHEEL CAME OFF AND DAMAGED SIDE OF TRAILER, REPLACED WHEEL, TIRE, ALUM. SKIRTING, BUMPER, ALSO PRINTED SKIRT BECAUSE....	
11 Part 14 of 14	MISC02 TIRE P#752400400	
21 Respon C 31 Vendor	WARRANTY,OTHER	

51	Fle	Dlr		Unit	Total
Qty Used		1.0	51*Reimb Cost		235.37
VCB	0		62 VCB Cost		
Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	1			
Rejected	0		71 Shipped	Scrap Confirmed?	Status E Warnings
Lost	0	0	Shipper		83 Comments 3
Shipped	0	0	RGA No		

MODE;F ACTION: WCPCLAHIS/WCP365-1D

Claim Comment History Inquiry

Unit 065 94779 Dealer 502738 RAE'S TRAILER SALES & SERVICE Claim 214675

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by; Admin on 08/22/03
02	9002		TIRE CAME OFF DURING DELIVERY AND DAMAGED SIDE OF TRAILER
03	9011		1...WRONG COLOR CAME
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

MODE:F ACTION: WCPUNTINQ/WCP465-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
15 92134	381	WLD 5TH ADV	29528	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt Problems	Correspond In:	Out:N
15		05/29/03			

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
04/01/03	04/06/03	0	508292 MIKE THOMPSON'S RV COLTON COLTON CA 92324

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
3 COTTONWOOD (BROWN)	407	[redacted] UPLAND, CA [redacted]	1ED5B2920416S2134

#50

2.Claim History Inq 3.Appliance Inquiry 4.Option Inquiry 5.Tire Inquiry
6.Unit Comments-Yes 7.Audit Inquiry-No 8.MUSE Comments-No

No Warranty Claim Submitted -

Unit Comment Maintenance

Unit No	Product No	Description
015 92134	381	WLD 5TH ADV

	Comments	Seq	Add Date	Added by
01	NOTES ON CLAIM #076050: BDRM PRIVACY CURTAIN OFF TRACK	10	06/16/03	15SANCHM
02	TRACK COMING OUT OF CEILING R/I TRACK REINSTALL CURTAIN	20	06/16/03	15SANCHM
03	NAD RESEACURED TRACK.----------	30	06/16/03	15SANCHM
04			06/02/03	
05	PDR-GAP ON TOP MOLDIGN FAME LEFT SIDE WALL SKING OUTER	10	06/02/03	15SANCHM
06	BUBBLES.----------	20	06/02/03	15SANCHM
07	Chassis - Tires - Customer stated that when she	505	06/02/03	15YOUNGJ
08	purchased her unit at MTRV-C, the tire was low and	505	06/02/03	15YOUNGJ
09	when she brought the unit home the tire was completely	507	06/02/03	15YOUNGJ
10	flat, stated that the Fleetwood warranty does not	508	06/02/03	15YOUNGJ
11	cover tires and referred her to Goodyear for tire	509	06/02/03	15YOUNGJ
12	warranty. - SADMIN	510	06/02/03	15YOUNGJ
13				
14				
15				

Unit Comment Maintenance

Unit No	Product No	Description
015 92134	381	WLD 5TH RDV

Comments	Seq	Add Date	Added by
01	501	08/07/03	15DOBBSC
02 Chassis - Wheels - Cust just returned from June Lake	502	08/07/03	15DOBBSC
03 and has three lug nut studs sheared off. I have called	503	08/07/03	15DOBBSC
04 Giant RV in Upland and it is OK for [redacted] to	504	08/07/03	15DOBBSC
05 call Giant RV and schedule appt. - SADMIN	505	08/07/03	15DOBBSC
06		08/06/03	
07 RETURNED CSUTOEMRS CALL AND LEFT MESSAGE 3:35PM.	10	08/06/03	15YOUNGJ
08 ----------	20	08/06/03	15YOUNGJ
09	501	08/06/03	15YOUNGJ
10 Chassis - Wheels - Customer states that three lugs	502	08/06/03	15YOUNGJ
11 nuts sheared off. No damage done while in transit.	503	08/06/03	15YOUNGJ
12 Customer feels usefe to move vehicle. OK to have	504	08/06/03	15YOUNGJ
13 mobile service look at trailer. Filled out evaluation	505	08/06/03	15YOUNGJ
14 report. - SADMIN	506	08/06/03	15YOUNGJ
15		06/15/03	

MODE OF ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

00 Plant/Serial No 023 06527 Year 04 Prod 382 PRL 5TH RGL Model 365FL Mileage			09 Claim No 212602 10 Prior Auth No 11 Dealer RO No 311164 Recap No 22976
04 Dealer 512234 Labor Rate $80.00 POULSBO RV/AUBURN 253-852-4383 3905 AUBURN WAY N AUBURN WA 98002	05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 PrePaid? N VenReap? N VenInv? N VenPaid? N PlntInv? Y Scrap? N		12 Customer DOP 05/23/03 13 Unit Received 08/11/03 14 Service Began 08/11/03 15 Service Ended 08/11/03 16 Cust Notified 08/11/03 17 Claim Received 08/14/03 Claim Entered 08/14/03
03 Owner [redacted]			
18 Parts 19 Labor 20 Sublet 218.67 21 Freight 22 Total 218.67			81 *RCs 1 FRCs 1 Parts 0 82 Appliances 0 83 Comments 3 85 Authorization N 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WRCO Review 08/18/03 24ROCKJ VCB Review			#51

Dealer Repairs:
Repaired wheel studs-

Customer Reimbursement. Attached.

Claim Line Item History Inquiry

Unit 023 06527	Dealer 512234 POULSBO RV/AUBURN		Claim 212602
01 RC# 1 of 1	P. ROAD SIDE REAR WHEEL CAME OFF IN TRANSIT.C. STUDS BROKE OFF HUBR. REM HUB. SENT OUT FOR REPAIR. CUSTOMER PAID		
Root Cause 056	CASTING DEFECT		
04*FRC 1 of 1	0101-08 Hub, complete, R/R		
21 Respon	C WARRANTY,OTHER	R/C Flag R1	Root Cause
31 Vendor			

	Hours	Rate	Amount
41*Labor		$80.00	
42 UCB			
43 Sublet? Y	Inv? Y		
44 Parts		Type 90	
45 Labor		for sub	
46 Total	218.67	necez	

Status E	Warnings
81 Parts	0
83 Comments	3

Claim Comment History Inquiry

Unit 023 06627 Dealer 512234 POULSBO RV/AUBURN Claim 212602

	Seq	Vendor	Comments
	9000		Claim entered at dealership by: karen on 08/14/03
	9011		1...BILL. REINSTALL HUB & SPARE TIRE & WHEEL. REM & REPLACE
03	9012		1...STAB JACK & PLUMBING. SUBLET
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

Unit Comment Maintenance

Unit No	Product No	Description
023 06627	382	PRL 5TH RGL

Comments	Seq	Add Date	Added by
	501	08/25/03	24ROCKJ
Chassis - Wheels - Meet customer onsite at Pouslbo	502	08/26/03	24ROCKJ
RV in Auburn on 8/20/03. Evaluated damage to r/s of	503	08/26/03	24ROCKJ
unit. Explained to cust that these are items the	504	08/26/03	24ROCKJ
dealer can repair. Cust stated that he will give the	505	08/25/03	24ROCKJ
dealer the opportunity to repair these items. -	506	08/26/03	24ROCKJ
SADMIN	507	08/26/03	24ROCKJ
	501	08/14/03	24ROCKJ
Chassis - Wheels - Recvd call from Keren @	502	08/14/03	24ROCKJ
Poulsbo/Auburn on 8/11/03 stating rear wheel came off	503	08/14/03	24ROCKJ
of unit in transit. A non-Fleetwood dealer made a	504	08/14/03	24ROCKJ
temporary repair on unit, due to cust was in transit.	505	08/14/03	24ROCKJ
Cust is to bring unit to selling dealer for futher	505	08/14/03	24ROCKJ
evaluation. Filed Field report and safety evaluation.	507	08/14/03	24ROCKJ
- SADMIN	508	08/14/03	24ROCKJ

Unit Comment Maintenance

Unit No	Product No	Description
023 06627	382	PRL 5TH RGL

Comments	Seq	Add Date	Added by
01	501	08/13/03	001SISCO
02 Chassis - Wheels - Cust. emailed that the left rear	502	08/13/03	001SISCO
03 tire came off the trailer, 3 studs broke off and 3	503	08/13/03	001SISCO
04 stripped off. There was damage to the camper and	504	08/13/03	001SISCO
05 customer is concerned with structural damage. Cust.	505	08/13/03	001SISCO
06 wants unit exchanged for another one. Email faxed and	506	08/13/03	001SISCO
07 sent to 024 for their response. - 001SISCOS	507	08/13/03	001SISCO
08 Chassis - Wheels - Received e-mail letter from Mr.	508	08/13/03	24EWINGR
09 Markley on 8/13/03 in reference to left rear wheel	509	08/13/03	24EWINGR
10 falling off on first trip with this unit.Unit has	510	08/13/03	24EWINGR
11 encurred damage to wheel skirt,drain plumbing,stab	511	08/13/03	24EWINGR
12 jack,some damage to frame support,bumperend to floor	512	08/13/03	24EWINGR
13 structure.axle assy. has three broke suds. Unit is	513	08/13/03	24EWINGR
14 currently at Valley RV in Mt. Vernon,Wa. Customer has	514	08/13/03	24EWINGR
15 requested Fleetwood to consider trading into another	515	08/13/03	24EWINGR

Unit Comment Maintenance

Unit No	Product No	Description
023 05627	382	PRL 5TH RGL

	Comments	Seq	Add Date	Added by
01	unit due to Amount of demages encurred on this unit	516	08/13/03	24EWINGR
02	and the length of time it will take to perform all of	517	08/13/03	24EWINGR
03	the repairs. Letter assigned to Jason Rock. - SADMIN	518	08/13/03	24EWINGR
04		501	04/25/03	24WILLIB
05	Yes Problems - - PDR - decal on drivers side above	502	04/25/03	24WILLIB
06	refer door cracked/inside bathroom door scratched/bat	503	04/25/03	24WILLIB
07	tops at bottom of shower /inside wood trim at rear	504	04/25/03	24WILLIB
08	tv area split/large gap on corner molding at main tv	505	04/25/03	24WILLIB
09	stand/right side of sofa on bottom fabric ripped. -	506	04/25/03	24WILLIB
10	SADMIN	507	04/25/03	24WILLIB
11			04/24/03	
12	SERVICE INSPECTION COMPLETED	10	04/24/03	24WILLIB
13				
14				
15				

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 023 06627	Dealer 507639 JOHN MARLEY	Claim 980040

01 RC# 1 of 1 REIMBURSEMENT TO CUSTOMER FOR MATERIALS PURCHASED @ LES SCHWAB FOR TIRE THAT CAME OFF IN TRANSIT.
Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 9999-00 Parts only claim
21 Respon
31 Vendor
R/C Flag R1 Root Cause

	Hours	Rate	Amount
41*Labor		$25.00	
42 VCB			
43 Sublet? N—			
44 Parts		Type 90	
45 Labor		for sub	
46*Total		nacez	

Status D	Denied
81*Parts	1
83 Comments	8

Claim Part History Inquiry

Unit 023 05627	Dealer 507639 JOHN MARLEY	Claim 980040
01 RC# 1 of 1	REIMBURSEMENT TO CUSTOMER FOR MATERIALS PURCHASED @ LES SCHWAB FOR TIRE THAT CAME OFF IN TRANSIT.	
11 Part 1 of 1	001 SHOP SUPPLIES (WCP)	
21 Respon 31 Vendor		

51	Fle	Dlr
Qty Used		3.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61 Reimb Cost		36.33
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed? N	Status D
Shipper		83 Comments
RGA No		

Denied 6

MODE:F ACTION: WCPCLAHIS/WCP355-1D

Claim Comment History Inquiry

Unit 023 06527 Dealer 507539 JOHN MARLEY Claim 980040

	Seq	Vendor	Comments
	0010		*NO PARTS RECVD WITH CLAIM.
	0020		LN #1 PART#001 STUDS/NUTS/LABOR $36.33
03	0030		
04	0040		**NOTE** THIS CLAIM IS FOR DOCUMENTATION ONLY- ISSUED CHECK
05	0050		REQUEST TO REIMBURSE CUST DIRECT. ATTACHED COPY OF CUST
06	0060		RECEIPT & CHECK REQUEST.
07	0070		
08	9000		Claim entered at srvc plant by: 24ROCKJ on 10/20/03
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

MODE:F ACTION: Claim Header History Inquiry WCPCLAHI9/WCP352-1W

01 Plant/Serial No 023 07135 Year 04 Prod 382 PRL 5TH RGL Model 365FL Mileage	05 Stock? N 06 CustSig? Y 07 FrtBill? Y 08 PrePaid? N VenRecp? Y VenInv? Y VenPaid? N PlntInv? Y Scrap? N	09 Claim No 234060 10 Prior Auth No 15 047300 11 Dealer RO No 9290*1 Recap No 15111 12*Customer DOP 06/27/03 13 Unit Received 08/16/03 14 Service Began 08/15/03 15 Service Ended 10/17/03 16 Cust Notified 10/17/03 17 Claim Received 11/03/03 Claim Entered 11/03/03
04 Dealer 514012 Labor Rate $90.00 DAN GAMEL'S ROCKLIN RV CENTER 4429 GRANITE DR 916-632-7200 ROCKLIN CA 95677		
03*Owner [redacted]		

18APartS	322.48
19 Labor	144.00
20 Sublet	
21 Freight	22.00
22ATotal	488.48

81*RCs 2 FRCs 2 Parts	5
82 Appliances	0
83 Comments	3
85 Authorization	Y
86 Unit History	C

Status 7J Dealer & plant M/E processing complete.
WACO Review 01/09/04 15HERRIJ
VCB Review 12/03/03 15HERRIJ

52

(1) # 364845 Alum Wheel – L01-4020

(6) # M15C01 Lug Nuts

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 023 07135	Dealer 514012 DAN GAMEL'S ROCKLIN RV CENTER	Claim 234050

01 RC# 2 of 2 CUSTOMER STATES: WHEEL SKIRT, TIRE AND WHEEL DAMAGED, LUG NUTS STRIPPED OUT CAUSING TIRE/WHEEL TO FALL OFF TEARING....
Root Cause 052 STRIPPED

04 FRC 1 of 1 0101-00 TRAVEL TRAILER AXLE ASSEMBLY
21 Respon C WARRANTY,OTHER R/C Flag R2 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	1.30	$90.00	117.00
42 VCB			
43 Sublet? N—		N—	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacaz	

Status J Adjusted	
81*Parts	4
83 Comments	3

Claim Part History Inquiry

Unit 023 07135	Dealer 514012 DAN GAMEL'S ROCKLIN RV CENTER		Claim 234050
01 RC# 2 of 2	CUSTOMER STATES: WHEEL SKIRT, TIRE AND WHEEL DAMAGED, LUG NUTS STRIPPED OUT CAUSING TIRE/WHEEL TO FALL OFF TEARING....		
11 Part 1 of 4	046133 BEARING COVER P/O E-Z LUBE	AXLE 02104201	B21-046133
21 Respon C	WARRANTY,OTHER		
31 Vendor 202198	DEXTER AXLE / K & B INDUSTRIES		

51	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61AReimb Cost	9.39 EA	9.39
62 VCB Cost	.61 EA	
63 Freight		

71 Shipped	Scrap Confirmed?	Status J Adjusted
Shipper		83 Comments 3
RGA No		

Claim Part History Inquiry

Unit 023 07135	Dealer 514012 DAN GAMEL'S ROCKLIN RV CENTER	Claim 234050
01 RC# 2 of 2	CUSTOMER STATES: WHEEL SKIRT, TIRE AND WHEEL DAMAGED, LUG NUTS STRIPPED OUT CAUSING TIRE/WHEEL TO FALL OFF TEARING....	
11 Part 2 of 4	351385 COVER- WHEELWELL 77 1/2 X 14 MOCHA	E26-3065-55
21 Respon C	WARRANTY,OTHER	
31 Vendor 928330	DUO-FORM OF MICHIGAN, INC.	

61	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61AReimb Cost	84.97 EA	84.97
62 VCB Cost	22.07 EA	
63 Freight		

71 Shipped	Scrap Confirmed?	Status J Adjusted
Shipper		83 Comments 3
RGA No		

MODE:F ACTION: WCPCLAHIS/WCP354-10

Claim Part History Inquiry

Unit 023 07135	Dealer 514012 DAN GAMEL'S ROCKLIN RV CENTER	Claim 234060
01 RC# 2 of 2	CUSTOMER STATES: WHEEL SKIRT, TIRE AND WHEEL DAMAGED, LUG NUTS STRIPPED OUT CAUSING TIRE/WHEEL TO FALL OFF TEARING....	
11 Part 3 of 4	364845 WHEEL- ALUMINUM MOD 16 X 6 X 655	L01-4020
21 Respon C	WARRANTY,OTHER	
31 Vendor 201143	TREDIT TIRE & WHEEL CO	

51	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61AReimb Cost	184.80 EA	184.80
62 VCB Cost	59.41 EA	
63 Freight		

71 Shipped	Scrap Confirmed?	Status J Adjusted
Shipper		83 Comments 3
RGA No		

Claim Part History Inquiry

Unit 023 07135	Dealer 514012 DAN GAMEL'S ROCKLIN RV CENTER	Claim 234050
01 RC# 2 of 2	CUSTOMER STATES: WHEEL SKIRT, TIRE AND WHEEL DAMAGED, LUG NUTS STRIPPED OUT CAUSING TIRE/WHEEL TO FALL OFF TEARING....	
11 Part 4 of 4	MISC01 LUG NUT	
21 Respon	C WARRANTY,OTHER	
31 Vendor		

51	Fle	Dlr		Unit	Total
Qty Used		6.0	61*Reimb Cost		34.44
VCB	0		62 VCB Cost		
Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	0			
Rejected	0		71 Shipped	Scrap Confirmed?	Status E Warnings
Lost	0	0	Shipper		83 Comments 3
Shipped	0	0	RGR No		

Claim Comment History Inquiry

Unit 023 07135 Dealer 514012 DAN GAMEL'S ROCKLIN RV CENTER Claim 234050

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by: JJOHNSTON on 11/03/03
02	9021		2...APART WHEEL SKIRT, R/R WHEEL COVER, WHEEL/TIRE, GREASE
03	9022		2...CAP AND ALL LUG NUTS PAR 15047300, 0101-00, 1.3 HOURS
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

Unit Comment Maintenance

Unit No	Product No	Description
023 07135	382	PRL 5TH RGL

Comments	Seq	Add Date	Added by
		08/11/03	
CUSTOMERS NAME: [redacted] TEL: [redacted]	10	08/11/03	15YOUNGJ
----------	20	08/11/03	15YOUNGJ
Chassis - Wheels - Customer called stating that the	505	08/11/03	15YOUNGJ
rear right tire fell off and all lug nuts came off.	506	08/11/03	15YOUNGJ
Got customer information to fill out an evaluation	507	08/11/03	15YOUNGJ
report. Will cover costs to tow to a dealer on a	508	08/11/03	15YOUNGJ
flatbed tow truck and will cover repairs at Geweke RV,	509	08/11/03	15YOUNGJ
cams customer Geweke"s information to call. Called	510	08/11/03	15YOUNGJ
Geweke and notified them that a trailer will be there	511	08/11/03	15YOUNGJ
shortly. - SADMIN	512	08/11/03	15YOUNGJ
	501	07/28/03	SADMIN
Yes Problems - - PDR - no driver damage/unit	502	07/28/03	SADMIN
washed. - SADMIN	503	07/28/03	SADMIN

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 023 66423 Year 04 Prod 397 PRL 5 R&L AX6 Model 365FL Mileage		09 Claim No 945316 10 Prior Auth No 15 046508 11 Dealer RO No 44197 Recap No 15846
Dealer 507639 *Labor Rate $1.00 ROBERT BARRETT 303-797-4822 4764 S. PINE ROAD EVERGREEN CA 80439	05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 PrePaid? N VenRecp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	12 Customer DOP 04/08/03 13 Unit Received 08/18/03 14 Service Began 08/18/03 15 Service Ended 08/18/03 16 Cust Notified 08/18/03 17 Claim Received 09/23/03 Claim Entered 09/23/03
03 Owner [redacted]		
18 Parts 35.03 19 Labor 20 Sublet 42.50 21 Freight 22 Total 78.53		81*RCs 2 FRCs 2 Parts 1 82 Appliances 0 83 Comments 1 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 09/26/03 15HERRIJ VCB Review		#53

No Dealer warranty Claim Submitted.

Customer reimbursement attached -

Claim Line Item History Inquiry

Unit 023 05423 Dealer 607639 ROBERT BARRETT Claim 945315

01 RC# 1 of 2 LUG NUTS SHEARED ON DOOR SIDE REAR WHEEL AND TIRE FELL OFF.

Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 0122-03 Lug nuts, defective, per wheel, TT only, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$1.00	
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts		Type 90	
45 Labor	17.50	for sub	
46 Total	17.50	necez	

Status E Nerninge	
81*Parts	1
83 Comments	1

Claim Part History Inquiry

Unit 023 05423	Dealer 507639 ROBERT BARRETT	Claim 945316
01 RC# 1 of 2	LUG NUTS SHEARED ON DOOR SIDE REAR WHEEL AND TIRE FELL OFF.	
11 Part 1 of 1	001 SHOP SUPPLIES (WCP)	
21 Respon	C WARRANTY,OTHER	
31 Vendor		

51	Fle	Dlr
Qty Used		14.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61 Reimb Cost		36.03
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed? N	Status E Warnings
Shipper		83 Comments 1
RGA No		

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 023 06423 Dealer 507639 ROBERT BARRETT Claim 945316

01 RC# 2 of 2 SERVICE CALL

Root Cause 086 IMPROPER USE

04 FRC 1 of 1 9999-87 Park trailer service call
21 Respon C WARRANTY,OTHER R/C Flag R2 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$1.00	
42 VCB			
43 Sublet? Y—Inv? Y			
44 Parts		Type 90	
45 Labor	25.00	for sub	
46 Total	25.00	nacsz	

Status E Warnings	
81 Parts	0
83 Comments	1

Authorization Inquiry

01 Authorization No. 15 046508 A=Active Approved by 15YOUNGJ
Plt/Serial No 023 06423 Mileage 02 on 09/23/03
03 Comments PRL 5 RGL AXS
Dealer No 507639 MISCELLANEOUS CUSTOMER
Dealer Contact 44197 Ext. Service Days 11

There ARE authorization comments.

	FRC/Desc	$ Auth	$ Used	Hrs Auth	Hrs Used
04	0122-03	$53.53	$17.50		
	Lug nuts, defective, per wheel, TT only, R/R				
05	9999-07	$25.00	$25.00		
	Park trailer service call				
06					
07					

MODE:F ACTION: WCPAUTHAP/WCP382-1E

Authorization Comment Maintenance

Authorization No. 15 046508 A=Active
Plt/Serial No 023 06423 Mileage
PRL 5 RGL AX6
Dealer No 507639 MISCELLANEOUS CUSTOMER
Dealer Contact 44197

Approved by 15YOUNGJ
on 09/23/03

Service Days 11

	Comments	Seq	Added by	Add Date
01	LUG NUTS SHEARED OFF DOOR SIDE REAR WHEEL/TIRE FELL OFF	010	15YOUNGJ	09/23/03
02	OK TO COVER SERVICE CALL.	020	15YOUNGJ	09/23/03
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				

MODE:F ACTION: WCPUNTING/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 06423	397	PRL 5 RGL AX5

	Comments	Seq	Add Date	Added by
01			02/04/04	
02	I CALLED RICK EWING @ #24 TO INFORM CUSTOMER HAS CONTAC	10	02/04/04	150LSONR
03	TED ME AND I REFERRED HIM TO OWNER RELATIONS #96.	20	02/04/04	150LSONR
04	RICK WILL WORK WITH OWNER RELATIONS AND CUSTOMER TO	30	02/04/04	150LSONR
05	RESOLVE.	40	02/04/04	150LSONR
06	Basic Product Info - - Inquiry- Mr.Barrett inquired	507	02/04/04	096PIANG
07	regarding fleetwood buy back of his trailer. We	508	02/04/04	096PIANG
08	advised customer we would have to summit letter with	509	02/04/04	096PIANG
09	his request. we advised customer of our address.	510	02/04/04	096PIANG
10	customer will be remailing letter. Customer states	511	02/04/04	096PIANG
11	that he already mailed letter, we advised customer	512	02/04/04	096PIANG
12	that letter may have went to plant 23. In order to	513	02/04/04	096PIANG
13	expedite we advised him to mail letter to owner	514	02/04/04	096PIANG
14	relations. customer thanked us.	515	02/04/04	096PIANG
15	15 In-house - Negative - [redacted] called to note	515	02/04/04	096OLSON

Unit Comment Maintenance

Unit No	Product No	Description
023 06423	397	PRL 5 RGL AX6

	Comments	Seq	Add Date	Added by
01	that he is waiting for our response. He also noted	517	02/04/04	0960LSON
02	unit shock and bracket was missing. He has also been	518	02/04/04	0960LSON
03	in conntect with Tom Bowen @ NHTSA today discussing	519	02/04/04	0960LSON
04	matters. I informed [redacted] our Owner Relations	520	02/04/04	0960LSON
05	Dispute Resolution has been assigned his concerns and	521	02/04/04	0960LSON
06	customer was given the 800 # to Owner Relations -	522	02/04/04	0960LSON
07	SRDMIN	523	02/04/04	0960LSON
08	24 In-house - Negative - I called the customer and	524	02/04/04	24MCCANM
09	left a message at 9:10am and he called me back at	525	02/04/04	24MCCANM
10	approx 2:05pm. We discussed the trailer and the	526	02/04/04	24MCCANM
11	problem he has had with the wheels, shocks and the	527	02/04/04	24MCCANM
12	lengthy amount of time it took for the dealer to	528	02/04/04	24MCCANM
13	repair the problems. The customer was adamant that we	529	02/04/04	24MCCANM
14	repurchase the unit. I asked that he fax me	530	02/04/04	24MCCANM
15	information on the purchase price of the unit and the	531	02/04/04	24MCCANM

Unit Comment Maintenance

Unit No	Product No	Description
023 06423	397	PRL 5 RGL AX6

	Comments	Seq	Add Date	Added by
01	payoff amount before we could give him an answer. -	532	02/04/04	24MCCANM
02	SADMIN	533	02/04/04	24MCCANM
03			02/03/04	
04	CRAIG BIAZO INFORMED THAT HE HAS TURNED THIS MATTER	10	02/03/04	010LSONR
05	OVER TO PLANT # 23 AND DISPUTE RESOLUTION 896.	20	02/03/04	010LSONR
06		501	01/31/04	0960LSON
07	15 In-house - Negative - We made contact with	502	01/31/04	0960LSON
08	customer and he express his concerns with his unit and	503	01/31/04	0960LSON
09	dealer K&C RV. Unit has been at dealer for six months	504	01/31/04	0960LSON
10	and they are still repairing. [redacted] has been in	505	01/31/04	0960LSON
11	contact with Tom Bowman at NHSTA several times and is	506	01/31/04	0960LSON
12	now waiting for a package in the mail. Customer was	507	01/31/04	0960LSON
13	told there is 50 other consumer with the same	508	01/31/04	0960LSON
14	concerns fro Tom Bowman. Basically customer does not	509	01/31/04	0960LSON
15	went the unit. He told dealer this when he dropped	510	01/31/04	0960LSON

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 06423	397	PRL 5 RGL AX6

	Comments	Seq	Add Date	Added by
01	off six months ago. We informed [redacted] we would	511	01/31/04	096OLSON
02	discuss his concerns and call him back early next	512	01/31/04	096OLSON
03	week. He also indicated he will seek legal assistance	513	01/31/04	096OLSON
04	soon. - SADMIN	514	01/31/04	096OLSON
05		501	01/30/04	096TORRE
06	Call - Inbound - Customer - [redacted] states	502	01/30/04	096TORRE
07	that he got disconnected with Stephanie and wished to	503	01/30/04	096TORRE
08	be transferred.	504	01/30/04	096TORRE
09	Call - Outbound - OR - Transferred call to Stephanie	505	01/30/04	096TORRE
10	per her approval. Spatel	506	01/30/04	096TORRE
11	Chassis - Wheels - Buy-back: [redacted] states he	507	01/30/04	096SISCO
12	does not want the unit any longer due to the wheel lug	508	01/30/04	096SISCO
13	nut torque situation. We stated that Robby Olson at	509	01/30/04	096SISCO
14	our Rialto factory would contact him regarding this	510	01/30/04	096SISCO
15	request.	511	01/30/04	096SISCO

Unit Comment Maintenance

Unit No	Product No	Description
023 06423	397	PRL 5 RGL AX5

Comments	Seq	Add Date	Added by
01 Call - Outbound - Service - Contacted Robby Olson at	512	01/30/04	096SISCO
02 #15 Rialto and tried to transfer the call. [redacted]	513	01/30/04	096SISCO
03 [redacted] and Robby were disconnected.	514	01/30/04	096SISCO
04 Call - Inbound - Customer - Customer needed to be	515	01/30/04	096SISCO
05 transferred again to Robby Olson at Rialto #15.	516	01/30/04	096SISCO
06 Call - Outbound - Service - Tried to transfer call to	517	01/30/04	096SISCO
07 Robby Olson but left a voice mail to contact [redacted]	518	01/30/04	096SISCO
08 [redacted]	519	01/30/04	096SISCO
09		01/23/04	
10 CUST RELATIONS-GAVE CUSTOMER TO PLANT TO TRY AND GET	10	01/23/04	15HERRIJ
11 HIM HELP.	20	01/23/04	15HERRIJ
12 RETAIL-DOES NOT WANT HIS TRAILER. SAYS IT IS A SAFETY	30	01/23/04	15HERRIJ
13 ISSUE AND HE NO LONGER WANTS HIS TRAILER. AT K&C FOR	40	01/23/04	15HERRIJ
14 5 MONTHS AND HE SAYS THEY HAVE NOT ADVISED HIM OF WHY	50	01/23/04	15HERRIJ
15 AND HE DOES NOT KNOW WHAT HAS BEEN OR NOT BEEN DONE TO	60	01/23/04	15HERRIJ

Unit Comment Maintenance

Unit No	Product No	Description
023 06423	397	PRL 5 RGL AX6

	Comments	Seq	Add Date	Added by
01	TRAILER. HAS REC'D 3 DIFFERENT LETTERS ON ALUM WHEEL	70	01/23/04	15HERRIJ
02	TORQUE PROBLEM, WEIGHT PROBLEM, LOST WHEEL THAT ALSO	80	01/23/04	15HERRIJ
03	TORE UP HIS TRAILER. RETAIL HAS NHTSA INVOLVED WITH HIM	90	01/23/04	15HERRIJ
04	DOES NOT WANT TO GET HIS LAWYER INVOLVED, BUT HAS BEEN	100	01/23/04	15HERRIJ
05	ADVISED TO DO SO. HE WANTS FLEETWOOD OR DEALER TO TAKE	110	01/23/04	15HERRIJ
06	HIS TRAILER BACK. HE REFUSES TO PICK IT UP EVEN IF IT	120	01/23/04	15HERRIJ
07	IS FIXED. HE AND HIS WIFE ARE AFRAID OF IT. RETAIL DOES	130	01/23/04	15HERRIJ
08	NOT FEEL THAT DEALER OR FLEETWOOD HAS LIVED UP TO THEIR	140	01/23/04	15HERRIJ
09	PROMISE TO HIM. I ADVISED I WOULD TALK TO OUR MANAGER	150	01/23/04	15HERRIJ
10	I ADVISED RETAIL I WOULD CALL DEALER AND FIND OUT WHY	160	01/23/04	15HERRIJ
11	THEY STILL HAVE UNIT AND TALK TO MANAGER AND ADVISE HIM	170	01/23/04	15HERRIJ
12	OF WHAT I FOUND OUT. PER CRAIG BIAZO, SERVICE MGR, HE	180	01/23/04	15HERRIJ
13	NEEDS TO BE RETURNED TO OWNER RELATIONS, NOT THE PLANT.	190	01/23/04	15HERRIJ
14	(TAMMY @ OWNER RELATIONS TRYING TO HELP CUSTOMER).	200	01/23/04	15HERRIJ
15	.....	210	01/23/04	15HERRIJ

Unit Comment Maintenance

Unit No	Product No	Description
023 06423	397	PRL 5 RGL AX5

	Comments	Seq	Add Date	Added by
01	DLR-K&C LONGMONT,REC'D TRAILER 11/5/03, PROMISE DATE	220	01/23/04	15HERRIJ
02	1/23/04, BUT STILL NEEDS STEP. STEP REC'D WAS WRONG	230	01/23/04	15HERRIJ
03	WAITING FOR REPLACEMENT. SHOCKS REC'D, WHEEL LUG HOLES	240	01/23/04	15HERRIJ
04	HAVE BEEN MADE OBLONG FROM LOOSE PROBLEM. HAS ORDERED	250	01/23/04	15HERRIJ
05	FOR NEW WHEEL READY TO SEND TO FLEETWOOD MONDAY 1/26/4	260	01/23/04	15HERRIJ
06	PER WALLY AND THINKS STEP HAS BEEN ALREADY REORDERED,	270	01/23/04	15HERRIJ
07	WILL CHECK. WALLY COULD SWITCH PARTS FROM ANOTHER UNIT	280	01/23/04	15HERRIJ
08	IF NEC TO HURRY HIS DELIVERY DATE. WALLY WILL CALL CUST	290	01/23/04	15HERRIJ
09	AND ADVISE HIM OF UNIT STATUS.	300	01/23/04	15HERRIJ
10	CUSTOMER- I CALLED RETAIL AND REFERRED HIM BACK TO THE	310	01/23/04	15HERRIJ
11	OWNER RELATIONS DEPT (TAMMY) WHERE HE NEEDS TO BE TAKEN	320	01/23/04	15HERRIJ
12	CARE OF AT. WALLY @ K&C LGMT WILL HAVE SERVICE WRITER	330	01/23/04	15HERRIJ
13	CALL CUSTOMER ALSO. FIBERGLASS REC'D DAMAGED AGAIN FROM	340	01/23/04	15HERRIJ
14	FRT COMPANY. DLR TRYING TO GET ENOUGH OF PC TO FIX UNIT	350	01/23/04	15HERRIJ
15	.	360	01/23/04	15HERRIJ

Unit Comment Maintenance

Unit No	Product No	Description
023 06423	397	PRL 5 RGL AX6

	Comments	Seq	Add Date	Added by
01	TAMMY @ OWNER RELATIONS TO HAVE RETAIL CALLED BACK	370	01/23/04	15HERRIJ
02	TODAY WITH UPDATE.	380	01/23/04	15HERRIJ
03	Call - Outbound - We conference called to plant 15	541	01/23/04	096VANSH
04	Janice and she advised that she would research and get	542	01/23/04	096VANSH
05	with Craig B.She advised that she would call the	543	01/23/04	096VANSH
06	customer back today at [redacted]	544	01/23/04	096VANSH
07	- - Service--[redacted] called and stated that he	545	01/23/04	096VANSH
08	has had his unit at the K&C in Long Mont for 5 months	546	01/23/04	096VANSH
09	and still has not heard anything. He stated that he at	547	01/23/04	096VANSH
10	this point would not like the unit back. We advised	548	01/23/04	096VANSH
11	that the contract has been broke and that this is not	549	01/23/04	096VANSH
12	exceptable. We advised that we would contact plant 15	550	01/23/04	096VANSH
13	for assistance in this matter. We advised that they	551	01/23/04	096VANSH
14	would know of the recalls and authorization given to	552	01/23/04	096VANSH
15	K&C.We conference called to plant 15 to Janice.	553	01/23/04	096VANSH

Unit Comment Maintenance

Unit No	Product No	Description
023 05423	397	PRL 5 RGL AX5

	Comments	Seq	Add Date	Added by
01	Call - Inbound - Service - Janice from #015 Rialto	554	01/23/04	096SISCO
02	asked to be transferred to Tammy on behalf of Robert	555	01/23/04	096SISCO
03	Barrett.	555	01/23/04	096SISCO
04			11/20/03	
05	RC'VD PAR FROM K&C-L/M, GAVE AUTH FOR SHOCK BRKT BROKE	10	11/20/03	15DOBBSC
06	AND TIRE FELL OFF. EVALUATION REPORT FILED--------	20	11/20/03	15DOBBSC
07			11/10/03	
08	CSI LETTER WAS SENT.	10	11/10/03	24FESSLJ
09			10/29/03	
10	CUSTOMERS CREDIT UNION CALLED AND ADVISED CUSTOMER	10	10/29/03	010LSONR
11	HAS CEASED MAKING PAYMENTS ON LOAN FOR UNIT. I INFORME	20	10/29/03	010LSONR
12	D JODY AT PUBLIC SERVICE CREDIT UNION THAT WE HAVE	30	10/29/03	010LSONR
13	NOT MADE ANY SUCH ARRANGEMENT. [redacted]	40	10/29/03	010LSONR
14			10/02/03	
15	OF 8:00 A.M. PACIFIC TIME TO DISCUSS HIS CONCERNS.	8	10/02/03	010LSONR

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 06423	397	PRL 6 R8L AX6

Comments	Seq	Add Date	Added by
01 HE DID MENTION IT WAS AN INFORMAL INFORMATION TYPE	9	10/02/03	010LSONR
02 10-1-03: TOM BOWMAN FROM NHTSA CALLED TO INQUIRE	10	10/02/03	010LSONR
03 ON THIS UNIT/CUSTOMER. HE CALLED STEVE MITCHELL	20	10/02/03	010LSONR
04 AND STEVE ASKED THAT TT FOLLOW-UP WITH TOM BOWMAN.	30	10/02/03	010LSONR
05 I DISCUSSED WITH BRAD WILLIAMS AND HE WOULD LIKE TO	40	10/02/03	010LSONR
06 BE INVOLVED WITH T HE CALL TO NHTSA.	50	10/02/03	010LSONR
07 I CALLED TOME AND WE ARRANGED A TELEPHONE CALL TIME	60	10/02/03	010LSONR
08 GATHERING ON THIS UNIT/CUSTOMER.	90	10/02/03	010LSONR
09		10/01/03	
10 STEVE MITCHELL REC'D CALL FROM TOM BOWMAN @ NHTSA	10	10/01/03	010LSONR
11 REGARDING THIS UNIT AND THE WHEEL CONCERN, STEVE ASKED	20	10/01/03	010LSONR
12 THAT I RETURN CALL TO TOM AND UPDATE HIM AS TO WHAT WE	30	10/01/03	010LSONR
13 HAVE DONE WITH OUR WHEEL PROGRAM.	40	10/01/03	010LSONR
14 I ALSO DISCUSSED WITH DON LEE AND BOB WOZNIAK AND THEY	50	10/01/03	010LSONR
15 STATED TO SHARE WITH THEM WHAT WE HAVE DONE TO DATE.	50	10/01/03	010LSONR

MODE:F ACTION: WCPUNTINQ/WCP471-1t

Unit Comment Maintenance

Unit No	Product No	Description
023 06423	397	PRL 5 RGL AX5

	Comments	Seq	Add Date	Added by
01			09/23/03	
02	ISSUED CUSTOMER REIMBURSEMENT FOR $78.53 FOR LUG NUTS S	10	09/23/03	15YOUNGJ
03	HEARING ON CLAIM # [redacted] WITH AUTHORIZATION # 15046508	20	09/23/03	15YOUNGJ
04	. SENT CUSTOMER LETTER INFORMING THEM OF REIMBURSEMENT	30	09/23/03	15YOUNGJ
05	. DOCUMENT AND FILE.	40	09/23/03	15YOUNGJ
06	----------	50	09/23/03	15YOUNGJ
07	- - Address change per 015.	500	09/23/03	001WEBBB
08			09/18/03	
09	SPOKE TO CUSTOMER AND GAVE HIM NECESSARY INFORMATION TO	10	09/18/03	15YOUNGJ
10	SEND IN FOR REIMBURSEMENT INCLUDING INVOICE AND SOCIAL	20	09/18/03	15YOUNGJ
11	SECURITY NUMBER.	30	09/18/03	15YOUNGJ
12	----------	40	09/18/03	15YOUNGJ
13		501	09/18/03	096PADIL
14	- - Complaints/Troubleshooting- [redacted]	502	09/18/03	096PADIL
15	asked to speak with J Young in the Travel Trailers	503	09/18/03	096PADIL

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 05423	397	PRL 5 RGL AX6

	Comments	Seq	Add Date	Added by
01	division. We advised that we would transfer [redacted]	504	09/18/03	096PADIL
02	[redacted] to the Travel Trailers (800) 732-8331	505	09/18/03	096PADIL
03	division.	506	09/18/03	096PADIL
04	Call - Inbound - Customer - Transferred [redacted]	507	09/18/03	096PADIL
05	to Travel Trailers (800) 732-8331.	508	09/18/03	096PADIL
06	Fleetwood - Negative - Customer states that he will	509	09/18/03	15YOUNGJ
07	feel unsafe in his trailer even after the trailer has	510	09/18/03	15YOUNGJ
08	been fixed. Customer contacted NHTSA to report this	511	09/18/03	15YOUNGJ
09	and find out if it was safe or not. Informed customer	512	09/18/03	15YOUNGJ
10	that we too submit forms to NHTSA for	513	09/18/03	15YOUNGJ
11	evaluation.---------- - SADMIN	514	09/18/03	15YOUNGJ
12			09/22/03	
13	DECLINED TO COVER HOTEL COST FOR REPAIRS TO WHEEL. CUST	10	09/22/03	15DOBBSC
14	HAS MADE AN APPT WITH K&C TO FIX WHEEL. I ASSURED [redacted]	20	09/22/03	15DOBBSC
15	[redacted] THAT WE WOULD COVER PARTS AND LABOR NEEDED FOR	30	09/22/03	15DOBBSC

Unit Comment Maintenance

Unit No	Product No	Description
823 06423	397	PRL 5 RGL AX5

	Comments	Seq	Add Date	Added by
01	WHEEL REPAIR AND ALL RELATED DAMAGES----------	40	08/22/03	15DOBBSC
02		501	08/20/03	15YOUNGJ
03	Chassis - Wheels - Customer states that lug nuts	502	08/20/03	15YOUNGJ
04	sheared on door side rear wheel and tire fell off.	503	08/20/03	15YOUNGJ
05	Filled out evaluation report and will work with	504	08/20/03	15YOUNGJ
06	selling dealer for repairs. - SADMIN	505	08/20/03	15YOUNGJ
07			08/19/03	
08	RETURNED CUSTOMERS CALL AND LEFT MESSAGE REGARDING LUG	10	08/19/03	15YOUNGJ
09	NUTS SHEARING 4:14PM	20	08/19/03	15YOUNGJ
10	----------	30	08/19/03	15YOUNGJ
11		501	04/10/03	24WILLIB
12	Yes Problems - - PDR - striping on both sides has a	502	04/10/03	24WILLIB
13	lot of bubbles and a ugly seam on d/s also peeling	503	04/10/03	24WILLIB
14	gasket on p/s fallaing off/ corner trim in both cut to	504	04/10/03	24WILLIB
15	short/ d/s rear slide has day light thru front corner/	505	04/10/03	24WILLIB

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 042 81301 Year 04 Prod 377 PRL RGL Model 330RL Mileage		09 Claim No 225461 10 Prior Auth No 28 019996 11 Dealer RO No 71911 Recap No 29923 12 Customer DOP 08/05/03 13 Unit Received 09/26/03 14 Service Began 09/26/03 15 Service Ended 09/26/03 16 Cust Notified 09/26/03 17 Claim Received 10/02/03 Claim Entered 10/02/03
02 Dealer 514287 Labor Rate $75.00 TOM JOHNSON CAMPING CENTER 5700 SPEEDWAY BLVD CONCORD 704-455-1440 NC 28027	05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 PrePaid? N VenRecp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	
03 Owner [redacted]		
18 Parts 19 Labor 20 Sublet 377.73 21 Freight 22 Total 377.73		81 #RCs i FRCs i Parts 0 82 Appliances 0 83 Comments 4 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 10/03/03 28DEMBEW VCB Review		# 54

Dealer Sublet Claim -

Dealer waiting for Parts—

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 042 81301 Dealer 514287 TOM JOHNSON CAMPING CENTER Claim 225461

01 RC# 1 of 1 UNIT HAD DRIVERS SIDE TIRE IN FRONT COME OFF THE UNIT AND DAMAGED THE REAR TIRE.UNIT WAS NEAR A GOODYEAR STORE IN ....
Root Cause 086 IMPROPER USE

04*FRC 1 of 1 0101-05 Wheel, each, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$75.00	
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts	377.73	Type 90	
45 Labor		for sub	
46 Total	377.73	nacaz	

Status E	Warnings
81 Parts	0
83 Comments	4

MODE:F ACTION: WCPCLAHIS/WCP355-1D

Claim Comment History Inquiry

Unit 042 81301 Dealer 514287 TOM JOHNSON CAMPING CENTER Claim 225451

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by: miranda on 10/02/03
02	9011		1...GREENSBORO AND THEY WERE ABLE TO SUPPLY TWO TIRES AND
03	9012		1...GET STUDS LOCAL.COULD NOT FIND EXACT REPLACEMENT
04	9013		1...STUDS.UNIT IS NOW DRIVABLE.
05			
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
042 81301	377	PRL RGL

	Comments	Seq	Add Date	Added by
01			10/09/03	
02	UNIT SAFETY EVAL FILED.	10	10/09/03	01WILLIB
03			09/12/03	
04	UNIT HAS LOST WHEEL WHILE IN TRANSIT.ALL STUDS SHEARED	10	09/12/03	28MOULDD
05	OFF	20	09/12/03	28MOULDD
06	.	30	09/12/03	28MOULDD
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
042 81301	377	PRL RGL

	Comments	Seq	Add Date	Added by
01		501	02/02/04	096WEBBB
02	Order Status - - Parts- [redacted] states that he had	502	02/02/04	096WEBBB
03	lost a wheel and we had shipped a new one. Customer	503	02/02/04	096WEBBB
04	states that Tom Johnson/Concord has been waiting for	504	02/02/04	096WEBBB
05	some parts also and they came in but dealer called him	505	02/02/04	096WEBBB
06	and told him the parts were wrong. [redacted] wanted to	506	02/02/04	096WEBBB
07	speak to Bud in parts and we supplied him with the	507	02/02/04	096WEBBB
08	number at [redacted] Customer will call Bud in	508	02/02/04	096WEBBB
09	parts for assistance as he would like to get on the	509	02/02/04	096WEBBB
10	road to Florida.	510	02/02/04	096WEBBB
11	Call - Inbound - Customer - [redacted] called us back	511	02/02/04	096WEBBB
12	with his VIN #.	512	02/02/04	096WEBBB
13			12/02/03	
14	DEALER WILL ADDRESS DAMAGE AND WE WILL COVER AS WARRANT	10	12/02/03	28MOULDD
15	Y /	20	12/02/03	28MOULDD

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 040 98413 Year 04 Prod 391 WLD ADV AXS Model 300FQ Mileage	05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 PrePaid? N VenResp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	09 Claim No 218353 10 Prior Auth No 28 019726 11 Dealer RO No 1 Recap No 29738 12 Customer DOP 07/02/03 13 Unit Received 09/05/03 14 Service Began 09/05/03 15 Service Ended 09/05/03 16 Cust Notified 09/05/03 17 Claim Received 09/05/03 Claim Entered 09/05/03	
02 Dealer 361100 Labor Rate $72.00 THREE WAY CAMPERS INC 770-422-9300 1400 COBB PKWY N MARIETTA GA 30062			
03 Owner [redacted]			
18 Parts 189.64 19 Labor 252.00 20 Sublet 21 Freight 22 Total 441.64			81 *RCs 1 FRCs 1 Parts 1 82 Appliances 0 83 Comments 3 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WRCO Review 09/08/03 28DEMBEW VCB Review			#55

Dealer Replace Wheel + TIRE no Part #'s

(18/ # 370564 Wheel Lug Nuts - M23-0052

Claim Line Item History Inquiry

Unit 040 98413	Dealer 361100 THREE WAY CAMPERS INC — Claim 218353
01 RC# 1 of 1	cs, rear whell came off in transit, has demaged unit.wheel studs broke off.sent tech out to customer, replaced hub ....
Root Cause 056	CASTING DEFECT
04 FRC 1 of 1	0101-00 TRAVEL TRAILER AXLE ASSEMBLY
21 Respon C	WARRANTY,OTHER — R/C Flag R1 Root Cause
31 Vendor	

	Hours	Rate	Amount
41*Labor	3.50	$72.00	252.00
42 VCB			
43 Sublet? N—		N————————	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necsz	

Status E Warnings	
01 Parts	1
03 Comments	3

Claim Part History Inquiry

Unit 040 98413	Dealer 361100 THREE WAY CAMPERS INC	Claim 218353
01 RC# 1 of 1	cs, rear whell came off in transit, has demaged unit.wheel studs broke off.sent tech out to customer, replaced hub	
11 Part 1 of 1	001 SHOP SUPPLIES (WCP)	
21 Respon	C WARRANTY,OTHER	
31 Vendor		

51	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61 Reimb Cost		189.64
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed?	Status C Correct
Shipper		83 Comments 3
RGA No		

Claim Comment History Inquiry

Unit 040 98413 Dealer 361100 THREE WAY CAMPERS INC Claim 218353

	Seq	Vendor	Comments
	9000		Claim entered at dealership by: Admin on 09/05/03
	9002		dodie called in for road service.
03	9011		1...assembly, wheel with a new tire.
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Daniel Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

MODE:F ACTION: WCPAUTHAP/WCP382-1E

Authorization Comment Maintenance

Authorization No. 28 019726 A=Active Approved by 28MOULDD
Plt/Serial No 040 98413 Mileage on 09/08/03
WLD ADV AX6
Dealer No 361100 THREE WAY CAMPERS INC
Dealer Contact mike Service Days 10

	Comments	Seq	Added by	Add Date
01	CUST LOST D/S WHEEL ALUM HUB RUINED AND DEALER REPLACE	010	28MOULDD	09/05/03
02	HUB WHEEL AND TIRE.	020	28MOULDD	09/05/03
03	CUST BROKE DOWN ALONG HIGHWAY	030	28MOULDD	09/05/03
04				
05				
06				
07				
08				
09				
10				
11				
12				

Claim Part History Inquiry

Unit 040 98413	Dealer 514525 NEWCASTLE RV SALES	Claim 239178
01 RC# 1 of 1	When new wheel and lugs were replaced on claim 234805 tech noticed that lug nuts were different than other three	
11 Part 1 of 1	370554 NUT- LUG1/2 RH ACORN LONG/CI 540900 (C/I ALUM WH)M23-0052	
21 Respon C	WARRANTY,OTHER	
31 Vendor 000085	CONTINENTAL IMPORTS #85	

51	Fle	Dlr
Qty Used		18.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total	Calc	Diff
61 Reimb Cost	1.26 EA	22.70	22.68	0.02
62 VCB Cost	.54 EA			
63 Freight				

71 Shipped	Scrap Confirmed?
Shipper	
RGA No	

Status E Warninge	
83 Comments	3

Claim Line Item History Inquiry

Unit 040 98413	Dealer 514525 NEWCASTLE RV SALES	Claim 239178

01 RC# 1 of 1 When new wheel and lugs were replaced on claim 234805 tech noticed that lug nuts were different than other three ....
Root Cause 155 WRONG PART

04*FRC 1 of 1 0122-03 Lug nuts, defective, per wheel, TT only, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	1.50	$72.00	108.00
42 VCB			
43 Sublet? N		N	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status E Warnings	
81*Parts	1
83 Comments	3

MODE:F ACTION: WCPCLAHIS/WCP365-1D

Claim Comment History Inquiry

Unit 040 98413 Dealer 514525 NEWCASTLE RV SALES Claim 239178

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by: Sam on 11/20/03
02	9011		i...wheels. Per fax from plt 28 others were wrong. Replaced
03	9012		i...lugs on remaining three wheels.
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

Unit Comment Maintenance

Unit No	Product No	Description
040 98413	391	WLD ADV AX6

	Comments	Seq	Add Date	Added by
01			12/02/03	
02	COUNTER TOP CONTINUE TO WARP/ WILL ADVISE DEALER TO	10	12/02/03	28MOULDD
03	R/R TO THICKER MATERIAL.	20	12/02/03	28MOULDD
04			10/20/03	
05	SPOKE TO SAM AT DEALERSHIP / FLEETWOOD SENT GALLEY TOP	10	10/20/03	28WILLEJ
06	& WAS BUILT WRONG.DEALER WILL GET COST TO RECUT TOP.	20	10/20/03	28WILLEJ
07			09/08/03	
08	TIRE AND WHEEL CAME OFF/DEALER WILL MAKE MESS.	10	09/08/03	28MOULDD
09	SKIRTING AND BUMPER DAMAGED AND DEALER WILL MAKE REPAIR	20	09/08/03	28MOULDD
10	S AND CALL OR FAX WHEN COMPLETE.	30	09/08/03	28MOULDD
11	COUNTERTOP WARPED/ DEALER WILL R/R	40	09/08/03	28MOULDD
12			07/11/03	
13	SPOKE TO DEALER & SAM AT DEALERSHIP WILL TAKE CARE OF	10	07/11/03	28WILLEJ
14	SKYLIGHT.	20	07/11/03	28WILLEJ
15			07/09/03	

MODE:F ACTION: Claim Header History Inquiry WCPCLRHIS/WCP352-1W

01 Plant/Serial No 023 05860 Year 04 Prod 333 TRIUMPH Model 32 G Mileage		09 Claim No 911050 10 Prior Auth No 24 026641 11 Dealer RO No 217943 Recap No 22667 12 Customer DOP 13 Unit Received 05/29/03 14 Service Began 05/29/03 15 Service Ended 06/03/03 16 Cust Notified 06/03/03 17 Claim Received 06/20/03 Claim Entered 06/25/03
Dealer 512000 Labor Rate $89.00 POULSBO RV EAST/EVERETT 12218 HIGHWAY 99 425-743-5332 EVERETT WA 98204	05 Stock? Y 06 CustSig? N 07 FrtBill? N 08 PrePaid? N VenResp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	
03*Owner		
18 Parts 19 Labor 105.80 20 Sublet 21 Freight 22 Total 105.80		81*RCs 2 FRCs 2 Parts 0 82 Appliances 0 83 Comments 9 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 06/26/03 24ROCKJ VCB Review		#56

(1) Dealer Claim to Reset Torque on Wheel.

Customer Reimbursement Claim attached

Claim Line Item History Inquiry

Unit 023 05850	Dealer 512000 POULSBO RV EAST/EVERETT	Claim 911050

01 RC# 1 of 2	ALL THE WHEEL ARE OVER TORQUED-FACTORY HAS OVER TORQUED ALL THE WHEELS. WHEELS FOUND TO BE AT 165 FT. LBS. NEED TO BACK*	
Root Cause 085	IMPROPER USE	

04 FRC 1 of 1	0161-00 TRAVEL TRAILER AXLE ASSEMBLY	
21 Respon A	PRODUCTION WORKMANSHIP	R/C Flag R1 Root Cause
31 Vendor		

	Hours	Rate	Amount
41*Labor	0.60	$89.00	53.40
42 VCS			
43 Sublet? N—			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacez	

Status E Warnings	
81 Parts	0
83 Comments	9

Claim Comment History Inquiry

Unit 023 05860 Dealer 512000 POULSBO RV EAST/EVERETT Claim 911050

	Seq	Vendor	Comments
01	0010		LN. 1 BALANCE THE PROBLEM/ ALL WHEEL LUG NUTS BACK TO 85 FT.
	0020		LBS. PER SPECTS. CHECKED ALL WHEELS FOR DAMGED.
03	0030		
04	0040		LN. 2 BALANCE THE PROBLEM/ REMOVED THE PLASTIC SEAM CAP
05	0050		RESET THE PANEL & THE SEAM CAP CHANNEL BACK INTO PLACE
06	0060		SECURE WITH SCREWS RESET SEAM CAP & REINSTALL.
07	0070		
08	9000		Claim entered at srvc plant by: 24FESSLJ on 05/25/03
09	9010		*NO PARTS RECEIVED.
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 023 05860 Year 04
Prod 333 TRIUMPH
Model 32 G Mileage

04 Dealer 507639 *Labor Rate $50.00
BILL BRUNS
17941 SO. PLACITA OCTUBRE
GREEN VALLEY AZ 85614
425-309-6308

03 Owner [redacted]

05 Stock?	N
06 CustSig?	Y
07 FrtBill?	N
08 PrePaid?	N
VanRecp?	N
VanInv?	N
VanPaid?	N
PlntInv?	N
Scrap?	N

09 Claim No	120379
10 Prior Auth No	
11 Dealer RO No	
Recap No	23344
12 Customer DOP	05/04/03
13 Unit Received	10/15/03
14 Service Began	10/15/03
15 Service Ended	10/15/03
16 Cust Notified	10/15/03
17 Claim Received	11/18/03
Claim Entered	11/18/03

18 Parts	46.03
19 Labor	
20 Sublet	
21 Freight	
22 Total	46.03

81*RCs 1 FRCs	1 Parts 1
82 Appliances	0
83 Comments	6
85 Authorization	N
86 Unit History	C

Status 7D Dealer & plant M/E processing complete.
WACO Review 11/19/03 24EWINGR
VCB Review

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 023 05860	Dealer 507639 BILL BRUNS	Claim 120379

01 RC#	1 of 1	REIMBURSEMENT TO CUSTOMER FOR COST INCURRED WHEN WHEEL CAME OFF IN TRANSIT. ATTACHED COPIES OF RECIEPTS AND CHECK*
Root Cause	032	COMPONENT FAILURE

04*FRC	1 of 1	9999-00 Parts only claim	
21 Respon	C	WARRANTY,OTHER	R/C Flag R1 Root Cause
31 Vendor			

	Hours	Rate	Amount
41*Labor		$50.00	
42 VCB			
43 Sublet? N—			
44 Parts		Type 90	
45 Labor		for sub	
46*Total		nacez	

Status D	Denied
81*Parts	1
83 Comments	8

MODE:F ACTION: WCPCLAHIS/WCP354-10

Claim Part History Inquiry

Unit 023 05860	Dealer 507639 BILL BRUNS	Claim 120379

01 RC# 1 of 1 REIMBURSEMENT TO CUSTOMER FOR COST INCURRED WHEN WHEEL CAME OFF IN TRANSIT. ATTACHED COPIES OF RECIEPTS AND CHECK*

11 Part 1 of 1 001
SHOP SUPPLIES (WCP)

21 Respon C WARRANTY,OTHER
31 Vendor

51	Fle	Dlr
Qty Used		1.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61 Reimb Cost		46.03
62 VCB Cost		
63 Freight		

71 Shipped Scrap Confirmed? N
Shipper
RGA No

Status D Denied
83 Comments 8

Claim Comment History Inquiry

Unit 023 05860 Dealer 507639 BILL BRUNS Claim 120379

	Seq	Vendor	Comments
	0010		LN #1 COMMENTS: **REQUEST. CLAIM USED FOR DOCUMENTATION
	0020		ONLY.
03	0030		NO PARTS RECVD WITH CLAIM.
04	0040		CLAIM WRITTEN BY JASON ROCK.
05	0050		
06	9000		Claim entered at srvc plant by: 24ROCKJ on 11/18/03
07	9010		****DO NOT SEND RECAP STATEMENT TO CUSTOMER- CHECK REQUEST
08	9020		WAS ISSUED FOR PAYMENT******
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

Unit Comment Maintenance

Unit No	Product No	Description
023 05860	333	TRIUMPH

	Comments	Seq	Add Date	Added by
01	Burns on 8/14/03 in reference to qualityproduct issues	503	08/14/03	24EWINGR
02	and iesues with Poulsbo RV. Letter assigned to Jason	504	08/14/03	24EWINGR
03	Rock. Letter on file in unit packet. - SADMIN	505	08/14/03	24EWINGR
04			01/03/03	
05	PDR:SEE ATTACHED EXTERIOR CHECK IN SHEET FOR LOCATIONS/	10	01/03/03	24GRUBAM
06	WINDOW EDGE SCRATCHED/PAINT SCRATCHED ON UNDERSIDE OF F	20	01/03/03	24GRUBAM
07	RONT/EXCESS GLUE ON SIDE OF UNIT/WINDOW EDGE SCRATCHED/	30	01/03/03	24GRUBAM
08	EXCESS GLUE ON EDGE OF WINDOW/BUBBLES IN TRIM TAPE/UPPE	40	01/03/03	24GRUBAM
09	R CABINET OVER KIT SINK ON FRONT ??? WOOD NICKED/KIT	50	01/03/03	24GRUBAM
10	DRAWERS ALL STICKY NEAR CLOSED POSITION/CEILING PANEL I	60	01/03/03	24GRUBAM
11	N FRONT OF RANGE BOWED DOWN 1-1/2"/FLOOR SOFT SPOT IN	70	01/03/03	24GRUBAM
12	FRONT OF RANGE/FLOOR SOFT SPOT JUST INSIDE TOILET DOOR/	80	01/03/03	24GRUBAM
13	MOULDING @ TOP RIGHT OF TOILET DOOR DOES NOT MEET PROP-	90	01/03/03	24GRUBAM
14	ERLY/TOP INSIDE OF TILET DOOR SCRATCHED/BOTTOM EDGE OF	100	01/03/03	24GRUBAM
15	SHOWER WALL NOT CAULKED/COMPUTER WORK STATION RIGHT SID	110	01/03/03	24GRUBAM

Unit Comment Maintenance

Unit No	Product No	Description
023 05850	333	TRIUMPH

	Comments	Seq	Add Date	Added by
01	Chassis - Wheels - Cust called steting the rear	502	09/26/03	24ROCKJ
02	passenger side tire came off during transit. The rear	503	09/26/03	24ROCKJ
03	wheel studs sheared off. Cust had local repair center	504	09/26/03	24ROCKJ
04	change the demaged studs and install the spare.	505	09/26/03	24ROCKJ
05	Informed cust to have repair center torque all lug	506	09/26/03	24ROCKJ
06	nuts. Told cust to send repair bill to my attention.	507	09/26/03	24ROCKJ
07	Will send replacement tire, wheel and grease cap to	508	09/26/03	24ROCKJ
08	cust a n/c. Filed incident report and safety	509	09/26/03	24ROCKJ
09	evaluation in unit packet. - SADMIN	510	09/26/03	24ROCKJ
10		501	09/04/03	24ROCKJ
11	24 In-house - Negative - 8/16/03: Phoned cust in	502	09/04/03	24ROCKJ
12	regards to 8/14 email. Scheduled cust for repairs at	503	09/04/03	24ROCKJ
13	plt #24 on Sept 15, 2003. - SADMIN	504	09/04/03	24ROCKJ
14		501	08/14/03	24EWINGR
15	24 In-house - Negative - Letter received from Mr.	502	08/14/03	24EWINGR

Unit Comment Maintenance

Unit No	Product No	Description
023 05860	333	TRIUMPH

	Comments	Seq	Add Date	Added by
01			01/06/04	
02	CSI LETTER WAS SENT.	10	01/06/04	24FESSLJ
03	Interior/Soft Trims - Miscellaneous - CSI comments:	504	01/06/04	24FESSLJ
04	Customer states that the quality of the interior is	505	01/06/04	24FESSLJ
05	poor. The shower wasn"t sealed properly. The fascia	506	01/06/04	24FESSLJ
06	boards were no good. I lost a tire, Lug nuts and	507	01/06/04	24FESSLJ
07	grease caps. There"s a soft spot on the bathroom	508	01/06/04	24FESSLJ
08	floor. - SADMIN	509	01/06/04	24FESSLJ
09		501	10/16/03	24EWINGR
10	Research - - Received e-mail letter from Mr. Bruns	502	10/16/03	24EWINGR
11	on 10/16/03 requesting assistance in obtaining wheel	503	10/16/03	24EWINGR
12	center cap and steel valve stem. Letter assigned to	504	10/16/03	24EWINGR
13	Nadine Stensgaard. Letter on file in unit packet. -	505	10/16/03	24EWINGR
14	SADMIN	506	10/16/03	24EWINGR
15		501	09/26/03	24ROCKJ

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 015 92272 Year 04 Prod 381 WLD 5TH ADV Model 29528 Mileage	05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 PrePaid? N VanResp? N VanInv? N VanPaid? N PlntInv? Y Scrap? N	09 Claim No 237334 10 Prior Auth No 11 Dealer RO No 20269*1 Recap No 15175 12 Customer DOP 05/04/03 13 Unit Received 10/30/03 14 Service Began 10/30/03 15 Service Ended 11/01/03 16 Cust Notified 11/01/03 17 Claim Received 11/13/03 Claim Entered 11/13/03	
02 Dealer 347750 ALabor Rate $80.00 STIER'S LEISURE VEHICLES 5500 WIBLE RD 661-323-8080 BAKERSFIELD CA 93313			
03*Owner [redacted]			
18 Parts 25.36 19ALabor 240.00 20ASublet 95.15 21 Freight 22ATotal 351.51		81*RCs 1 FRCs 2 Parts 4 82 Appliances 0 83 Comments 5 85 Authorization N 86 Unit History C	
Status 7J Dealer & plant M/E processing complete. WACO Review 01/10/04 15HERRIJ VCB Review		# 57	

(8) # misc01 Lug Nuts—

(8) # misc02 Hub Studs

MODE:F ACTION: WCPCLAHIS/WCP363-1K

Claim Line Item History Inquiry

Unit 015 92272	Dealer 347750 STIER'S LEISURE VEHICLES	Claim 237334

01 RC# 1 of 1 REPLACE DRIVER SIDE REAR WHEEL AND TIRE (LUG NUTS, ETC...)
ORIGINAL WHEEL/TIRE FELL OFF WHILE TRAVELING INSPECTED ....
Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 2 0122-02 Tire, (incl. R/R wheel), TT only, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	3.00	$80.00	240.00
42 VCB			
43 Sublet? N		N	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status J Adjusted	
81*Parts	4
83 Comments	5

Claim Part History Inquiry

Unit 015 92272	Dealer 347750 STIER'S LEISURE VEHICLES	Claim 237334

01 RC# 1 of 1 REPLACE DRIVER SIDE REAR WHEEL AND TIRE (LUG NUTS, ETC...)
ORIGINAL WHEEL/TIRE FELL OFF WHILE TRAVELING INSPECTED ....

11 Part 1 of 4 MISC01
LUG NUT

21 Respon C WARRANTY,OTHER
31 Vendor

51	Fls	Dlr
Qty Used		8.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61*Reimb Cost		8.22
62 VCB Cost		
63 Freight		

71 Shipped Scrap Confirmed?
Shipper
RGA No

Status E Warnings
63 Comments 6

Claim Part History Inquiry

Unit 015 92272	Dealer 347750 STIER'S LEISURE VEHICLES	Claim 237334
01 RC# 1 of 1	REPLACE DRIVER SIDE REAR WHEEL AND TIRE (LUG NUTS, ETC...) ORIGINAL WHEEL/TIRE FELL OFF WHILE TRAVELING INSPECTED	
11 Part 2 of 4	MISC02 STUD	
21 Respon	C WARRANTY,OTHER	
31 Vendor		

51	Fle	Dlr
Qty Used		8.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61*Reimb Cost		14.56
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 5
RGA No		

MODE:F ACTION: WCPUNTING/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
015 92272	381	WLD 5TH ADV

	Comments	Seq	Add Date	Added by
01			11/13/03	
02	EVALUATION REPORT FILED ABOUT DRVR SIDE REAR TIRE FELL	10	11/13/03	15D08BSC
03	OFF IN TRANSIT-------	20	11/13/03	15D08BSC
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 023 06398 Year 04 Prod 337 TRIUMPH 5TH WHL Model 36 5L Mileage	05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 PrePaid? N VenReap? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	09 Claim No 209128 10 Prior Auth No 15 047697 11 Dealer RO No 123427 Recap No 16153 12 Customer DOP 08/23/03 13 Unit Received 09/13/03 14 Service Began 09/13/03 15 Service Ended 09/13/03 16 Cust Notified 09/13/03 17*Claim Received 12/16/03 Claim Entered 12/16/03
Dealer 507539 *Labor Rate $1.00 RAYMOND TITERA 1824 EL PRADO AVE 619-462-1985 LEMON GROVE CA 91945		
03 Owner [redacted]		
18APerts 92.97 19ALabor 20ASublet 417.00 21 Freight 22ATotal 509.97		81*RCs 2 FRCs 2 Parts 1 82*Appliances 2 83 Comments 4 85 Authorization Y 86 Unit History C
Status 7J Dealer & plant M/E processing complete. WACO Review 12/18/03 15HERRIJ VCB Review		# 58

(1) Customer Reimbursement Claim attached. —

(2) Dealer Warranty Claim:

(1) # 049369 TIRE — C05-F680

(4) # 107550 Steel Wheels — C01-1635

(2) # 333527 Axle Assy — B21-1016

(4) # 027207 Shock ABSORBER — C10-0801

MODE:F ACTION: WCPCLAHI9/WCP3b3-1K

Claim Line Item History Inquiry

Unit 023 06398 Dealer 507639 RAYMOND TITERA Claim 209128

01 RC# 1 of 2 SINGLE OUT REAR AXLE, RMV LT FRNT HUB &PUT ON REAR RT TO BRI
NG TRI IN DUE TO BROKEN WHEEL STUDS ON BOTH WHEELS RT SIDE..
*Root Cause 052 STRIPPED

04 FRC 1 of 1 0101-00 TRAVEL TRAILER AXLE ASSEMBLY
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$1.00	
42 VCB			
43 Sublet? Y--Inv? Y			
44 Parts		Type 90	
45 Labor	355.50	for sub	
46 Total	355.50	nacaz	

Status & Warnings	
81 Parts	1
83 Comments	4

MODE:F ACTION: WCPCLAHIS/WCP355-1D

Claim Comment History Inquiry

Unit 023 06398 Dealer 507539 RAYMOND TITERA Claim 209128

	Seq	Vendor	Comments
01	9000		Claim entered at srvc plant by: 15BAKERM on 12/15/03
02	9001		CONT LINE #1-OF TRAILERS, RMVD FRNT HUB &INSTLD NEW STUDS,
03	9010		ORIGINAL STUDS NOT AVAILABLE HAD TO USE LRGR STUDS &HAD TO
04	9020		CHANGE WHEEL TO FIT STUDS &TORQUE ALL LUG NUTS.
05			
06			
07			
08			
09			
10			
11			
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 023 06398 Dealer 507639 RAYMOND TITERA Claim 209128

01 RC# 2 of 2 SERVICE CALL.

Root Cause 086 IMPROPER USE

04 FRC 1 of 1 9999-07 Park trailer service call
21 Respon C WARRANTY,OTHER R/C Flag R2 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$1.00	
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts		Type 90	
45 Labor	61.50	for sub	
46 Total	61.50	nacaz	

	Status E Warnings
81 Parts	0
83 Comments	4

MODE:F ACTION: WCPAUTHAP/WCP382-1E

Authorization Comment Maintenance

Authorization No. 15 047697 A=Active
Pit/Serial No 023 06398 Mileage
TRIUMPH 5TH WHL
Dealer No 507639 MISCELLANEOUS CUSTOMER
Dealer Contact 123427 J.Y

Approved by 15YOUNGJ
on 12/15/03

Service Days 3

	Comments	Seq	Added by	Add Date
01	SUBLET FOR TEMP REPAIR TO GET UNIT TO DLR	010	15DOBBSC	11/20/03
02				
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				

Claim Line Item History Inquiry

Unit 023 05398 Dealer 507639 RAYMOND TITERA Claim 209129

01 RC# 1 of 1 USED RIM APPLIED TO TRAILER.

Root Cause 086 IMPROPER USE

04 FRC 1 of 1 0112-02 Step assembly, welded, includes paint & diag., TT on
21 Respon C WARRANTY,OTHER R/C Flag Ri Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$1.00	
42 VCB			
43 Sublet? Y—Inv? Y—			
44 Parts		Type 90	
45 Labor	35.00	for sub	
46 Total	35.00	nacez	

Status E Warnings	
01 Parts	0
03 Comments	1

MODE:F ACTION: WACO Claim Header Review WCPCLAREV/WCP330-21

01 Plant/Serial No 023 06398 Year 04 Prod 337 TRIUMPH 5TH WHL Model 35 5L Mileage	05 Stock? N 06 CustSig? Y 07 FrtBill? Y 08 PrePaid? N VenRecp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	09 Claim No239945/6393 10 Prior Auth No 15 047317 11 Dealer RO No 50116*5 Recap No 15095 12 Customer DOP 08/23/03 13 Unit Received 09/15/03 14 Service Began 09/15/03 15 Service Ended 10/17/03 16 Cust Notified 10/17/03 17 Claim Received 11/24/03 Claim Entered 11/24/03	
02 Dealer 512678 ALabor Rate $75.00 BEAUDRY RV CENTER 251 TRAVELERS WAY 760-736-8800 SAN MARCOS CA 92069			
03*Owner [redacted]			
18APArts 1,070.07 19 Labor 375.00 20 Sublet 212.50 21 Freight 118.48 22ATotal 1,776.05		81*RCs 4 FRCs 4 Parts 4 82 Appliances 0 83 Comments 11 86 Authorization Y 86 Unit History 87 Warnings Y 88 Adjustments 3 89 Summary	
Status 6J Ready for M/E processing - adjusted. WACO Review 01/13/04 15HERRIJ VCB Review 01/13/04 15HERRIJ			

MODE:F ACTION: WCPCLAINQ/WCP312-1J

Claim Line Item Inquiry

Unit 023 06398 Dealer 512578 BEAUDRY RV CENTER Claim 239945

01 RC# 1 of 4 BOTH TIRES ON PASS SIDE CAME OFF WHILE DRIVING. REMOVE ALL DRUMS & INSPECT FOR ANY DAMAGE TO ALL. * 15-047317* ....
Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 0101-01 Axle Assembly, each, complete, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor 202198 DEXTER AXLE / K & B INDUSTRIES

	Hours	Rate	Amount	Calc
41*Labor	3.00	$75.00	225.00	
42 VCB	3.00	$75.00		225.00
43 Sublet? N		N		
44 Parts		Type 90		
45 Labor		for sub		
46 Total		necsz		

FRC/claim 1 of 4

Status J Adjusted

81*Parts	2
83 Comments	11
84 Vendor Agrment	N
86 Authorization	Y
87 Warnings	Y
88 Adjustments	1
89 Summary	

Claim Part Inquiry

Unit 023 06398	Dealer 512578 BEAUDRY RV CENTER	Claim 239945
01 RC# 1 of 4	BOTH TIRES ON PASS SIDE CAME OFF WHILE DRIVING. REMOVE ALL DRUMS & INSPECT FOR ANY DAMAGE TO ALL. * 15-047317*	
11 Part 1 of 2	049369 TIRE, LT235/85R16E, GOODYEAR L05-8680	
21 Reason C	WARRANTY,OTHER	
31 Vendor 045400	GOODYEAR TIRE (BUENA PARK)	

51	Fle	Dlr
Qty Used		1.0
VCB	1	
*Rcvd/Rtn	1	1
Scrapped	1	0
Rejected	0	
Lost	0	0
Shipped	0	1

	Unit	Total	Calc
61 Reimb Cost	119.61 EA	119.61	
62 VCB Cost	61.34 EA		61.34
63 Freight			

71 Shipped	Scrap Confirmed? N	Status E Warnings
Shipper		83 Comments 11
RGA No		84 Vendor Agrment N

Claim Part Inquiry

Unit 023 06398	Dealer 512578 BEAUDRY RV CENTER	Claim 239945
01 RC# 1 of 4	BOTH TIRES ON PASS SIDE CAME OFF WHILE DRIVING. REMOVE ALL DRUMS & INSPECT FOR ANY DAMAGE TO ALL. * 15-047317*	
11 Part 2 of 2	107550 WHEEL, SPOKE 15 X 6 X 555 AW/	L01-1635
21 Reapon C	WARRANTY,OTHER	
31 Vendor 202198	DEXTER AXLE / K & B INDUSTRIES	

51	Fle	Dlr
Qty Used		4.0
VCB	4	
*Rcvd/Rtn	4	4
Scrapped	4	8
Rejected	0	
Lost	0	0
Shipped	0	4

	Unit	Total	Calc	Diff
61AReimb Cost	48.52 EA	218.08	194.08	24.00
62 VCB Cost	19.90 EA		79.60	
63 Freight				

71 Shipped	Scrap Confirmed? N	Status J Adjusted	
Shipper		83 Comments	11
RGA No		84 Vendor Agrment	N

MODE:F ACTION: WCPCLAIN8/WCP312-1J

Claim Line Item Inquiry

Unit 023 06398 Dealer 512578 BEAUDRY RV CENTER Claim 239945

01 RC# 2 of 4 INSPECT COMPLETE UNDER CARRIAGE OF TRAILER FOR ANY DAMAGE CAUSED BY TIRES FALLING OFF.**15-047317** WHEN WHEELS ....
Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 0101-20 Shock absorber, each, TT only, R/R
21 Respon C WARRANTY,OTHER R/C Flag R2 Root Cause
31 Vendor 202198 DEXTER AXLE / K & B INDUSTRIES

	Hours	Rate	Amount	Calc
41*Labor	2.00	$75.00	150.00	
42 VCB	2.00	$75.00		150.00
43 Sublet? N—		N		
44 Parts		Type 90		
45 Labor		for sub		
46 Total		nacez		

FRC/claim 2 of 4

Status J Adjusted	
81*Parts	2
83 Comments	11
84 Vendor Agrment	N
85 Authorization	Y
87 Wernings	Y
88 Adjustments	1
89 Summary	

Claim Part Inquiry

Unit 023 96398	Dealer 512578 BEAUDRY RV CENTER	Claim 239945
01 RC# 2 of 4	INSPECT COMPLETE UNDER CARRIAGE OF TRAILER FOR ANY DAMAGE CAUSED BY TIRES FALLING OFF.**15-047317** WHEN WHEELS	
11 Part 2 of 2	333527 U/C- 86.5 3D ST U/S 555 25-6000	821-1015
21 Reapon C	WARRANTY,OTHER	
31 Vendor 026756	DEXTER AXLE (INDIANA)	

51	Fle	Dlr
Qty Used		2.0
VCB	2	
*Rcvd/Rtn	2	2
Scrapped	2	0
Rejected	0	
Lost	0	0
Shipped	0	2

	Unit	Total	Calc
61AReimb Cost	323.97 EA	647.94	
62 VCB Cost	178.00 EA		355.00
63 Freight			

71 Shipped	Scrap Confirmed? N	Status J Adjusted
Shipper		83 Comments 11
RGA No		84 Vendor Agrment Y

Claim Line Item Inquiry

Unit 023 06398 Dealer 512578 BEAUDRY RV CENTER Claim 239945

01 RC# 4 of 4 BODY DAMAGE ON PASS REAR OF TRAILER *FROM TIRES FALLING OFF.* 15-047317 SUBLET TO SANDERS WELDING TO WELD ....
Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 0142-01 Horn, air, includes diagnosis, R/R
21 Respon C WARRANTY,OTHER R/C Flag R4 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$75.00	
42 VCB			
43 Sublet? Y—Inv? Y			
44 Parts		Type 90	
45 Labor		for sub	
46 Total	80.00	necez	

FRC/claim 4 of 4

	Status J Adjusted
81 Parts	0
83 Comments	11
84 Vendor Agrment	N
85 Authorization	N
87 Warnings	Y
88 Adjustments	1
89 Summary	

MODE:F ACTION: WCPCLAINQ/WCP313-1K

Claim Part Inquiry

Unit 023 06398	Dealer 512578 BEAUDRY RV CENTER	Claim 239945
01 RC# 2 of 4	INSPECT COMPLETE UNDER CARRIAGE OF TRAILER FOR ANY DAMAGE CAUSED BY TIRES FALLING OFF.**15-047317** WHEN WHEELS	
11 Part 1 of 2	027207 SHOCK ABSORBER,DXTR 52-3 L10-0801	
21 Respon C	WARRANTY,OTHER	
31 Vendor 002198	DEXTER AXLE / K & B INDUSTRIES	

51	Fle	Dlr
Qty Used		4.0
VCB	4	
*Rcvd/Rtn	4	4
Screpped	4	0
Rejected	0	
Lost	0	0
Shipped	0	4

	Unit	Total	Calc
61AReimb Cost	21.11 EA	84.44	
62 VCB Cost	8.12 EA		32.48
63 Freight			

71 Shipped	Scrap Confirmed? N	Status J Adjusted
Shipper		83 Comments 11
RGA No		84 Vendor Agrment N

Claim Comment Maintenance

Unit 023 06398 Dealer 512578 BERUDRY RV CENTER Claim 239945

	Seq	Vendor	Comments
	0010		**CORPORATE TOOK AXLES AND RIMS AND 1 TIRE FROM THIS CLAIM.
	0020		.....
03	0030		.....
04	9000		Claim entered at dealership by: DD on 11/24/03
05	9011		1...*LUGNUTS CAME LOOSE DAMAGED LUGS & BRAKE BACKING PLATES
06	9012		1...CHECKED ALL BRAKES HAVE CRACKS, R/R ALL AXLES
07	9021		2...CAME OFF IT ALSO DAMAGED SHOCKS R/R ALL 4 SHOCK
08	9022		2...ABSORBERS
09	9031		3...DISCOUNT TIRE TO DISMOUNT, MOUNT AND BALANCE 5 TIRES &
10	9032		3...RIMS,REPLACE 1 DAMAGED TIRE.
11	9041		4...ALUMINUM BRACKET.
12			
13			

0000 to 7999 Dealer Adjustment/Denial Report.
8000 to 8999 Vendor Chargeback Invoice.
9000 to 9999 Internal use only.

MODE:F ACTION: WCPAUTHRP/WCP382-1E

Authorization Comment Maintenance

Authorization No.	15 047317 A=Active	Approved by 15DOBBSC
Plt/Serial No	023.06398 Mileage	on 11/20/03
	TRIUMPH 5TH WHL	
Dealer No	512578 BERUDRY RV CENTER	
Dealer Contact		Service Days 3

	Comments	Seq	Added by	Add Date
01	TIRES FELL OFF UNIT, OK PER CRAIG TO R/R AXLES. DLR TO	010	15DOBBSC	11/03/03
02	RETURN AXLES	020	15DOBBSC	11/03/03
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				

MODE:F ACTION: WCPUNTING/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 06398	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01			12/16/03	
02	**********	10	12/16/03	15YOUNGJ
03	ISSUED CUSTOMER REIMBURSEMENT FOR $544.97 ON CLAIM # 20	20	12/16/03	15YOUNGJ
04	9129 AND 209128 WITH AUTHORIZATION # 15048276 AND 15047	30	12/16/03	15YOUNGJ
05	697. SENT LETTER NOTIFYING, DOCUMENT AND FILE.	40	12/16/03	15YOUNGJ
06	**********	50	12/16/03	15YOUNGJ
07			11/21/03	
08	RECEIVED CALL FROM CRAIG @ BEAUDRYS SAN MARCOS ASKING A	10	11/21/03	15YOUNGJ
09	BOUT THE VIN # BEING INCORRECT IN HIS SYSTEM, VERIFIED	20	11/21/03	15YOUNGJ
10	EVERYTHING IS OK, WHEN THEY SUBMIT CLAIM IT MAY SAY EUR	30	11/21/03	15YOUNGJ
11	OWAY, BUT OK TO SUBMIT.	40	11/21/03	15YOUNGJ
12	**********	50	11/21/03	15YOUNGJ
13			11/20/03	
14	EVALUTAION REPORT FILED FOR WHEELS COMING OFF-------	10	11/20/03	15DD988C
15			10/17/03	

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 024 81179 Year 04
Prod 325 WILDERNESS
Model 300BH Mileage

02 Dealer 512758 ALabor Rate $45.02
MCGOVERN'S RV CENTRE
10725 117 AVE 780-539-1814
GRANDE PRAIRIE AB CAN T8V 7N6

03 Owner [redacted]

05 Stock?	N
06 CustSig?	Y
07 FrtBill?	N
08 PrePaid?	N
VenResp?	N
VenInv?	N
VenPaid?	N
PlntInv?	Y
Scrap?	N

09 Claim No	243673
10 Prior Auth No	
11 Dealer RO No	4472
Recap No	23523
12 Customer DOP	05/22/03
13 Unit Received	09/08/03
14 Service Began	09/08/03
15 Service Ended	10/10/03
16 Cust Notified	10/10/03
17 Claim Received	12/09/03
Claim Entered	12/09/03

18APerts	259.00
19ALabor	81.04
20ASublet	20.14
21 Freight	
22ATotal	360.18

81#RCs 2 FRCs 4 Parts	4
82 Appliances	0
83 Comments	3
85 Authorization	N
86 Unit History	

#59

Status 7J Dealer & plant M/E processing complete.
WACO Review 01/06/04 24ASMUSD
VCB Review 01/06/04 24ASMUSD

(1) #355851 Alum Wheel – Col-4010

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 024 81179	Dealer 512758 MCGOVERN'S RV CENTRE	Claim 243673

01 RC# 1 of 2 PROBLEM: lost a wheelCAUSE: studs sheared off, defective partREMEDY: replace studs, lug nuts, dust cap, and wheel
Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 2 0122-01 Tire, all, (Photo Required), TT only, Repair
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$45.02	
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts		Type 90	
45 Labor		for sub	
46ATotal	20.14	nacez	

	Status J Adjusted
81 Parts	2
83 Comments	3

MODE:F ACTION: WCPCLAHIS/WCP364-10

Claim Part History Inquiry

Unit 024 81179	Dealer 512758 MCGOVERN'S RV CENTRE	Claim 243673
01 RC# 1 of 2	PROBLEM: lost a wheelCAUSE: studs sheared off, defective partREMEDY: replace studs, lug nuts, dust cap, and wheel	
11 Part 1 of 2	264144 CVR- HUB PLASTIC 6/PHOENIX QT655CHC	L02-7006
21 Respon C	WARRANTY,OTHER	
31 Vendor 203684	PHOENIX USA, INC.	

51	Fls	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total
61 Reimb Cost	17.75 EA	17.75
62 VCB Cost	3.70 EA	
63 Freight		

71 Shipped	Scrap Confirmed?	Status C Correct
Shipper		83 Comments 3
RGA No		

Claim Part History Inquiry

Unit 024 81179	Dealer 512758 MCGOVERN'S RV CENTRE	Claim 243673
01 RC# 1 of 2	PROBLEM: lost a wheelCAUSE: studs sheared off, defective partREMEDY: replace studs, lug nuts, dust cap, and wheel	
11 Part 2 of 2	356851 WHEEL- ALUMINUM MOD 15 X 6 X 655	L01-4010
21 Respon C 31 Vendor 201143	WARRANTY,OTHER TREDIT TIRE & WHEEL CO	

51	Fle	Dlr
Qty Used		1.0
VCB	0	
Rcvd/Rtn	1	1
Scrapped	1	0
Rejected	0	
Lost	0	0
Shipped	0	1

	Unit	Total
61 Reimb Cost	134.64 EA	134.64
62 VCB Cost	66.09 EA	
63 Freight		

71 Shipped	Scrap Confirmed? Y	Status C Correct
Shipper		83 Comments 3
RGA No		

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
024 81179	325	WILDERNESS

	Comments	Seq	Add Date	Added by
01		501	12/10/03	24ASMUSD
02	24 In-house - Negative - **** FILED FIELD REPORT #	502	12/10/03	24ASMUSD
03	1086 as unit had lost tire and wheel due to sheared	503	12/10/03	24ASMUSD
04	lugs. dealer has made repairs and is sending the wheel	504	12/10/03	24ASMUSD
05	to legrande - SADMIN	505	12/10/03	24ASMUSD
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 023 05532 Year 04
Prod 375 WLD ADV
Model 300BH Mileage

02 Dealer 512758 ALabor Rate $44.78
MCGOVERN'S RV CENTRE
10725 117 AVE 780-539-1814
GRANDE PRAIRIE AB CAN T8V 7N6

03 Owner [redacted]

05 Stock?	N
06 CustSig?	Y
07 FrtBill?	Y
08 PrePaid?	N
VenResp?	N
VenInv?	N
VenPaid?	N
PlntInv?	Y
Scrap?	N

09 Claim No	243810
10 Prior Auth No	
11 Dealer RO No	4545
Recap No	23523
12 Customer DOP	04/10/03
13 Unit Received	08/18/03
14 Service Began	05/18/03
15 Service Ended	10/10/03
16 Cust Notified	10/10/03
17 Claim Received	12/09/03
Claim Entered	12/09/03

18APerts	351.15
19ALabor	35.82
20ASublet	55.69
21AFreight	156.39
22ATotal	608.95

81#RCs 2 FRCs 4 Parts	8
82 Appliances	0
83 Comments	2
85 Authorization	N
86 Unit History	C

#60

Status 7J Dealer & plant M/E processing complete.
WACO Review 01/06/04 24ASMU9D Audit S
VCB Review 01/06/04 24ASMU9D

(1) #355851 Alum wheel - Lo1-4010

Claim Line Item History Inquiry

Unit 023 08532	Dealer 512758 MCGOVERN'S RV CENTRE	Claim 243810

01 RC# 1 of 2 PROBLEM: wheel came offCAUSE: studs sheared offREMEDY: replace wheel and all parts
Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 2 0122-02 Tire, (incl. R/R wheel), TT only, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	0.50	$44.78	22.39
42 VCB			
43 Sublet? N—		N————————	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacaz	

Status J Adjusted	
81*Parts	5
83 Comments	2

Claim Part History Inquiry

Unit 023 06532	Dealer 512758 MCGOVERN'S RV CENTRE	Claim 243810
01 RC# 1 of 2	PROBLEM: wheel came offCAUSE: stude sheared offREMEDY: replace wheel and all parts	
11 Part 2 of 6	355851 WHEEL- ALUMINUM MOD 15 X 6 X 555	L01-4010
21 Respon C	WARRANTY,OTHER	
31 Vendor 201143	TREDIT TIRE & WHEEL CO	

51	Fle	Dlr
Qty Used		1.0
VCB	0	
#Rcvd/Rtn	1	1
Scrapped	1	0
Rejected	0	
Lost	0	0
Shipped	0	1

	Unit	Total
61 Reimb Cost	134.64 ER	134.64
62 VCB Cost	66.09 EA	
63 Freight		

71 Shipped	Scrap Confirmed? Y
Shipper	
RGA No	

Status E Warnings	
83 Comments	2

Claim Part History Inquiry

Unit 023 06632	Dealer 512758 MCGOVERN'S RV CENTRE	Claim 243810
01 RC# 1 of 2	PROBLEM: wheel came offCAUSE: studs sheared offREMEDY: replace wheel and all parts	
11 Part 3 of 6	MISC01 wheel studs	
21 Respon 31 Vendor	C WARRANTY,OTHER	

51	Fle	Dlr		Unit	Total
Qty Used		6.0	61AReimb Cost		20.58
VCB	0		62 VCB Cost		
*Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	0			
Rejected	0		71 Shipped	Scrap Confirmed?	Status J Adjusted
Lost	0	0	Shipper		83 Comments 2
Shipped	0	0	RGA No		

Claim Part History Inquiry

Unit 023 06532	Dealer 512768 MCGOVERN'S RV CENTRE	Claim 243810
01 RC# 1 of 2	PROBLEM: wheel came offCAUSE: stude sheared offREMEDY: replace wheel and all parts	
11 Part 4 of 6	MISC02 wheel nuts	
21 Respon 31 Vendor	C WARRANTY,OTHER	

51	Fle	Dlr		Unit	Total
Qty Used		6.0	61AReimb Cost		9.39
VCB	0		62 VCB Cost		
*Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	0			
Rejected	0		71 Shipped	Scrap Confirmed?	Status J Adjusted
Lost	0	0	Shipper		83 Comments 2
Shipped	0	0	RGA No		

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 05532	376	WLD ADV

	Comments	Seq	Add Date	Added by
01		501	12/10/03	24RSMUSD
02	24 In-house - Negative - ****FILED FIELD REPORT #	502	12/10/03	24RSMUSD
03	1095 for unit losing tire and wheel. dealer made	503	12/10/03	24RSMUSD
04	repairs and is sending the wheel to legrende - SADMIN	504	12/10/03	24RSMUSD
05			11/01/03	
06	CSI LETTER WAS SENT	10	11/01/03	24FESSLJ
07			03/27/03	
08	PDR- (FAXED) CUPBOARD OVER SINK 2ND DOOR KNOCKS AGAINST	10	03/27/03	24WILLIB
09	1ST CUPBOARD HANDLE CHIPPING DOOR #2 PLEASE ?????	20	03/27/03	24WILLIB
10	AWNING ROD	30	03/27/03	24WILLIB
11				
12				
13				
14				
15				

MODE:F ACTION: WCPUNTINQ/WCP465-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
23 06881	383	TER 5TH QNTM	2952B	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
24		09/15/03	Not Received	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
05/06/03	05/07/03	0	512758 MCGOVERN'S RV CENTRE GRANDE PRAIRIE AB CAN T8V 7N6

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
3	409	[redacted]	
GOLD RUSH (BLACK/GOLD	PO[redacted]		1EA5B292142306881
		VALLEYVIEW AB, CAN [redacted]	

#61

2.Claim History Inq 3.Appliance Inquiry 4.Option Inquiry 5.Tire Inquiry
6.Unit Comments-Yes 7.Audit Inquiry-No 8.MUSE Comments-No

No warranty Claim Submitted.

Unit Comment Maintenance

Unit No	Product No	Description
023 05881	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01		501	12/10/03	24ASMUSD
02	24 In-house - Negative - ****** FILED FIELD REPORT #	502	12/10/03	24ASMUSD
03	1094 when unit was in dealer stock it had lost a wheel	503	12/10/03	24ASMUSD
04	due to sheared lugs. Dealer had made repairs and is	504	12/10/03	24ASMUSD
05	sending the damaged wheel to legrande - SADMIN	505	12/10/03	24ASMUSD
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: WCPUNTINQ/WCP455-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
23 05929	337	TRIUMPH 5TH WHL	36 5L	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
15		10/15/03	Not Received	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
11/13/02	01/21/03	23	510913 GUARANTY RV CENTER JUNCTION CITY OR 97448

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
3 BROWN	400	[redacted] MILWAUKIE, OR [redacted]	4CB5L362442305929

#62

2.Claim History Inq 3.Appliance Inquiry 4.Option Inquiry 5.Tire Inquiry
6.Unit Comments-Yes! 7.Audit Inquiry-No 8.MUSE Comments-No

NO Warranty Claim Submitted —

Unit Comment Maintenance

Unit No	Product No	Description
023 05929	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01		501	01/13/04	096BEARY
02	Basic Product Info - - RV Owner Care Card--left	502	01/13/04	096BEARY
03	message for a call back.	503	01/13/04	096BEARY
04		501	12/10/03	24ASMUSD
05	24 In-house - Negative - ********** FILED FIELD	502	12/10/03	24ASMUSD
06	REPORT # 1093 for tire and wheel loss due to sheared	503	12/10/03	24ASMUSD
07	off lugs due to iimproper torque. Las schwab tire	504	12/10/03	24ASMUSD
08	center to return damaged wheel - SADMIN	505	12/10/03	24ASMUSD
09	- - Warranty Card Called customer and left a	506	12/10/03	096MEJIA
10	message to call in and update their address. We	507	12/10/03	096MEJIA
11	received their warranty card back in the mail.	508	12/10/03	096MEJIA
12			02/06/03	
13	PDR- OWNERS MANUAL ON SLIDEOUT MISSING (INFO IN OWNER	10	02/06/03	24WILLIB
14	MANUAL)	20	02/06/03	24WILLIB
15				

MODE:F ACTION: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 040 99513 Year 04
Prod 397 PRL 5 RGL AX5
Model 365FL Mileage

02 Dealer 513485 Labor Rate $79.00
CAMPING TIME RV INC
2912 MAIN ST W 770-972-2737
SNELLVILLE GA 30078

03 Owner MORGAN LAWSON

05	Stock?	N	
06	CustSig?	Y	
07	FrtBill?	N	
08	PrePaid?	N	
	VenResp?	N	
	VenInv?	N	
	VenPaid?	N	
	PlntInv?	Y	
	Scrap?	N	

09	Claim No	250778
10*	Prior Auth No 28	020899
11	Dealer RO No	12709
	Recap No	30268
12	Customer DOP	06/01/03
13	Unit Received	12/15/03
14	Service Began	12/15/03
15	Service Ended	12/15/03
16	Cust Notified	12/15/03
17	Claim Received	01/10/04
	Claim Entered	01/10/04

18	Parts	
19A	Labor	
20A	Sublet	246.62
21	Freight	
22A	Total	246.62

81*	RCs 1 FRCs 1 Parts	0
82	Appliances	0
83	Comments	2
85	Authorization	Y
86	Unit History	C

Status 7J Dealer & plant M/E processing complete.
WRCO Review 01/12/04 28DEMBEW
VCB Review

#63

Temp Repairs Perform to Hub Studs-
Dealer to make Permanent Repairs

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 040 99513 Dealer 513485 CAMPING TIME RV INC Claim 250778

01 RC# 1 of 1 STUDS BROKEN OFF IN CURBSIDE REAR WHEEL. EMERGENCY REPAIRS BY PECO CAMPING CENTER. WE HAD TO PAY WITH CREDIT CARD ....
Root Cause 022 FASTENER STRIPPED/CROSS THREAD

04*FRC 1 of 1 0146-18 Wheel studs, per hub, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$79.00	
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts	96.62	Type 90	
45 Labor	150.00	for sub	
46 Total	246.62	nacez	

Status E	Warnings
81 Parts	0
83 Comments	2

MODE:F ACTION: WCPAUTHAP/WCP382-1E

Authorization Comment Maintenance

Authorization No. 28 020899 A=Active
Plt/Serial No 040 99513 Mileage
PRL 5 RGL AX5
Dealer No 507569 CAMPING TIME RV INC
Dealer Contact dan

Approved by 28WILLEJ
on 01/08/04

Service Days 2

	Comments	Seq	Added by	Add Date
01	WHEEL CAME OFF.SEE COMMENTS UNDER VIN #	010	28WILLEJ	01/06/04
02	ALSO BILL FOR SUBLET TO GO & PICK UP UNIT ON SIDE OF	020	28WILLEJ	01/08/04
03	HIGHWAY.ALSO PAID FOR TEMPORARY REPAIR TO PECO CAMPING	030	28WILLEJ	01/08/04
04	CENTER TO MAKE UNIT TOWABLE.	040	28WILLEJ	01/08/04
05				
06				
07				
08				
09				
10				
11				
12				

Unit Comment Maintenance

Unit No	Product No	Description
040 99513	397	PRL 5 RGL AX6

	Comments	Seq	Add Date	Added by
			12/16/03	
02	RECEIVED PICTURES OF DAMAGE TO UNIT WHEN WHEEL LUGS	10	12/16/03	28WILLEJ
03	BROKE OFF.PICTURES IN UNIT PACK & WILL FORWARD TO DARLE	20	12/16/03	28WILLEJ
04	NE AT PLANT # 40.	30	12/16/03	28WILLEJ
05		501	12/16/03	096ALONZ
06	Call - Outbound - Dealer - Spoke to Ken Adams who	502	12/16/03	096ALONZ
07	states Camping time RV has just picked up the trailer.	503	12/16/03	096ALONZ
08	Mr. Adams states Camping Time RV has paid them for the	504	12/16/03	096ALONZ
09	repairs they had performed. We thanked Mr. Adams for	505	12/16/03	096ALONZ
10	helping us assist our customer.	506	12/16/03	096ALONZ
11		501	12/15/03	096ALONZ
12	- - Multiple: [redacted] states he had an accident	502	12/15/03	096ALONZ
13	on December 14, 2003. [redacted] states they were	503	12/15/03	096ALONZ
14	traveling down HWY 78 near Stone Mountain GA when the	504	12/15/03	096ALONZ
15	studs on the rear passenger wheel broke off. [redacted]	505	12/15/03	096ALONZ

Unit Comment Maintenance

Unit No	Product No	Description
040 99513	397	PRL 5 RGL AX5

	Comments	Seq	Add Date	Added by
01	[redacted] states there was damage caused to the rear	505	12/15/03	096ALONZ
02	wheel well molding, out side paneling for the dinette	507	12/15/03	096ALONZ
03	slide out, and the rear axle. [redacted] states he was	508	12/15/03	096ALONZ
04	on his way to a meeting and would like to answer any	509	12/15/03	096ALONZ
05	more questions after 3:30pm est. We advised [redacted]	510	12/15/03	096ALONZ
06	we did not have him as the registered owner and would	511	12/15/03	096ALONZ
07	follow up with his selling dealer. [redacted] states	512	12/15/03	096ALONZ
08	the trailer is currently at Peco Campers in Tucker GA.	513	12/15/03	096ALONZ
09	We thanked [redacted] and advised we would contact him	514	12/15/03	096ALONZ
10	if we have any other questions. [redacted] states he	515	12/15/03	096ALONZ
11	would like to know if this would be covered under	516	12/15/03	096ALONZ
12	warranty or	517	12/15/03	096ALONZ
13	Call - Inbound - Customer - ...continued.....	518	12/15/03	096ALONZ
14	through his insurance. [redacted] thanked us for our	519	12/15/03	096ALONZ
15	assistance.	520	12/15/03	096ALONZ

Unit Comment Maintenance

Unit No	Product No	Description
040 99513	397	PRL 5 RGL AX6

	Comments	Seq	Add Date	Added by
01	Call - Outbound - Dealer - Contacted Greg at CAMPING	521	12/15/03	096ALONZ
02	TIME RV INC Oakwood, GA at (800) 232-9628 and	522	12/15/03	096ALONZ
03	requested a copy of the PDI to be faxed to us. Greg	523	12/15/03	096ALONZ
04	states he will check for the PDI and will fax. We	524	12/15/03	096ALONZ
05	thanked Greg for his assistance.	525	12/15/03	096ALONZ
06	Call - Inbound - Dealer - Greg from CAMPING TIME RV	526	12/15/03	096ALONZ
07	INC / Oakwood, GA, states the trailer was actually	527	12/15/03	096ALONZ
08	sold out of their Woodstock store. We thanked Greg for	528	12/15/03	096ALONZ
09	his assistance.	529	12/15/03	096ALONZ
10	Call - Outbound - Dealer - Spoke to Ryan, service	530	12/15/03	096ALONZ
11	advisor, at Camping Time Rv in Woodstock. Ryan advised	531	12/15/03	096ALONZ
12	he did have the PDI and will fax it over. We thanked	532	12/15/03	096ALONZ
13	Ryan for his assitance.	533	12/15/03	096ALONZ
14	Call - Inbound - Customer - [redacted]	534	12/15/03	096PAUR
15	requested to speak with Angela as he had been working	535	12/15/03	096PAUR

Unit Comment Maintenance

Unit No	Product No	Description
040 99513	397	PRL 5 RGL AX6

Comments	Seq	Add Date	Added by
01 with her on his concern with unit. We advised we	535	12/15/03	096PAUR
02 would transfer call with her OK.	537	12/15/03	096PAUR
03 Call - Outbound - OR - - Transferred call to Angela	538	12/15/03	096PAUR
04 Alonzo.	539	12/15/03	096PAUR
05 Call - Inbound - Customer - Customer called is to	540	12/15/03	096COSTI
06 speak with Angela.	541	12/15/03	096COSTI
07 Call - Outbound - OR - Call transferred to Angela at	542	12/15/03	096COSTI
08 her request.	543	12/15/03	096COSTI
09 Call - Inbound - Customer - [redacted] called back	544	12/15/03	096ALONZ
10 inquiring if we needed any more information. We	545	12/15/03	096ALONZ
11 advised we only need the Insurance information on the	546	12/15/03	096ALONZ
12 trailer. [redacted] stated he will have his wife call	547	12/15/03	096ALONZ
13 back with that information. [redacted] thanked us.	548	12/15/03	096ALONZ
14 Call - Inbound - Customer - [redacted] called in	549	12/15/03	096ALONZ
15 with information regarding insurance. We added to	550	12/15/03	096ALONZ

Unit Comment Maintenance

Unit No	Product No	Description
040 99513	397	PRL 6 RGL AX6

	Comments	Seq	Add Date	Added by
01	Incident report. We thanked [redacted] for her	551	12/15/03	096ALONZ
02	assistance.	552	12/15/03	096ALONZ
03	Call - Inbound - Conference call with Brian Shrader,	553	12/15/03	096ALONZ
04	53, and Ronnie, 96. We spoke to Brian who advised we	554	12/15/03	096ALONZ
05	transport trailer to Camping Time RV in Snellville to	555	12/15/03	096ALONZ
06	have evaluation and repairs done. Brian states all	556	12/15/03	096ALONZ
07	repairs will be covered under Fleetwood warranty. We	557	12/15/03	096ALONZ
08	advised we would contact Camping Time RV and arrange	558	12/15/03	096ALONZ
09	transport. We thanked Brian for his assistance.	559	12/15/03	096ALONZ
10	Call - Outbound - Dealer - Spoke to Rick at Camping	560	12/15/03	096ALONZ
11	Time RV, Snellville. Rick advised he could arrange	561	12/15/03	096ALONZ
12	transport from Peco Campers to his dealership. We	562	12/15/03	096ALONZ
13	advised Rick of [redacted] information and thanked	563	12/15/03	096ALONZ
14	him for his assistance	564	12/15/03	096ALONZ
15	Call - Outbound - Dealer - Spoke to receptionist at	565	12/15/03	096ALONZ

Unit Comment Maintenance

Unit No	Product No	Description
040 99513	397	PRL 5 RGL AXS

	Comments	Seq	Add Date	Added by
01	Peco Campers who advised we would need to call back	566	12/15/03	096ALONZ
02	tommorrow and speak with Ken Adams, service advisor.	567	12/15/03	096ALONZ
03	We thanked receptionist.	568	12/15/03	096ALONZ
04	Call - Outbound - Customer - Tried contact [redacted]	569	12/15/03	096ALONZ
05	[redacted], busy.	570	12/15/03	096ALONZ
06	Call - Outbound - Customer - Spoke to [redacted] and	571	12/15/03	096ALONZ
07	advised we would be covering all repairs and we would	572	12/15/03	096ALONZ
08	be transporting unit to Camping Time RV in in	573	12/15/03	096ALONZ
09	Snellville. [redacted] thanked us.	574	12/15/03	096ALONZ
10	Incident Report - Please review.	575	12/15/03	096CERVA
11			06/20/03	
12	I HAVE AGREED TO ADD TOPPERS ON TWO FRON BOXES LEAKING	10	06/20/03	28MOULDD
13	AND CUST PAYS LABOR.	20	06/20/03	28MOULDD
14				
15				

MODE:F ACTION: WCPUNTING/WCP465-20

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
23 05967	333	TRIUMPH	32 G	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
15		03/13/03	Not Received	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
11/19/02	01/14/03	0	512105 WHEELER'S LAS VEGAS RV LAS VEGAS NV 89124

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
1 BLUE	400	[redacted] LAKE CHARLES, LA [redacted]	4CB1G322042305967

#64

2.Claim History Inq 3.Appliance Inquiry 4.Option Inquiry 5.Tire Inquiry
6.Unit Comments-Yes 7.Audit Inquiry-No 8.MUSE Comments-No

No Warranty Claim Submitted -

Repairs In process as of 1/22/04

Unit Comment Maintenance

Unit No	Product No	Description
023 05957	333	TRIUMPH

Comments	Seq	Add Date	Added by
01	501	01/22/04	096SISCO
02 Chassis - Suspension - Wheel Lug Nut Torque recall:	502	01/22/04	096SISCO
03 [redacted] stated he lost a wheel on the freeway	503	01/22/04	096SISCO
04 - Hwy 43 (Alabama). He did not know there was a	504	01/22/04	096SISCO
05 recall letter sent to his home as he has been out of	505	01/22/04	096SISCO
06 town. Customer states his wife just let him know	506	01/22/04	096SISCO
07 after the wheel flew off. No-one was hurt and	507	01/22/04	096SISCO
08 customer is having unit repaired. We transferred the	508	01/22/04	096SISCO
09 call to #024 La Grande for further information on	509	01/22/04	096SISCO
10 reimbursement.	510	01/22/04	096SISCO
11 Email - Outbound - Emailed Rick Ewing stating	511	01/22/04	096SISCO
12 customer will be calling #024 to discuss	512	01/22/04	096SISCO
13 reimbursement. Also reminded Rick that a Unit	513	01/22/04	096SISCO
14 Evaluation is needed for this unit.	514	01/22/04	096SISCO
15		02/07/03	