RQ03-009

FLEETWOOD 2/23/04

ATTACHMENT 10

PART 1 OF 4

BOOK 2 OF 2

WARRANTY INFORMATION

10. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Fleetwood to date that relate to, or may relate to, the alleged defect in the subject vehicles; warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

a) Fleetwood's claim number;
b) Vehicle owner or fleet name (and fleet contact person) and telephone number;
c) VIN;
d) Repair date;
e) Vehicle mileage at time of repair;
f) Repairing dealer's or facility's name, telephone number, city and state of ZIP code;
g) Labor operation number;
h) Problem code;
i) Replacement part number(s) and description(s);
j) Concern stated by customer; and
k) Comment, if any, by dealer/technician relating to claim and/or repair.

RESPONSE #10 - WARRANTY INFORMATION

Please refer to spreadsheet with attachments found in attachment 10a.

RQ03-009

FLEETWOOD 2/23/04

ATTACHMENT 10A

PART 1 OF 4

BOOK 2 OF 2

1	40-99801	Attachment - 10 A	[redacted]	4CA8L99219499801	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
2	40-99948	Attachment - 10 A		4CA8G91304048948	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
3	40-99956	Attachment - 10 A		4CB8G91229499956	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
4	40-99971	Attachment - 10 A		4CB8L99299499971	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
5	66-99137	Attachment - 10 A		2EKA99219499137	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
6	66-99141	NA		2ELB99299499141	NA	No	NA	NA	NA
7	18-99957	NA		1EDF99241499957	NA	No	NA	NA	NA
8	22-99945	NA		4CB9Z99249499945	NA	No	NA	NA	NA
9	22-99934	Attachment - 10 A		4CA8L99219499934	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
10	22-99948	Attachment - 10 A		4CB9Z99249499948	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
11	22-99939	Attachment - 10 A		4CA8G91149499939	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
12	66-99139	Attachment - 10 A		2ELB99279499139	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
13	40-99999	NA		4CA8L99299499999	NA	No	NA	NA	NA
14	22-99399	Attachment - 10 A		1EA8F99941499399	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
15	22-99914	Attachment - 10 A		4CA8Z99949499914	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
16	40-97994	NA		1ED1F97744997914	NA	No	NA	NA	NA
17	22-99973	Attachment - 10 A		4CA1G99241499973	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
18	22-99902	NA		4CA8G91249499902	NA	No	NA	NA	NA
19	22-99906	Attachment - 10 A		4CB8L99299499906	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
20	22-99794	Attachment - 10 A		4CB8L99299499794	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
21	22-99978	Attachment - 10 A		1ED1F99214999978	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
22	18-92171	NA		1EAB99299499171	NA	No	NA	NA	NA
23	40-99957	NA		4CB8L99294499957	NA	No	NA	NA	NA
24	40-99999	NA		1ED8F99994499999	NA	No	NA	NA	NA
25	22-99921	NA		1ED8F99294499921	NA	No	NA	NA	NA
26	40-99944	Attachment - 10 A		1EC8F99294499944	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
27	40-99913	Attachment - 10 A		1ED1F9721X499913	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
28	40-99794	Attachment - 10 A		1EC8F99241499794	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
29	40-99992	NA		4CA8L99299499992	NA	No	NA	NA	NA
30	40-99999	NA		1ED8F99294499999	NA	No	NA	NA	NA
31	22-99995	Attachment - 10 A		1EC1F99294499995	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
32	22-99999	Attachment - 10 A		4CA8L99294499999	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
33	40-99746	Attachment - 10 A		1EC8F99294499746	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
34	22-99295	Attachment - 10 A		1EC8F99214999295	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
35	22-99915	NA		4CB8L99299499915	NA	No	NA	NA	NA
36	66-99906	Attachment - 10 A		2EA8F99294499906	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
37	22-97977	Attachment - 10 A		1ED8F99294997977	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
38	22-99295	NA		4CA8L91249499295	NA	No	NA	NA	NA
39	22-99970	Attachment - 10 A		1ED1D99294499970	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
40	18-92173	NA		1EAB99241992173	NA	No	NA	NA	NA
41	22-99118	Attachment - 10 A		1EC1F99294499118	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
42	40-99906	Attachment - 10 A		4CA8L99294499906	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
43	22-99996	Attachment - 10 A		1EA8F99214999996	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
44	22-99917	Attachment - 10 A		4CB8Z99249499917	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
45	18-92186	Attachment - 10 A		1EAB99294499186	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
46	66-99399	Attachment - 10 A		2EC8F99294499399	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
47	18-92181	Attachment - 10 A		1EAB99294499181	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
48	18-92191	Attachment - 10 A		1EAB99241992191	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
49	66-94779	Attachment - 10 A		2EA8F99294994779	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
50	18-92184	NA		1ED8F99241992184	NA	No	NA	NA	NA

23-00027	Attachment - 10 A	[redacted]	1EC3F9021412000027	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
23-07135	Attachment - 10 A		1EC3F9027423007135	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
23-09439	Attachment - 10 A		1EC3F9027423009439	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
43-01901	Attachment - 10 A		1EC1F9029042301901	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
40-00418	Attachment - 10 A		1ED1F9029440004418	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
23-00020	Attachment - 10 A		4CB1G9Z0142000020	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
19-00272	Attachment - 10 A		1EC3F9021412000272	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
23-00008	Attachment - 10 A		4CB1L9Z0142000008	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
24-01170	Attachment - 10 A		1ED1F9029420001170	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
23-00032	Attachment - 10 A		1EC3F9021412000032	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
23-00001	NA		1BA[illegible]0001	NA	No	NA	NA	NA	
23-00029	NA		4CB1L9Z0142000029	NA	No	NA	NA	NA	
40-00019	Attachment - 10 A		1EC3F9021440000019	Attachment - 10 A	No	Attachment - 10 A	Attachment - 10 A	Attachment - 10 A	
23-00007	NA		4CB1[illegible]0007	NA	No	NA	NA	NA	

(P) Replacement Part Met	(Q) Cracom Brand by Customer	(QQ) Comments by DestinyTechnicals
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	Attachment - 10 A	NA
NA	NA	NA
NA	NA	NA
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	NA	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	Attachment - 10 A	NA
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	Attachment - 10 A	NA
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	NA	NA
NA	NA	NA
NA	NA	NA
NA	NA	NA
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	NA	Attachment - 10 A
NA	NA	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	Attachment - 10 A	NA
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	NA	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	NA	NA
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	Attachment - 10 A	NA

(I) Replacement Part No#	(II) Concern Raised by Customer	(III) Comment by Dealer/Technician
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
Attachment - 10 A	Attachment - 10 A	Attachment - 10 A
NA	NA	NA
NA	NA	NA
Attachment - 10 A	Attachment - 10 A	NA
NA	Attachment - 10 A	NA

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

01 Plant/Serial No 040 95801 Year 03
Prod 335 PRIDE 5TH WHL
Model 36 5L Mileage

Dealer 510668 Labor Rate $75.00
MEYER'S CAMPERS INC 585-538-6048
3338 STATE RD
CALEDONIA NY 14423

03 Owner [redacted]

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	860559
10*Prior Auth No 28	016545
11 Dealer RO No	59816
Recap No	27821
12 Customer DOP	06/18/02
13 Unit Received	07/17/02
14 Service Began	07/17/02
15 Service Ended	07/17/02
16 Cust Notified	07/17/02
17 Claim Received	08/26/02
Claim Entered	08/28/02

18 Parts	30.35
19 Labor	252.50
20 Sublet	
21 Freight	7.20
22 Total	300.05

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

Status 7E Dealer & plant M/E processing complete.
WRCO Review 08/29/02 28DEMBEW
VCB Review 08/29/02 28DEMBEW

#1

(1) Dealer Replaced Wheel Studs/Lug Nuts

Customer Reimbursement Claim - Attached

Claim Line Item History Inquiry

Unit 040 96801	Dealer 510566 MEYER'S CAMPERS INC	Claim 860559

01 RC#	1 of 1	CUST LOST TIRE ON NYS THRU WAY STUDS SNAPPED OFF & REMOVED HUB HAD TO GET OLD STUDS REMOVE SPARE TIRE FROM UNIT RR
Root Cause	005	CRACKED

04 FRC	1 of 1	0101-01 Axle Assembly, each, complete, R/R	
21 Respon	B	SUPPLIER WARRANTY	R/C Flag R1 Root Cause
31 Vendor	026765	DEXTER AXLE/TOMKINS IND.	Inv 028-025404

	Hours	Rate	Amount
41 Labor	3.50	$75.00	262.50
42 VCB	3.50	$75.00	262.50
43 Sublet? N—			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status E Warnings	
81*Parts	1
83 Comments	2

Claim Part History Inquiry

Unit 040 96801	Dealer 510668 MEYER'S CAMPERS INC	Claim 860659
01 RC# 1 of 1	CUST LOST TIRE ON NYS THRU WAY STUDS SNAPPED OFF & REMOVED HUB HAD TO GET OLD STUDS REMOVE SPARE TIRE FROM UNIT RR	
11 Part 1 of 1	001 SHOP SUPPLIES (WCP)	
21 Respon B	SUPPLIER WARRANTY	
31 Vendor 026755	DEXTER AXLE/TOMKINS IND.	Inv 028-025404

51	Fle	Dlr
Qty Used		13.0
VCB	0	
*Rcvd/Rtn	6	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	6	0

	Unit	Total
61 Reimb Cost		30.36
62 VCB Cost	30.36 EA	30.36
63 Freight		7.20

71 Shipped 09/10/02 Scrap Confirmed? N
Shipper 5232
RGA No

Status E Warnings
83 Comments 2

Claim Comment History Inquiry

Unit 040 95801 Dealer 510668 MEYER'S CAMPERS INC Claim 850559

	Seq	Vendor	Comments
02	8010	026755	DEXTER SRN # 0413553
	9000		Claim entered at srvc plant by: 28YOUNGR on 08/28/02
03			
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: Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 040 95881 Year 03
Prod 335 PRIDE 5TH WHL
Model 35 5L Mileage

Dealer 507639 *Labor Rate $1.00
BRENDA HAYNIE
C/O PO BOX 595
WILLIAMSTOWN VT 05679

03 Owner [redacted]

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

09	Claim No	946152
10	Prior Auth No	
11	Dealer RO No	
	Pre-paid Check #	1
12	Customer DOP	05/18/02
13	Unit Received	08/13/02
14	Service Began	08/13/02
15	Service Ended	08/13/02
16	Cust Notified	08/13/02
17	Claim Received	08/14/02
	Claim Entered	08/14/02

18	Parts	
19	Labor	133.75
20	Sublet	
21	Freight	10.70
22	Total	144.45

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

Status 7J Dealer & plant M/E processing complete.
WACO Review 08/14/02 28DEMBEN
VCB Review

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 040 95801	Dealer 507639 BRENDA HAYNIE	Claim 946162

01 RC# 1 of 1 WHEEL LUGGS SHEARED OFF AND LOST TIRE AND WHEEL ADD NEW STUDS AND MAKE UP NEW TIRE AND WHEEL BILL NOT SEPERATED
Root Cause 632 COMPONENT FAILURE

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		$1.00	133.75
42 VCB			
43 Sublet? N—			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necsz	

Status J	Adjusted
81*Parts	1
83 Comments	1

MODE:F ACTION: NCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
040 95801	335	PRIDE 5TH WHL

	Comments	Seq	Add Date	Added by
01		501	10/29/03	096PADIL
02	Service - - Dealer Referral-[redacted] wanted a	502	10/29/03	096PADIL
03	dealer that can perform warranty work on his coach. We	503	10/29/03	096PADIL
04	provided him with RCD SALES COMPANY LTD (740) 928-6835	504	10/29/03	096PADIL
05	Hebron, OH and RON GIST RV & AUTO SALES (740) 389-2515	505	10/29/03	096PADIL
06	Columbus, OH.	506	10/29/03	096PADIL
07		501	09/16/03	096ALONZ
08	Service - - Service: [redacted] inquired if this	502	09/16/03	096ALONZ
09	was the travel trailer service division because she	503	09/16/03	096ALONZ
10	has a few service and warranty questions. We advised	504	09/16/03	096ALONZ
11	[redacted] we would transfer her. [redacted] thanked	505	09/16/03	096ALONZ
12	us.	506	09/16/03	096ALONZ
13	Call - Outbound - Service - Transfered call.	507	09/16/03	096ALONZ
14			05/05/03	
15	REC'D UNIT EVALUATION SHEET AT TT DIV.	10	05/05/03	010LSONR

Unit Comment Maintenance

Unit No	Product No	Description
040 95801	335	PRIDE 6TH WHL

	Comments	Seq	Add Date	Added by
01			08/13/02	
02	WHEEL LUGGS SHEARED OFF AND LOST TIRE AND WHEEL ADD NEW	10	08/13/02	28YOUNGR
03	STUDS AND MAKE UP NEW TIRE AND WHEEL BILL NOT SEPERATED	20	08/13/02	28YOUNGR
04			07/24/02	
05	PDR:MAIN SLIDE INOP LINKAGE BROKE	10	07/24/02	40MATHIS
06	VCR NOT SECURE.	20	07/24/02	40MATHIS
07	WRINKLES IN ROOF	30	07/24/02	40MATHIS
08	SEAL IS COMING DOWN AT CORNER OF LIVINGROOM SLIDE.	40	07/24/02	40MATHIS
09			07/17/02	
10	CUST WHEEL HAS SNAPPED OFF AT STUDS WHEEL AND TIRE ARE	10	07/17/02	28MOULDD
11	GONE, TOW BILL WAS 124.00 OFF FREE WAY.	20	07/17/02	28MOULDD
12	TOLD DEALER TO GET CUST GOING AND SEND IN BILL FOR AUTH	30	07/17/02	28MOULDD
13	WE WANT WHAT IS LEFT OF THE STUDS BACK.	40	07/17/02	28MOULDD
14	THEY WILL FAX ME FOR AUTH.	50	07/17/02	28MOULDD
15	WE WILL RUN THROUGH DEXTER WARR. TEST OF STUDS/CLAIM #	60	07/17/02	28MOULDD

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

01 Plant/Serial No 040 025945 Year 03 Prod 335 PRIDE 5TH WHL Model 31 5G Mileage			09 Claim No 142924 10 Prior Auth No 40 025911 11 Dealer RO No 43006 Recap No 23849
02 Dealer 510719 Labor Rate $90.00 ANCIRA MOTORHOMES 254-771-1360 4601 S GENERAL BRUCE DR TEMPLE TX 76502	05 Stock? N 06 CustSig? Y 07 FrtBill? Y 08 PrePaid? N VenResp? Y VenInv? Y VenPaid? N PlntInv? Y Scrap? N		12 Customer DOP 07/30/02 13 Unit Received 09/03/02 14 Service Began 09/03/02 15 Service Ended 10/08/02 16 Cust Notified 10/08/02 17 Claim Received 10/21/02 Claim Entered 10/21/02
03 Owner [redacted]			
18 Parts 955.31 19 Labor 387.00 20 Sublet 25.00 21 Freight 80.53 22 Total 1,448.84			81 *RCs 2 FRCs 4 Parts 7 82 Appliances 0 83 Comments 3 85 Authorization Y 86 Unit History C
Status 7J Dealer & plant M/E processing complete. WRCO Review 11/21/02 40JOHNSP Audit S UCB Review 11/09/02 40CHRISP			

#2

(1) #33244P - Wheel - Lo1-4006

(6) #107551 - Tire - Lo5-3200

(12) 304204 Lug Nuts - M23-1013

(2) Hub Assy # Misc001

MODE:F ACTION: WCPCLAHIS/WCP363-1K

Claim Line Item History Inquiry

Unit 040 95946	Dealer 510719 ANCIRA MOTORHOMES	Claim 142924

01 RC# 1 of 2 PASS SIDES OF TRAILER WHEELS FELL OFF NEED EST ON RPRS
STUDES SHEARED OFF BOTH UBS RPL ....
Root Cause 022 FASTENER STRIPPED/CROSS THREAD

04*FRC 2 of 3 0101-05 Wheel, each, R/R
21 Respon B SUPPLIER WARRANTY R/C Flag S1 Secondary
31 Vendor 080788 Inv 040-025259

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

Status E Warnings	
81 Parts	0
83 Comments	3

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 040 95945	Dealer 510719 ANCIRA MOTORHOMES	Claim 142924

01 RC# 1 of 2 PASS SIDES OF TRAILER WHEELS FELL OFF NEED EST ON RPRS STUDES SHEARED OFF BOTH UBS RPL ....
Root Cause 022 FASTENER STRIPPED/CROSS THREAD

04*FRC 1 of 3 0101-08 Hub, complete, R/R
21 Respon B SUPPLIER WARRANTY R/C Flag R1 Root Cause
31 Vendor 080788 Inv 040-025259

	Hours	Rate	Amount
41*Labor	3.20	$90.00	288.00
42 UCB	3.20	$90.00	288.00
43 Sublet? N		N	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status E Warnings	
81*Parts	6
83 Comments	3

Claim Comment History Inquiry

Unit 040 95946 Dealer 610719 ANCIRA MOTORHOMES Claim 142924

	Seq	Vendor	Comments
	0000		Claim entered at dealership by: MARYANN on 10/21/02
	0011		1...TIRES,RIMS,HUBS,SEALS,BEARINGS ON PASS SIDE OF TRAILER.
03	0021		2...CK9 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.

Authorization Inquiry

01 Authorization No. 40 025911 A=Active Approved by 40PRUITK
Plt/Serial No 040 95946 Mileage 02 on 09/10/02
03 Comments PRIDE 5TH WHL
Dealer No 516719 ANCIRA MOTORHOMES
Dealer Contact MIKE Ext. Service Days 1

There are NO authorization comments.

	FRC/Desc	$ Auth	$ Used	Hrs Auth	Hrs Used
04	0101-05			0.80	0.80
	Wheel, each, R/R				
05	0101-08			3.20	3.20
	Hub, complete, R/R				
06	0122-01			0.40	
	Tire, all TT only, Repair				
07	0139-05			4.00	
	Wheel well, Repair				

Claim Part History Inquiry

Unit 040 95946	Dealer 510719 ANCIRA MOTORHOMES	Claim 142924
01 RC# 1 of 2	PASS SIDES OF TRAILER WHEELS FELL OFF NEED EST ON RPRS STUDES SHEARED OFF BOTH UBS RPL	....
11 Part 2 of 6	107551 TIRE, LT215/85R16 E BSL	L05-3200
21 Respon B	SUPPLIER WARRANTY	
31 Vendor 080788		Inv 040-025259

51	Fle	Dlr
Qty Used		2.0
VCB	2	
*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	282.00	209.10	72.90
62 VCB Cost	52.00 EA	104.00		
63 Freight				

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 3
RGA No		

MODE:F ACTION: WCPCLAHIS/WCP364-10

Claim Part History Inquiry

Unit 040 95945	Dealer 610719 ANCIRA MOTORHOMES	Claim 142924
01 RC# 1 of 2	PASS SIDES OF TRAILER WHEELS FELL OFF NEED EST ON RPRS STUDES SHEARED OFF BOTH UBS RPL	....
11 Part 3 of 6	304204 NUT- 1/2-20 RH CAP LUG	M23-1013
21 Respon B	SUPPLIER WARRANTY	
31 Vendor 080788		Inv 040-025259

51	Fle	Dlr		Unit	Total	Calc	Diff
Qty Used		12.0	61 Reimb Cost	1.22 EA	14.66	14.64	0.02
VCB	12		62 VCB Cost	.51 EA	6.12		
#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	RGA No				

Claim Part History Inquiry

Unit 040 95946	Dealer 510719 ANCIRA MOTORHOMES	Claim 142924
01 RC# 1 of 2	PASS SIDES OF TRAILER WHEELS FELL OFF NEED EST ON RPRS STUDES SHEARED OFF BOTH UBS RPL	....
11 Part 4 of 6	332498 WHEEL- ALUMINUM 15X7X855	L01-4005
21 Respon 8	SUPPLIER WARRANTY	
31 Vendor 080788		Inv 040-025259

51	Fle	Dlr
Qty Used		2.0
VCB	2	
#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	176.00
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 3
RGA No		

Claim Part History Inquiry

Unit 040 95945	Dealer 510719 ANCIRA MOTORHOMES	Claim 142924
01 RC# 1 of 2	PASS SIDES OF TRAILER WHEELS FELL OFF NEED EST ON RPRS STUDES SHEARED OFF BOTH UBS RPL	....
11 Part 5 of 6	MISC01 HUB ASSMY	
21 Respon 3 31 Vendor 000788	SUPPLIER WARRANTY	Inv 040-025259

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

	Unit	Total
61*Reimb Cost		302.64
62 VCB Cost	85.00	170.00
63 Freight		80.53

71 Shipped 12/16/02 Scrap Confirmed?	Status E Warnings
Shipper 5020	83 Comments 3
RGA No	

Unit Comment Maintenance

Unit No	Product No	Description
040 95946	335	PRIDE 5TH WHL

	Comments	Seq	Add Date	Added by
01			05/05/03	
02	REC'D COPY OF UNIT EVALUATION SHEET HERE AT TT DIV.	10	05/05/03	010LSONR
03			02/12/03	
04	SENT IN CHECK REQ FOR 31.39 TO CUST TO ADDRESS ON FILE	10	02/12/03	40BUNTID
05			02/07/03	
06	CUST CALLED TODAY TO SAY THAT HE IS WAITING ON SOMEONE	10	02/07/03	40PEEKL
07	TO REIMBURSE FOR PARTS HE BAUGHT FOR HIS TRAILER. I ASK	20	02/07/03	40PEEKL
08	ED HIM TO FAX THESE TO MY ATTENTION AND I WILL GET THIE	30	02/07/03	40PEEKL
09	TAKEN CARE OF FOR HIM.	40	02/07/03	40PEEKL
10			09/05/02	
11	RECV CALL FROM MICHAEL @ FROM ANCIRA-TEMPLE,TX.,SAID CU	10	09/05/02	40PRUITK
12	ST WAS DRIVING DOWN ROAD AND ALL WHEEL'S CAME OFF UNIT	20	09/05/02	40PRUITK
13	CUST WOULD LIKE TO BE REIMBURST FOR TWO SMALL ITEMS TH	30	09/05/02	40PRUITK
14	AT WAS DAMAGED,TOLD HIM THIS WOULD BE OK.HE WILL SEND I	40	09/05/02	40PRUITK
15	N PHOTO'S TO SHOW DAMAGES TO UNIT,OVER NIGHT PHOTO'S.HE	50	09/05/02	40PRUITK

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
040 95945	335	PRIDE 5TH WHL

	Comments	Seq	Add Date	Added by
01	WILL ALSO FAX IN PAR REQUEST TODAY.	50	09/05/02	40PRUITK
02				
03				
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 040 95935 Year 03 Prod 337 TRIUMPH 5TH WHL Model 31 50 Mileage		09 Claim No 151390 10 Prior Auth No 40 026003 11 Dealer RO No MAR9141D Recap No 23924
Dealer 503453 Labor Rate $35.00 LOWE'S RV 505-392-3412 3124 N LOVINGTON HWY HOBBS NM 88240	05 Stock? Y 06 CustSig? N 07 FrtBill? Y 08 PrePaid? N VenResp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	12 Customer DOP 09/16/02 13 Unit Received 09/16/02 14 Service Began 09/16/02 15 Service Ended 09/16/02 16*Cust Notified 17*Claim Received 11/22/02 Claim Entered 11/22/02
03*Owner		
18 Parts 10.60 19 Labor 17.50 20 Sublet 71.37 21 Freight 6.46 22 Total 105.93		81*RCs 2 FRCs 2 Parts 4 82 Appliances 0 83 Comments 8 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 12/04/02 40SHELTD VCB Review		(#3)

(6) # 064674 Lug Nuts M23-1013

(4) NA Wheel Bearing Dust Cover

(1) NA E2 Tube Rubber Plug Perfect 685-001-00

(1) NA Chrome Wheel Cap Front 201-4006

Claim Line Item History Inquiry

Unit 040 95935	Dealer 503453 LOWE'S RV	Claim 151390

01 RC# 2 of 2 LOST WHEEL,TIRE,LUG NUTS,ETC IN TRANSIT6 LUG NUTS SHEARED OF,TORQUE TO TIGHT AT PLANTREMOVE HUB,REPLACE STUD ....
Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 0122-01 Tire, all TT only, Repair
21 Respon C WARRANTY,OTHER R/C Flag R2 Root Cause
31 Vendor

	Hours	Rate	Amount
41 Labor	0.50	$35.00	17.50
42 VCB			
43 Sublet? N		N	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necsz	

Status E Warninge	
81*Parts	4
83 Comments	8

MODE:F ACTION: WCPCLAMIS/WCP353-1A

Claim Line Item History Inquiry

Unit 040 95936	Dealer 503453 LOWE'S RV	Claim 151390
01 RC# 1 of 2	LOST WHEEL,TIRE,WHEEL BEARING DUST COVER W/RUBBER PLUG FOR EZ LUB & CENTER CHROME COVER IN TRANSITALL 6 LUGS BROKE	
Root Cause 032	COMPONENT FAILURE	
04*FRC 1 of 1	0122-01 Tire, all TT only, Repair	
21 Respon	C WARRANTY,OTHER	R/C Flag R1 Root Cause
31 Vendor		

	Hours	Rate	Amount
41*Labor		$35.00	
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts	11.37	Type 90	
45 Labor	60.00	for sub	
46 Total	71.37	necsz	

Status E	Warnings
81 Parts	0
83 Comments	8

Claim Line Item History Inquiry

Unit 040 95935	Dealer 503453 LOWE'S RV	Claim 151390

01 RC# 2 of 2 LOST WHEEL,TIRE,LUG NUTS,ETC IN TRANSIT6 LUG NUTS SHEARED OF,TORQUE TO TIGHT AT PLANTREMOVE HUB,REPLACE STUD ....
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 R2 Root Cause
31 Vendor

	Hours	Rate	Amount
41 Labor	0.50	$35.00	17.50
42 VCB			
43 Sublet? N—		N————————	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status E Warnings	
81*Parts	4
83 Comments	8

Claim Part History Inquiry

Unit 640 95935	Dealer 503453 LOWE'S RV	Claim 151390
01 RC# 2 of 2	LOST WHEEL,TIRE,LUG NUTS,ETC IN TRANSIT6 LUG NUTS SHEARED OF,TORQUE TO TIGHT AT PLANTREMOVE HUB,REPLACE STUD	
11 Part 1 of 4	054674 NUT, LUG, 1/2-20, RH /DEXTERCHROME	M23-1013
21 Respon C 31 Vendor 080788	WARRANTY,OTHER	

51	Fle	Dlr		Unit	Total	Calc	Diff
Qty Used		6.0	61 Reimb Cost	1.22 EA	7.33	7.32	0.01
VCB	0		62 VCB Cost	.36 EA			
Rcvd/Rtn	0	0	63 Freight				
Scrapped	0	0					
Rejected	0		71 Shipped	Scrap Confirmed?		Status C	Correct
Lost	0	0	Shipper			83 Comments	0
Shipped	0	0	RGA No				

Claim Comment History Inquiry

Unit 040 95936 Dealer 503453 LOWE'S RV Claim 151390

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by: DARLENE LO on 11/22/02
02	9002		USED PARTS OFF NEW STOCK UNIT TO MAKE REPAIRS SO THIS UNIT
03	9003		COULD BE SOLD. COULD NOT SUMMIT CLAIM UNTIL ALL PARTS &
04	9004		INVOICES RECEIVED ON NOV 7. (PER LORI)I
05	9011		1...OFF,TORQUE TO TIGHT AT FACTORYEMERGENCY ROAD REPAIRS,
06	9012		1...REPLACE WHEEL LUGS & WHEEL
07	9021		2...BOLTS,BEARING DUST COVER,& CENTER CHROME COVER AT
08	9022		2...DEALERSHIP
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 95936	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01			05/05/03	
02	REC'D UNIT EVALUATION SHEET FOR LOST WHEEL INCIDENT	10	05/05/03	010LSONR
03	REPORTED ON 9/16/02. SEE CLAIM HISTORY.	20	05/05/03	010LSONR
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				

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

01 Plant/Serial No 040 95671 Year 03 Prod 337 TRIUMPH 5TH WHL Model 36 5L Mileage			09 Claim No 146589 10 Prior Auth No 28 017455 11 Dealer RO No 42224 Recap No 28136
02 Dealer 159563 Labor Rate $65.00 HOLIDAY KAMPER OF COLUMBIA 3530 FERNANDINA RD 803-798-0450 COLUMBIA SC 29210	05 Stock? N 06 CustSig? Y 07 FrtBill? Y 08 PrePaid? N VanRecp? N VanInv? N VanPaid? N PlntInv? Y Scrap? N		12 Customer DDP 09/13/02 13 Unit Received 09/24/02 14 Service Began 09/24/02 15 Service Ended 09/24/02 16 Cust Notified 09/24/02 17 Claim Received 11/04/02 Claim Entered 11/04/02
03*Owner [redacted]			
18 Parts 465.08 19 Labor 250.00 20 Sublet 21 Freight 41.16 22 Total 756.24			81*RCs 1 FRCs 1 Parts 4 82 Appliances 0 83 Comments ? 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 11/07/02 28DEMBEW VCB Review 11/05/02 28DEMBEW			#4

(1) #049369 Tire - L05-8680

(1) #332498 Wheel L01-4006

(6) Wheel Nuts #MISC01

(1) Hub Assy MISC02

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 040 95671	Dealer 159663 HOLIDAY KAMPER OF COLUMBIA	Claim 146589

01 RC# 1 of 1	CUSTOMER CAME IN OFF STREET- TIRE HAD BLEW OUT AND RAN COMPLETLY OFF THE UNIT- BAD HUB- LOST TIRE AND NUTSALL ....
Root Cause 060	COMPONENT - INOPERATIVE

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	4.00	$55.00	260.00
42 VCB			
43 Sublet? N—		N————————	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necsz	

Status E Warnings	
81*Parts	4
83 Comments	7

Claim Part History Inquiry

Unit 040 95671	Dealer 159663 HOLIDAY KAMPER OF COLUMBIA	Claim 146589
01 RC# 1 of 1	CUSTOMER CAME IN OFF STREET- TIRE HAD BLEW OUT AND RAN COMPLETLY OFF THE UNIT- BAD HUB- LOST TIRE AND NUTSALL	
11 Part 1 of 4	049369 TIRE, LT235/85R16E, GOODYEAR L05-0580	
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	Calc	Diff
61 Reimb Cost	119.61 EA	164.78	119.61	45.17
62 VCB Cost	84.50 EA			
63 Freight				

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 7
RGA No		

MODE:F ACTION: WCPCLAHIS/WCP354-10

Claim Part History Inquiry

Unit 040 95671	Dealer 159863 HOLIDAY KAMPER OF COLUMBIA	Claim 146589
01 RC# 1 of 1	CUSTOMER CAME IN OFF STREET- TIRE HAD BLEW OUT AND RAN COMPLETLY OFF THE UNIT- BAD HUB- LOST TIRE AND NUTSALL	
11 Part 2 of 4	332498 WHEEL- ALUMINUM 16X7X6&5	L01-4006
21 Respon C	WARRANTY,OTHER	
31 Vendor 000085	CONTINENTAL IMPORTS #85	

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	171.60 EA	171.60
62 VCB Cost	88.00 EA	
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 7
RGA No		

MODE:F ACTION: WCPCLAHIS/WCP354-10

Claim Part History Inquiry

Unit 040 95871	Dealer 159663 HOLIDAY KAMPER OF COLUMBIA		Claim 146589
01 RC# 1 of 1	CUSTOMER CAME IN OFF STREET- TIRE HAD BLEW OUT AND RAN COMPLETLY OFF THE UNIT- BAD HUB- LOST TIRE AND NUTSALL		
11 Part 3 of 4	MISC01 NUTS		
21 Respon	C WARRANTY,OTHER		
31 Vendor			

51	Fle	Dlr		Unit	Total
Qty Used		6.0	61*Reimb Cost		25.74
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 7
Shipped	0	0	RGA No		

Claim Part History Inquiry

Unit 040 95671	Dealer 159663 HOLIDAY KAMPER OF COLUMBIA	Claim 146589
01 RC# 1 of 1	CUSTOMER CAME IN OFF STREET- TIRE HAD BLEW OUT AND RAN COMPLETLY OFF THE UNIT- BAD HUB- LOST TIRE AND NUTSALL	
11 Part 4 of 4	MISC02 HUB ASSEMBLY	
21 Respon	C WARRANTY,OTHER	
31 Vendor		

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		102.96
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed? Y	Status E Warnings
Shipper		83 Comments 7
RGA No		

Claim Comment History Inquiry

Unit 040 95671 Dealer 159563 HOLIDAY KAMPER OF COLUMBIA Claim 146589

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by: BETH KEITH on 11/04/02
02	9002		DODIE WANTS HUB SENT BACK ONLY**********
03	9011		1...LEFT WAS HUB- CALLED DODIE TALKED WITH HIM- HAD TO TAKE
04	9012		1...ALL ABOVE OFF STOCK UNIT PUT ON CUSTOMERS THEN WHEN
05	9013		1...PARTS CAME IN PUT BACK ON STOCK UNIT-
06	9014		LAST TIME WE DID ONE OF THESE DEXTER DID NOT WANT TO PAY,
07	9020		CHARGING IT TO C AND LETTEING PLANT 40 BILL VENDOR.
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: WCPAUTHAP/WCP382-1E

Authorization Comment Maintenance

Authorization No. 28 017456 A=Active
Plt/Serial No 040 95671 Mileage
TRIUMPH 5TH WHL
Dealer No 159663 HOLIDAY KAMPER OF COLUMBIA
Dealer Contact beth

Approved by 28MOULDD
on 11/04/02

Service Days 3

	Comments	Seq	Added by	Add Date
01	NEW UNIT ON TRADEOUT THOUGH R. MOAK AND LOST WHEEL	010	28MOULDD	11/04/02
02	COMING UP COAST.	020	28MOULDD	11/04/02
03	TIME WAS FOR THREE CHANGES OF WHEEL AND DEALER WILL	030	28MOULDD	11/04/02
04	SEND OLD HUB BACK TO US TO HAVE LOOKED AT BY DEAXTER	040	28MOULDD	11/04/02
05	FOR POSS WARR. RELIEF.	050	28MOULDD	11/04/02
06				
07				
08				
09				
10				
11				
12				

Claim Comment History Inquiry

Unit 040 95671 Dealer 159663 HOLIDAY KAMPER OF COLUMBIA Claim 146589

	Seq	Vendor	Comments
	9000		Claim entered at dealership by: BETH KEITH on 11/04/02
	9002		DODIE WANTS HUB SENT BACK ONLY**********
03	9011		1...LEFT WAS HUB- CALLED DODIE TALKED WITH HIM- HAD TO TAKE
04	9012		1...ALL ABOVE OFF STOCK UNIT PUT ON CUSTOMERS THEN WHEN
05	9013		1...PARTS CAME IN PUT BACK ON STOCK UNIT-
06	9014		LAST TIME WE DID ONE OF THESE DEXTER DID NOT WANT TO PAY,
07	9020		CHARGING IT TO C AND LETTEING PLANT 40 BILL VENDOR.
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 95671	337	TRIUMPH 5TH WHL

Comments	Seq	Add Date	Added by
	501	05/21/03	40SOPCIJ
Fleetwood - Positive - Reviewed comments placed in	502	05/21/03	40SOPCIJ
customer file. - SADMIN	503	05/21/03	40SOPCIJ
	501	05/20/03	01OLSONR
Fleetwood - Positive - Jackie called from #40 and we	502	05/20/03	01OLSONR
discussed [redacted] and his recent call to TT DIV	503	05/20/03	01OLSONR
regarding tire concern. - SADMIN	504	05/20/03	01OLSONR
	501	05/15/03	01OLSONR
Fleetwood - Negative - I e-mailed Jackie at # 40 to	502	05/15/03	01OLSONR
inform customer has a tire concern. - SADMIN	503	05/15/03	01OLSONR
Chassis - Tires - [redacted] caelled and left a	504	05/15/03	01OLSONR
meesage on my voicmail: Unit has a another tire	505	05/15/03	01OLSONR
concern and this is the straw that broke the camels	506	05/15/03	01OLSONR
back He stated that will pursue the next step. -	507	05/15/03	01OLSONR
SADMIN	508	05/15/03	01OLSONR

Unit Comment Maintenance

Unit No	Product No	Description
040 95571	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01		501	05/08/03	01OLSONR
02	Chassis - Leveling System - [redacted] called to	502	05/08/03	01OLSONR
03	report they were having problems with the fifth wheel	503	05/08/03	01OLSONR
04	landing gear. they wanted to know the nearest dealer	504	05/08/03	01OLSONR
05	to Albuquerque NM. Brenda weeb assisted with locating	505	05/08/03	01OLSONR
06	dealer. - SADMIN	506	05/08/03	01OLSONR
07	Fleetwood - Negative - [redacted] called and wanted	507	05/08/03	01OLSONR
08	to inform this office that he will continue to persue	508	05/08/03	01OLSONR
09	his weight issue with his unit. I also informed him	509	05/08/03	01OLSONR
10	as to were he can locate the fuse for the fifth wheel	510	05/08/03	01OLSONR
11	landing gear motor. - SADMIN	511	05/08/03	01OLSONR
12		501	04/18/03	01OLSONR
13	Fleetwood - - 4-15-03: Customer called to diecuss	502	04/18/03	01OLSONR
14	the hitch weight on his unit. He stated his unit is	503	04/18/03	01OLSONR
15	at 5000 lbs. with a 14,400 GWVR. We discussed weight	504	04/18/03	01OLSONR

Unit Comment Maintenance

Unit No	Product No	Description
040 95671	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01	management procedures. He also wanted to know why his	505	04/18/03	01OLSONR
02	unit was not a tri-axle. Customer will travel back to	506	04/18/03	01OLSONR
03	his selling dealer and have them perform some repairs	507	04/18/03	01OLSONR
04	to unit. - SAOMIN	508	04/18/03	01OLSONR
05			12/13/02	
06	REVIEWD FILE WITH DODIE.	10	12/13/02	40SOPCIJ
07			12/11/02	
08	RANDY MOAK HAS TOLD CUST WE WOULD REPLACE ALL WHEELS	10	12/11/02	28MOULDD
09	WITH NEW STYLE OR OLD DEXTER'S (WHITE)	20	12/11/02	28MOULDD
10			09/24/02	
11	CUST RIDING DOWN HIGHWAY AND TIRE CAME OFF AND STUDDS	10	09/24/02	28MOULDD
12	ARE STILL IN HUB.	20	09/24/02	28MOULDD
13			07/16/02	
14	PDR: KITCHEN SLIDEOUT RUBBING SIDE WALL.	10	07/16/02	40MATHIS
15	FACING BED ON BOTTOM OF KITCHEN SLIDEOUT.	20	07/16/02	40MATHIS

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

01 Plant/Serial No 065 89137 Year 02 Prod 335 PRIDE 5TH WHL Model 36 5L Mileage			09 Claim No 147347 10 Prior Auth No 11 Dealer RO No WC00358 Recap No 18133
04 Dealer 506959 Labor Rate $54.00 CARL COX QUALITY CARS LTD RR 4 613-966-9200 BELLEVILLE ON CAN K8N 4Z4		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 09/14/02 13 Unit Received 10/05/02 14 Service Began 10/05/02 15 Service Ended 10/05/02 16 Cust Notified 10/05/02 17 Claim Received 11/05/02 Claim Entered 11/05/02
03 Owner [redacted]			
18 Parts 1,075.40 19 Labor 108.00 20 Sublet 105.59 21 Freight 22 Total 1,290.99			81#RCs 2 FRCs 3 Parts 2 82 Appliances 0 83 Comments 3 85 Authorization N 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 11/15/02 65FORTII VCB Review			#5

(4) # 107550 steel type wheels - L01-1635

(4) # 107551 Tires - L05-3200

Claim Line Item History Inquiry

Unit 055 89137	Dealer 506959 CARL COX QUALITY CARS LTD	Claim 147347

01 RC# 1 of 2 RIMS ON THEDRIVERS SIDE OF TRAILER SHATTERED WHILE HEADING SOUTH ON INTERSTATE 81 . REPLACE TIRES AND RIMSWITH ....
Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 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	2.00	$54.00	108.00
42 VCB			
43 Sublet? N		N	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status E Warnings	
81*Parts	2
83 Comments	3

Claim Part History Inquiry

Unit 066 89137	Dealer 506959 CARL COX QUALITY CARS LTD	Claim 147347
01 RC# 1 of 2	RIMS ON THEDRIVERS SIDE OF TRAILER SHATTERED WHILE HEADING SOUTH ON INTERSTATE 81 . REPLACE TIRES AND RIMSWITH	
11 Part 1 of 2	107550 WHEEL, SPOKE 16 X 6 X 555 AW/	L01-1635
21 Respon C	WARRANTY,OTHER	
31 Vendor 026755	DEXTER AXLE/TOMKINS IND.	

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

	Unit	Total	Calc	Diff
61 Reimb Cost	67.10 EA	286.00	268.40	17.60
62 VCB Cost	38.49 EA			
63 Freight				

71 Shipped	Scrap Confirmed? Y	Status E Warnings
Shipper		83 Comments 3
RGA No		

Claim Part History Inquiry

Unit 065 89137	Dealer 506959 CARL COX QUALITY CARS LTD	Claim 147347

01 RC# 1 of 2 RIMS ON THEDRIVERS SIDE OF TRAILER SHATTERED WHILE HEADING SOUTH ON INTERSTATE 81 . REPLACE TIRES AND RIMSWITH ....

11 Part 2 of 2 107551
TIRE, LT215/85R16 E BSL L05-3200

21 Respon C WARRANTY,OTHER
31 Vendor 200669

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

	Unit	Total	Calc	Diff
61 Reimb Cost	128.67 EA	790.40	514.68	275.72
62 VCB Cost	83.63 EA			
63 Freight				

71 Shipped Scrap Confirmed? Status E Warnings
Shipper 83 Comments 3
RGA No

MODE:F ACTION: WCPCLAHIS/WCP365-1D

Claim Comment History Inquiry

Unit 065 89137 Dealer 506959 CARL COX QUALITY CARS LTD Claim 147347

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by: Glen on 11/06/02
02	9011		1...STEEL RIMS. WE HAVE 2 COMPLETE RIMS AND TIRES & SOME
03	9012		1...SHTTERED PCS OF ALLUMINUM TO RETURN.
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: WCPUNTINQ/WCP465-20

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
55 89141	337	TRIUMPH 5TH WHL	36 5L	03	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
28		08/31/02	Not Received	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
04/28/02	07/19/02	9	514618 EMERALD COAST RV CENTER CLERMONT FL 34711

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
1 BLUE	300	[redacted] STUART, FL [redacted]	2EL5L362536589141

6

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

— NO warranty Claim —

Unit Comment Maintenance

Unit No	Product No	Description
065 89141	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01			11/15/02	
02	CUST CALLED WITH LOST WHEEL. WILL TRY TO FIND WHEEL AND	10	11/15/02	28MOULDD
03	DELIVER IN TO REC USA SELLING DEALER.	20	11/15/02	28MOULDD
04	CUST CALLED TO REPORT THAT A WHEEL FLEW OFF THEIR TRL	30	11/15/02	01WEBBB
05	WHILE TRAVELING. MRS SAYS THE BOLTS SHEARED OFF. CUST I	40	11/15/02	01WEBBB
06	S ON THE TURNPIKE IN FLORIDA AND THE HWY PATROL ASSIST-	50	11/15/02	01WEBBB
07	ED THEM. THEY TOOK OFF THE WHEEL AND WENT TO A PARTS	60	11/15/02	01WEBBB
08	PLACE AND ARE HOPING TO GET HELP. MRS SAYS SHE IS	70	11/15/02	01WEBBB
09	CONCERNED ABOUT THE OTHER THREE WHEELS- SAYS THEY WERE	80	11/15/02	01WEBBB
10	TOLD THAT BOLTS WERE TOO TIGHT. CUST WOULD LIKE SOME	90	11/15/02	01WEBBB
11	ADVICE AT THIS POINT RATHER TO CONTINUE ON IF THEY CAN	100	11/15/02	01WEBBB
12	GET THIS REPAIRED OR? CUST CELL # [redacted]	110	11/15/02	01WEBBB
13	RECVD CALL FROM BRENDA WEBB @ DIVISION STATING CUST	120	11/15/02	24ROCKJ
14	HAD WHEEL COME OFF OF UNIT WHILE IN TRANSIT. CALLED	130	11/15/02	24ROCKJ
15	CUST AND EXPLAINED THAT EACH TIRE MUST BE INSPECTED	140	11/15/02	24ROCKJ

MODE:F ACTION: NCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
065 89141	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01	FOR THE PROPER TORQUE. TOLD CUST THAT I WOULD FORWARD	150	11/15/02	24ROCKJ
02	INFORMATION TO PLT #65, AND THEY WILL FOLLOW UP WITH	160	11/15/02	24ROCKJ
03	HER ON MONDAY.	170	11/15/02	24ROCKJ
04	EMAILED STEVE KOTE @ PLT #65 WITH DETAILS OF SITUATION.	180	11/15/02	24ROCKJ
05			10/02/02	
06	TV ANTENNA INOP.	10	10/02/02	28MOULDD
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: WCPUNTINQ/WCP465-20

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
15 90837	396	WLD 5TH AD AX5	355FL	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
28		01/21/03	Not Received	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
01/20/03	01/22/03	62	502968 DUSTY'S CAMPER WORLD OF BARTON BARTOW FL 3383094

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
2 GREEN	400	[redacted] PT ORANGE, FL [redacted]	1ED5F362441590837

#7

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

Corporate pilot. No Claim
No Comments

Wheels came loose in Transit From Riverside, CA to Longview, TEXAS 11/17/02

MODE:F ACTION: WCPUNTINQ/WCP455-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
23 05945	337	TRIUMPH 5TH WHL	33 5Z	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
15		12/05/02	Not Received	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
11/19/02	11/20/02	51	512234 POULSBO RV/AUBURN AUBURN WA 98002

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
3 BROWN	400	[redacted] GIG HARBOR, WA [redacted]	4CB5Z332942305945

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 Claims — NO Comments

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

01 Plant/Serial No 023 05934 Year 04 Prod 335 PRIDE 5TH WHL Model 35 5L Mileage	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 905298 10 Prior Auth No 11 Dealer RO No Recap No 21634 12 Customer DOP 13 Unit Received 11/30/02 14 Service Began 11/30/02 15 Service Ended 11/30/02 16 Cust Notified 11/30/02 17 Claim Received 12/26/02 Claim Entered 12/30/02
04ADealer 514545 ALabor Rate $52.68 C.A.R.S./392268 ALBERTA LTD 6616 SPARROW DR 780-986-8778 LEDUC AB CAN T9E 7L1		
03#Owner		
18APartS 894.85 19ALabor 136.97 20ASublet 21AFreight 140.00 22ATotal 1,171.82		81#RCs 1 FRCs 9 Parts 4 82 Appliances 0 83 Comments 15 85 Authorization N 86 Unit History
Status 7J Dealer & plant M/E processing complete. WRCO Review 12/30/02 24ROCKJ VCB Review 12/30/02 24EWINGR		# 9

(2) # 342272 Alum Wheels Lo2-4006

(2) # 233427 Tires Lo5-8680

(2) Hub/Drum

Claim Line Item History Inquiry

Unit 023 05934	Dealer 514646 C.A.R.S./392268 ALBERTA LTD	Claim 905298

01 RC# 1 of 1 TIRES, RIMS & HUBS CAME OFF IN TRANSIT. R/R 2 TIRES & HUBS FROM STOCK UNIT TO SUPPLY TO DRIVER TO GET UNIT HERE. RIMS*
Root Cause 060 COMPONENT - INOPERATIVE

04*FRC 1 of 9 0101-08 Hub, complete, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor 000085 CONTINENTAL IMPORTS #85

	Hours	Rate	Amount
41*Labor	1.60	$52.68	84.29
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status J Adjusted	
81*Parts	1
83 Comments	15

Claim Part History Inquiry

Unit 023 05934	Dealer 514545 C.A.R.S./392268 ALBERTA LTD	Claim 905298
01 RC# 1 of 1	TIRES, RIMS & HUBS CAME OFF IN TRANSIT. R/R 2 TIRES & HUBS FROM STOCK UNIT TO SUPPLY TO DRIVER TO GET UNIT HERE. RIMS*	
11APart 1 of 1	342272 WHEEL- ALUMINUM 16X7X6&5	L01-4006
21 Respon C	WARRANTY,OTHER	
31 Vendor 000085	CONTINENTAL IMPORTS #85	

61	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
61AReimb Cost	211.20 EA	422.40
62 VCB Cost	88.00 EA	
63 Freight		

71 Shipped	Scrap Confirmed? N	Status J Adjusted
Shipper		83 Comments 15
RGA No		

Claim Comment History Inquiry

Unit 023 05934	Dealer 514546 C.A.R.S./392258 ALBERTA LTD	Claim 906298

	Seq	Vendor	Comments
	0010		BALANCE OF LINE #1- SUPPLIED FROM FLEETWOOD . TIRES PURCHASE
	0020		LOCAL AS WELL AS HUBS. UNABLE TO MATCH LUG NUTS. HAD TO
03	0030		PURCHASE ALL NEW LOCALLY. INSTALL NEW HUBS, TIRES & 24 LUG
04	0040		NUTS
05	0050		PARTS LISTED ON LINE 1 AS 2 # 342272 WHEEL ALUMINUM @ 422.40
06	0060		PARTS LISTED ON LINE #1 AS 001 IS 2 TIRES @ 632.42 , 24 LUG
07	0070		NUTS @ 63.66 AND 2 HUBS @ 353.76
08	0080		NO PARTS REC'D
09	0090		SHOP SUPPLIES CONVERTED TO US FUNDS.
10	0100		TIME ALLOWED PER FLAT RATE MANUAL WAS PAID IN FULL ON
11	0110		LN #1 & 2.
12	9000		Claim entered at srvc plant by: 24HELMAC on 12/30/02
13	9010		**NOTE: ADJUSTED REIMBURSEMENT OF LUG NUTS DEALER PAID

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

MODE:F ACTION: WCPCLAHIS/WCP365-1D

Claim Comment History Inquiry

Unit 023 05934 Dealer 514646 C.A.R.S./392268 ALBERTA LTD Claim 906298

	Seq	Vendor	Comments
01	9020		$39.60 IN CANDIAN FUNDS. DEALER CLAIMED FOR 60% MARKUP.
02	9030		ACTUAL PRICE OF HUBS IN CAN FUNDS $221.10.
03			
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: Claim Header History Inquiry WCPCLAHIS/WCP362-1W

01 Plant/Serial No 023 05946 Year 04 Prod 337 TRIUMPH 5TH WHL Model 33 5Z Mileage	05 Stock? Y 06 CustSig? Y 07 FrtBill? N 08 PrePaid? N VenReap? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	09 Claim No 154343 10 Prior Auth No 11 Dealer RO No 15813*8 Recap No 14722 12 Customer DOP 13 Unit Received 12/03/02 14 Service Began 12/03/02 15 Service Ended 12/03/02 16 Cust Notified 17 Claim Received 12/09/02 Claim Entered 12/09/02
Dealer 506397 Labor Rate $90.00 DAN GAMEL'S MODESTO RV CENTER 4400 SALIDA BLVD 209-545-5535 SALIDA CA 95368		
03*Owner [redacted]		
18 Parts 10.55 19 Labor 675.00 20 Sublet 21 Freight 22 Total 685.55		81*RCs 8 FRCs 9 Parts 2 82 Appliances 0 83 Comments 17 85 Authorization N 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 12/20/02 15HARKIB VCB Review		#10

Lug Nuts #misc01

Lug studs #misc02

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 023 05946	Dealer 506397 DAN GAMEL'S MODESTO RV CENTER	Claim 154343

01 RC# 8 of 8 DRIVERS SIDE TIRES ARE FALLING APART.THERE IS TWO BROKEN STUDS AND THE GREASE CAPS HAVE FALLEN OFF. R/I TIRES AND....
Root Cause 016 SUPPORT IMPROPER

04*FRC 1 of 1 0122-03 Lug nuts, defective, per wheel, TT only, R/R
21 Respon C WARRANTY,OTHER R/C Flag R8 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	1.00	$90.00	90.00
42 VCB			
43 Sublet? N—		N————————	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

Status E Warnings	
81*Parts	2
83 Comments	17

Claim Part History Inquiry

Unit 023 05946	Dealer 506397 DAN GAMEL'S MODESTO RV CENTER	Claim 154343
01 RC# 8 of 8	DRIVERS SIDE TIRES ARE FALLING APART.THERE IS TWO BROKEN STUDS AND THE GREASE CAPS HAVE FALLEN OFF. R/I TIRES AND....	
11 Part 1 of 2	MISC01 CHROME ACORN 1/2"	
21 Respon	C WARRANTY,OTHER	
31 Vendor		

51	Fle	Dlr		Unit	Total
Qty Used		2.0	61*Reimb Cost		5.01
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 17
Shipped	0	0	RGA No		

Claim Part History Inquiry

Unit 023 05946	Dealer 506397 DAN GAMEL'S MODESTO RV CENTER	Claim 154343
01 RC# 8 of 8	DRIVERS SIDE TIRES ARE FALLING APART.THERE IS TWO BROKEN STUDS AND THE GREASE CAPS HAVE FALLEN OFF. R/I TIRES AND....	
11 Part 2 of 2	MISC02 LUG STUD.5X1.812	
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
61*Reimb Cost		5.54
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 17
RGA No		

Claim Comment History Inquiry

Unit 023 05946 Dealer 506397 DAN GAMEL'S MODESTO RV CENTER Claim 154343

	Seq	Vendor	Comments
01	9071		7...HAD TO REMOVE THE DRAIN REMOVE OLD SILICONE RETIGHTEN P
02	9072		7...TRAP AND RETEST. 0306-33.1.0 HRS
03	9081		8...WHEELS REMOVE BROKEN STUDS AND REINSTALL TIRES 0122-33
04	9082		8...X2=1.0 HRS
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 05946	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01			12/26/02	
02	PDR-SUBJECT TO LATER INSPECTION. NO DRIVER DAMAGE. PER	10	12/26/02	24MILL9K
03	DRIVER-BOTH RD SD TIRES CAME OFF ONE AT A TIME. MISSING	20	12/26/02	24MILL9K
04	BOTH CENTER CAPS SHEARED OFF ONE STUD.	30	12/26/02	24MILL9K
05	PDR-CONT- 9 STUDS BROKE.	40	12/26/02	24MILL9K
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 05859 Year 04
Prod 335 PRIDE 5TH WHL
Model 31 5G Mileage

Dealer 505856 Labor Rate $99.00
EARNHARDT RV CENTER
2222 E MAIN ST 480-964-6616
MESA AZ 85213

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	202695
10	Prior Auth No	
11	Dealer RO No	99995
	Recap No	15537
12	Customer DOP	
13	Unit Received	07/03/03
14	Service Began	07/03/03
15	Service Ended	07/04/03
16	Cust Notified	
17	Claim Received	07/09/03
	Claim Entered	07/09/03

18	Parts	171.60
19	Labor	49.50
20	Sublet	
21	Freight	16.00
22	Total	237.10

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

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

11

(1) # 342272 Alum wheel

Claim Part History Inquiry

Unit 023 05869	Dealer 505855 EARNHARDT RV CENTER	Claim 202695
01 RC# 1 of 1	TIRE/WHEEL LOST OB HWY DURING DELIVERY FROM FACTORY NOTED ON PDR R-REPLACE LEFT REAR WHEEL ON COACH	
11 Part 1 of 1	348272 WHEEL- ALUMINUM 16X7X655	L01-4006
21 Respon C	WARRANTY,OTHER	
31 Vendor 000085	CONTINENTAL IMPORTS #85	

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	171.60 ER	171.60
62 VCB Cost	88.00 ER	
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Werninge
Shipper		83 Comments 2
RGA No		

MODE:F ACTION: WCPUNTING/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 05869	335	PRIDE 5TH WHL

	Comments	Seq	Add Date	Added by
01			12/26/02	
02	PDR-SPARE WHEEL ON DRIVERSIDE REAR DRIVER SAYS LOST ORI	10	12/26/02	24MILLSK
03	GINAL WHEEL ON HIGHWAY, (RED TAPE) COMPT. FRONT BASEMAN	20	12/26/02	24MILLSK
04	MENT DOOR INSIDE METAL CUT, (RED TAPE) COMPT LEFT OF EN	30	12/26/02	24MILLSK
05	TRY DOOR METAL SCRATCHED & GROOVED, CABINET DOOR UNDER	40	12/26/02	24MILLSK
06	KITCHEN SINK RUB TOGETHER, BATHROOM DOOR RUBBING TOP	50	12/26/02	24MILLSK
07	EDGE AGAINST FRAME, MIDDLE DAY/NIGHT SHADE KEES FALLING	60	12/26/02	24MILLSK
08	MIIDLE REAR BEDROOM SWITCH WIRES BACKWARDS IN IS OUT	70	12/26/02	24MILLSK
09	OUT IS IN. MISSING WHEEL & CAP. NO DRIVER DAMAGE.	80	12/26/02	24MILLSK
10				
11				
12				
13				
14				
15				

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

01 Plant/Serial No 065 89138 Year 02 Prod 337 TRIUMPH 5TH WHL Model 36 5L Mileage			09 Claim No 949334 10 Prior Auth No 11 Dealer RO No Recap No 14839
Dealer 501826 Labor Rate $25.00 F/TRAVEL TRAILERS OF CA PO BOX 810 909-874-2223 RIALTO CA 92377	05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 Retail? N VenResp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N		12 Customer DOP 11/22/02 13 Unit Received 01/02/03 14 Service Began 01/02/03 15 Service Ended 01/02/03 16 Cust Notified 01/02/03 17 Claim Received 01/14/03 Claim Entered 01/15/03
03 Owner [redacted] AmtPaid			
18APartS 420.16 19 Labor 20 Sublet 21 Freight 22ATotal 420.16			81*RCs 1 FRCs 1 Parts 6 82 Appliances 0 83 Comments 1 85 Authorization N 86 Unit History C
Status 7J Dealer & plant M/E processing complete. WACO Review 01/20/03 15HARKIB VCB Review			# 12

(1) # 342272 Alum Wheel LO1-4006

(6) # 064674 Lug Nuts M23-1013

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 065 89138	Dealer 501826 F/TRAVEL TRAILERS OF CA	Claim 949334

01 RC# 1 of 1 PARTS SET NO CHARGE.

Root Cause 999 FREIGHT ONLY CLAIM

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

Status J	Adjusted
81*Parts	6
83 Comments	1

Claim Part History Inquiry

Unit 085 89138	Dealer 501825 F/TRAVEL TRAILERS OF CA	Claim 949334
01 RC# 1 of 1	PARTS SET NO CHARGE.	
11 Part 2 of 6	064674 NUT, LUG, 1/2-20, RH /DEXTERCHROME	M23-1013
21 Respon	C WARRANTY,OTHER	
31 Vendor		

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
61 Reimb Cost	.52 EA	3.12
62 VCB Cost	.52 EA	
63 Freight		

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

Claim Part History Inquiry

Unit 065 89138	Dealer 501826 F/TRAVEL TRAILERS OF CA		Claim 949334
01 RC# 1 of 1	PARTS SET NO CHARGE.		
11 Part 5 of 5	342272 WHEEL- ALUMINUM 16X7X655		L01-4006
21 Respon C 31 Vendor 000085	WARRANTY,OTHER CONTINENTAL IMPORTS #85		

51	Fle	Dlr		Unit	Total
Qty Used		1.0	51 Reimb Cost	88.00 EA	88.00
VCB	0		62 VCB Cost	88.00 EA	
*Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	0			
Rejected	0		71 Shipped	Scrap Confirmed? N	Status E Warnings
Lost	0	0	Shipper		83 Comments 1
Shipped	0	0	RGA No		

Unit Comment Maintenance

Unit No	Product No	Description
065 89138	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01	TO HAVE PARTS SENT TO-CUST WENT ON A TRIP AND WOULD NOT	110	01/02/03	15HERVES
02	BE ABLE TO RECVE THE PARTS-------//	120	01/02/03	15HERVES
03			12/30/02	
04	REC'D BILL FROM ATLAS FOR TOWING. FAXED COPY TO STEVE	10	12/30/02	01WEBBB
05	COTE 065. ALSO MAILED ORIGINAL TO STEVE AND KEPT COPY	20	12/30/02	01WEBBB
06	ON FILE HERE.	30	12/30/02	01WEBBB
07			12/27/02	
08	DEALER SHOULD EXPECT THE WHEEL AND TIRE TODAY-- SHIPPD	10	12/27/02	15HERVES
09	NEXT DAY DELIVERY YESTERDAY----//	20	12/27/02	15HERVES
10			12/26/02	
11	I LEFT A MSG ON CRAIG BIAZO'S VOICE MAIL ASKING IF HE	10	12/26/02	01WEBBB
12	COULD CHECK ON THE STATUS FOR THE ALUM WHEEL AND TIRE	20	12/26/02	01WEBBB
13	FOR THIS CUSTOMER, WHICH IS TO BE SENT TO WHEELERS (PER	30	12/26/02	01WEBBB
14	STEVE COTE VOICE MAIL TO BRENDA)--BRENDA OFF (SHARON)	40	12/26/02	01WEBBB
15	SPOKE WITH RICHARD TO SEE WHAT PARTS WERE NEEDED FOR	50	12/26/02	15HERVES

Unit Comment Maintenance

Unit No	Product No	Description
065 89138	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01	TRAILER BUT HE HAD TO GET BACK WITH ME ON THAT--ALSO AR	60	12/26/02	15HERVES
02	E WAITING FOR RIM AND TIRE TO BE SHIPPED REQUESTED THE	70	12/26/02	15HERVES
03	PARTS IN OUR PARTS DEPT.//	80	12/26/02	15HERVES
04	SPOKE W/ RICHARD AT WHEELER'S TO SEE WHAT PARTS WERE NE	90	12/26/02	15HERVES
05	EDED FOR CUSTOMER'S TRAILER--HE REPLIED THAT HE WOULD H	100	12/26/02	15HERVES
06	AVE TO CONTACT US BACK W/ THAT INFO--BUT HE DID MENTION	110	12/26/02	15HERVES
07	THAT THEY WERE WAITING FOR THE WHEEL AND TIRE--REQUSTE	120	12/26/02	15HERVES
08	D PARTS IN OUR PARTS DEPT.//	130	12/26/02	15HERVES
09	SPOKE W/ RICHARD AT WHEELERS HE CONFRMD THE PARTS NEEDE	140	12/26/02	15HERVES
10	D FOR TRAILER: LIGHTING ABOVE THE DINING TABLE, TABLE	150	12/26/02	15HERVES
11	TOP THAT THE LIGHTING HIT WAS CRACKED, SLIDE OUT MOTOR-	160	12/26/02	15HERVES
12	-------//	170	12/26/02	15HERVES
13	SPOKE W/ RICHARD AT WHEELERS WHEEL AND TIRE HAS BEEN	180	12/26/02	15HERVES
14	SHIPPED OUT TODAY 12/26/2002 FOR NEXT DAY.------//	190	12/26/02	15HERVES
15			12/23/02	

Unit Comment Maintenance

Unit No	Product No	Description
065 89138	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01	[redacted] CALLED THIS AM PANICED HE HAD SPOKEN TO RI	10	12/23/02	65COTES
02	CHARD AT WHEELERS WHO CLAIMED TO KNOW NOTHING ABOUT ADD	20	12/23/02	65COTES
03	ITIONAL WORK OVER AND ABOVE REPAIR WATERLINE.	30	12/23/02	65COTES
04	I ATTEMPTED TO CONTACT CRAIG AND ROBBY BUT BOTH ARE OFF	40	12/23/02	65COTES
05	FOR XMAS.	50	12/23/02	65COTES
06	I CALLED WHEELERS MYSELF AND SPOKE TO RICHARD. HE WILL	60	12/23/02	65COTES
07	DO THE ADDITIONAL WORK I OUTLINED,	70	12/23/02	65COTES
08	CLEAN UP ANY WATER DAMAGE FROM LEAK	80	12/23/02	65COTES
09	REINSTALL CHANDELIER, FELL OUT OF ROOF	90	12/23/02	65COTES
10	REPLACE SPARE WITH ORIGINAL ALUM RIM AND TIRE, REMOUNT	100	12/23/02	65COTES
11	SPARE	110	12/23/02	65COTES
12	CHECK REMAINING WHEELS AND STUDS FOR DAMAGE, RETORQUE	120	12/23/02	65COTES
13	RIMS TO NEW SUPPLIED CORPORATE SPEC OF 110-120 FT/LBS.	130	12/23/02	65COTES
14	DO MINI PDI/SYSTEM CHECK ON UNIT.	140	12/23/02	65COTES
15	NEED TO VERIFY ALUM WHEEL AND TIRE WAS ORDERED TO BE SE	150	12/23/02	65COTES

MODE:F ACTION: WCPUNTING/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
065 89138	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01	NT TO WHEELERS BUT CAN NOT CONTACT ANYONE.	160	12/23/02	65COTES
02	LEFT VOICE MAIL FOR BRENDA WEBB TO GET IN TOUCH WITH ME	170	12/23/02	65COTES
03	WILL FOLLOW UP TO HER WITH AN EMAIL.	180	12/23/02	65COTES
04	NEED SOMEONE TO ENSURE ALUM WHEEL AND TIRE IS BEING	190	12/23/02	65COTES
05	SENT TO WHEELERS AND WILL BE THERE BEFORE THEIR RETURN	200	12/23/02	65COTES
06	DECEMBER 28TH.	210	12/23/02	65COTES
07			12/20/02	
08	UNIT WAS TRANSPORTED TO WHEELER'S BY LOCAL TRANSPORT CO	10	12/20/02	01OLSONR
09	. UNIT WILL BE THERE OVER THE HOLIDAYS FOR REPAIRS.	20	12/20/02	01OLSONR
10	SENT E-MAIL TO STEVE AND COPIED CRAIG AT # 15 INFORM-	30	12/20/02	01OLSONR
11	ING THEY SHOULD FOLLOW-UP WITH WHEELER'S NEXT WEEK	40	12/20/02	01OLSONR
12	ON REPAIRS.	50	12/20/02	01OLSONR
13			12/19/02	
14	RECVD EMAIL FORWARDED BY CRAIG BAIZO INFORMING ME THAT	10	12/19/02	15HERVES
15	STEVE COTE WAS GOING TO TRY AND ENCOURAGE CUST TO DROP	20	12/19/02	15HERVES

Unit Comment Maintenance

Unit No	Product No	Description
065 89138	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01	HIS UNIT OFF 84 HE ACTUALLY LEAVES TOWN--CUST IS TAKING	30	12/19/02	15HERVES
02	TRIP OUT OF STATE AND NEEDED REPAIR WORK DONE--STEVE AL	40	12/19/02	15HERVES
03	SO IMPLIED THAT HE WOULD SEE TO IT THAT THE TRAILER WOU	50	12/19/02	15HERVES
04	LD BE CHECKED THOROUGHLY TO AVOID ANY MORE MISHAPS DOWN	60	12/19/02	15HERVES
05	THE ROAD.//	70	12/19/02	15HERVES
06	REVIEWED FILE WITH BRENDA WEBB.	80	12/19/02	01OLSONR
07	CALLED STEVE COTE TO GET STATUS ON THIS CUSTOMER. STEVE	90	12/19/02	01WEBBB
08	SAYS CUST PREFERS THAT UNIT BE TRANSPORTED TO WHEELER'S	100	12/19/02	01WEBBB
09	RV THAT HE DOES NOT FEEL SAFE TOWING IT HIMSELF. STEVE	110	12/19/02	01WEBBB
10	SAYS HE HAD LEFT A MESSAGE FOR CRAIG THIS AM AND I TOLD	120	12/19/02	01WEBBB
11	HIM THAT CRAIG WAS AT A MEETING AT 096 AND PROBABLY	130	12/19/02	01WEBBB
12	DID NOT GET THE MESSAGE. I CALLED CRAIG AT 096 AND HE	140	12/19/02	01WEBBB
13	SAYS THAT 016 TRIED TO FIND SOMEONE TO TRANSPORT THE	150	12/19/02	01WEBBB
14	UNIT YESTERDAY BUT TO NO AVAIL. SAYS HE TALKED TO CUST	160	12/19/02	01WEBBB
15	AND TOLD HIM IF HE FOUND SOMEONE TO TOW IT HE COULD	170	12/19/02	01WEBBB

Unit Comment Maintenance

Unit No	Product No	Description
065 89138	337	TRIUMPH 6TH WHL

	Comments	Seq	Add Date	Added by
01	GET REIMBURSED BUT CUST WAS NOT OPEN TO THIS OPTION.	180	12/19/02	01WEBBB
02	CALLED WHEELER'S RV TO CONFIRM CUST APPT TOMORROW. APPT	190	12/19/02	01WEBBB
03	IS AT 8:30 AM. I ASKED IF THEY KNEW OF A LOCAL TRANS-	200	12/19/02	01WEBBB
04	PORT AND WAS GIVEN ATLAS (JOE) AT 702-525-3323. I	210	12/19/02	01WEBBB
05	CALLED JOE AND HE SAYS HE CAN TRANSPORT UNIT FROM	220	12/19/02	01WEBBB
06	LAS VEGAS INTERNATIONAL RV PARK TO WHEELER'S RIGHT	230	12/19/02	01WEBBB
07	NOW. ROBBY HAD STEVE COTE ON THE LINE AND BOTH WERE	240	12/19/02	01WEBBB
08	INVOLVED IN THE CONVERSATION. JOE WILL SEND THE BILL	250	12/19/02	01WEBBB
09	HERE TO CORP. STEVE WILL CALL CUST TO LET HIM KNOW	260	12/19/02	01WEBBB
10	WHAT IS GOING ON.	270	12/19/02	01WEBBB
11			12/18/02	
12	OWNER IN LAS VEGAS AND SOMETHING HAS LET GO IN WATER SY	10	12/18/02	65COTES
13	STEM. ALSO REPORTED HE LOST A WHEEL WHEN 4 STUDS SHEARE	20	12/18/02	65COTES
14	D IN INDIANA ON WAY TO NEVADA.	30	12/18/02	65COTES
15	WORKING THROUGH ROBBY AND CRAIG TO BE OF ASSISTANCE.	40	12/18/02	65COTES

Unit Comment Maintenance

Unit No	Product No	Description
065 89138	337	TRIUMPH 5TH WHL

Comments	Seq	Add Date	Added by
01 WILL SUBMIT UNIT SAFETY EVALUATION REPORT ON LOST WHEEL	50	12/18/02	65COTES
02 STEVE COTE CALLED TO SEEK ASSIST WITH CUSTOMER IN LAS	60	12/18/02	01OLSONR
03 VEGAS NV. WE WILL REFER TO #15 TO COORDINATE WITH #65	70	12/18/02	01OLSONR
04 AND LOCAL LAS VEGAS DEALER.	80	12/18/02	01OLSONR
05 CALLED CRAIG AT 015 REGARDING THIS CUST. HE WILL CON-	90	12/18/02	01WEBBB
06 TACT STEVE COTE AND SET UP SERVICE IN LAS VEGAS.	100	12/18/02	01WEBBB
07 OWNER CELL NUMBER [redacted]	110	12/18/02	65COTES
08 OWNERS SITE AT PARK IS B6	120	12/18/02	65COTES
09 HAS NOT HEARD FROM ANYONE YET AND HAS SMALL CHILD AND H	130	12/18/02	65COTES
10 AS NOT BEEN ABLE TO USE WATER SYSTEM. I TOLD HIM TO TAK	140	12/18/02	65COTES
11 E A HOTEL FOR THE NIGHT UNTIL WE CAN SORT IT OUT.	150	12/18/02	65COTES
12 WILL KEEP CELL PHONE WITH HIM.	160	12/18/02	65COTES
13 CALLED RICK ROWLAND AT FINDLAY'S RV TO SEE ABOUT GETTIN	170	12/18/02	15HERVES
14 G ASSISTANCE FOR CUST IN REF TO CUST WATER LINE AND	180	12/18/02	15HERVES
15 WHEEL--RECVD RICK'S VML AND LEFT MESSAGE ASKING HIM TO	190	12/18/02	15HERVES

MODE:F ACTION:

WCPUNTING/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
055 89138	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01	PLEASE CONTACT ME BACK BECAUSE THERE WAS A SAFETY MATTE	200	12/18/02	15HERVES
02	R INVOLVED PER CRAIG BIAZO----//	210	12/18/02	15HERVES
03	CALLED FINDALY'S RV AND TRIED REACHING RICK ROWLAND BUT	220	12/18/02	15HERVES
04	RECVD HIS VML--LEFT MESSAGE ASKING HIM TO CONTACT ME BA	230	12/18/02	15HERVES
05	CK ASAP AS THIS CUST UNIT HAD A SAFETY MATTER INVOLVED-	240	12/18/02	15HERVES
06	-----//	250	12/18/02	15HERVES
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: WCPUNTING/WCP465-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
40 96956	336	PRIDE 5TH WHL	36 5L	03	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt Problems	Correspond In:	Correspond Out:
40		12/19/02			N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
09/06/02	09/06/02	14	514447 ANCIRA RV OF DENTON DENTON TX 76207

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
3 NEUTRAL	301	[redacted] ABERDEEN, KY [redacted]	4CA5L362234096956

#13

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

Hub failure- wheel came off- NO Claim in system

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
040 95955	335	PRIDE 5TH WHL

	Comments	Seq	Add Date	Added by
01			12/30/02	
02	CHRIS FROM LEISURE LIFE RV IN SHEPARDSVILLE, KY CALLED	10	12/30/02	01SISCOS
03	TO SAY THAT CUST WAS TRAVELING FROM TX TO KY WHEN THE L	20	12/30/02	01SISCOS
04	LOCK RING THAT HOLDS THE HUB CAME OUT AND THE WHEEL	30	12/30/02	01SISCOS
05	FLEW OFF WHILE DRIVING. LEISURE LIFE WAS TRYING TO	40	12/30/02	01SISCOS
06	ORDER PARTS THROUGH #042 BUT THEY ARE CLOSED UNTIL 1/2	50	12/30/02	01SISCOS
07	SO I GAVE HIM 040 PARTS TO CALL. CUST NEEDS UNIT FIXED	60	12/30/02	01SISCOS
08	WHILE HE IS ON A BRIEF LAYOVER IN KENTUCKY. NO OTHER	70	12/30/02	01SISCOS
09	PARTIES WERE INVOLVED IN THIS INCIDENT. THERE WAS	80	12/30/02	01SISCOS
10	MINOR COSMETIC DAMAGE BUT CUSTOMER IS NOT VERY CONCERNE	90	12/30/02	01SISCOS
11	D ABOUT THAT AT THIS TIME. CHRIS WILL CONTACT 040 FOR	100	12/30/02	01SISCOS
12	ASSISTANCE.	110	12/30/02	01SISCOS
13			10/11/02	
14	PDR: PAINT SCRATCH ON OUTSIDE.	10	10/11/02	40MATHIS
15	BEDROOM SLIDE GOES OUT AT ANGLE.	20	10/11/02	40MATHIS

MODE:F ACTION:81 Claim Header History Inquiry WCPCLAHIS/WCP352-1W

01 Plant/Serial No 023 06299 Year 04 Prod 398 TER 5 QNTM AX6 Model 365FL Mileage		09 Claim No 159743 10 Prior Auth No 15 042774 11 Dealer RO No 289542*1 Recap No 14931 12 Customer DOP 02/10/03 13 Unit Received 02/18/03 14 Service Began 02/18/03 15 Service Ended 02/20/03 16 Cust Notified 02/20/03 17 Claim Received 02/25/03 Claim Entered 02/25/03
02 Dealer 28100 ALabor Rate $75.00 BEAUDRY RV CENTER (MH) 3200 E IRVINGTON RD 520-889-6000 TUCSON AZ 85714	05 Stock? N 06 CustSig? Y 07 FrtBill? Y 08 PrePaid? N VenReap? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	
03 Owner [redacted]		
18APartS 971.79 19 Labor 315.00 20 Sublet 1,504.86 21 Freight 390.35 22ATotal 3,182.00		81*RCs 1 FRCs 7 Parts 14 82 Appliances 0 83 Comments 8 85 Authorization Y 86 Unit History C
Status 7J Dealer & plant M/E processing complete. WACO Review 03/05/03 15HARKIB VCB Review 03/05/03 15HARKIB		# 14

(2) # 342272 Alum Wheels - L01-4006

(2) # 049369 Tires - L05-8680

(2) # misc02 Hub/Drum

(2) # misc05 Seals

(6) # misc07 Wheel Studs

(6) # misc11 Lug Nuts

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 023 06299 Dealer 28100 BEAUDRY RV CENTER (MH) Claim 169743

01 RC# 1 of 1 ALL OF THE WHEEL STUDS SHEARD OFF ON THE CURBSIDE. CUSTOMER WAS STRANDED IN QUARTZITE, PHONED CRAIG BIAZO AT ....
Root Cause 015 SUPPORT IMPROPER

04*FRC 1 of 7 0146-12 Hub & drum or idler hub, each, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

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

Status J Adjusted	
81*Parts	14
83 Comments	8

Claim Part History Inquiry

Unit 023 06299	Dealer 28100 BEAUDRY RV CENTER (MH)	Claim 159743
01 RC# 1 of 1	ALL OF THE WHEEL STUDS SHEARD OFF ON THE CURBSIDE. CUSTOMER WAS STRANDED IN QUARTZITE, PHONED CRAIG BIAZO AT	
11APart 2 of 14	342272 WHEEL- ALUMINUM 15X7X555	L01-4006
21 Respon C	WARRANTY,OTHER	
31 Vendor 000085	CONTINENTAL IMPORTS #85	

51	Fle	Dlr		Unit	Total
Qty Used		2.0	61*Reimb Cost	171.60 EA	343.20
VCB	0		62 VCB Cost	88.00 EA	
*Rcvd/Rtn	0	0	63 Freight		
Scrapped	0	0			
Rejected	0		71 Shipped	Scrap Confirmed?	Status E Warnings
Lost	0	0	Shipper		83 Comments 8
Shipped	0	0	RGA No		

Claim Part History Inquiry

Unit 023 06299	Dealer 28100 BEAUDRY RV CENTER (MH)	Claim 169743

01 RC# 1 of 1 ALL OF THE WHEEL STUDS SHEARD OFF ON THE CURBSIDE. CUSTOMER WAS STRANDED IN QUARTZITE, PHONED CRAIG BIAZO AT ....

11 Part 1 of 14 049359
TIRE, LT235/85R16E, GOODYEAR L05-8580

21 Respon C WARRANTY,OTHER
31 Vendor 045455 GOODYEAR TIRE CO (P&S)

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
61ARelmb Cost	119.61 EA	239.22
62 VCB Cost	61.34 EA	
63 Freight		

71 Shipped Scrap Confirmed? Status J Adjusted
Shipper 83 Comments 8
RGA No

MODE:F ACTION: WCPCLAHIS/WCP365-1D

Claim Comment History Inquiry

Unit 023 06299 Dealer 28100 BEAUDRY RV CENTER (MH) Claim 169743

	Seq	Vendor	Comments
	0010		FRC #5 OF LINE 1 TOWING CHARGES
	0020		FRC #6 HOTLE ACCOMADATIONS
03	9000		Claim entered at dealership by: ANDY on 02/25/03
04	9011		1...FLEETWOOD, CRAIG AUTH'D TOW TO TUCSON. CURBSIDE WHEEL
05	9012		1...CAME OFF TRAILER. FRT WHEEL LOST 4 LUGS. REAR WHEEL
06	9013		1...DAMAGED FENDER FLARE AND WIRING KICK PANEL. R/R
07	9014		LEFT MESSAGE FOR ANDY, NEED TO VERIFY WHAT SUBLET CHRGS ARE
08	9020		FOR AND GET INVOICES FOR RIMS AND TIRES
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
023 06299	398	TER 5 QNTM AX6

	Comments	Seq	Add Date	Added by
01	GLENN CANNON FROM BEAUDRY CALLED TO REPORT THAT THIS	10	02/17/03	15BIAZOC
02	TRAILER LOST A WHEEL AND IS STRANDED. $900.00 TO TOW T	20	02/17/03	15BIAZOC
03	O DEALERSHIP FOR REPAIRS. TENTATIVELEY OKAY TOW OF	30	02/17/03	15BIAZOC
04	UNIT. NO DEALER IN THE AREA AND BEAUDRY'S WILL	40	02/17/03	15BIAZOC
05	EXPEDITE REPAIRS.	50	02/17/03	15BIAZOC
06	GLENN TO CONTACT US TOMORROW FOR AUTHORIZATION	60	02/17/03	15BIAZOC
07			02/14/03	
08	POCKET DOOR SCRATCHED BECUZ LOWER GUIDE MISALIGNED,DOC	10	02/14/03	15DOBBSC
09	ONLY,CUST WILL HAVE REPAIRS DONE WHEN THEY GET BACK	20	02/14/03	15DOBBSC
10	HOME----------	30	02/14/03	15DOBBSC
11				
12				
13				
14				
15				

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

01 Plant/Serial No 023 06514 Year 04
Prod 335 PRIDE 5TH WHL
Model 33 5Z Mileage

Dealer 146575 Labor Rate $85.00
HANSEL RV CENTER
1215 AUTO CENTER DR 707-769-2399
PETALUMA CA 94952

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	200045
10 Prior Auth No 15	044924
11 Dealer RO No	23257
Recap No	23509
12 Customer DOP	
13 Unit Received	04/15/03
14 Service Began	04/15/03
15 Service Ended	04/17/03
16 Cust Notified	
17*Claim Received	05/27/03
Claim Entered	05/27/03

18 Parts	378.31
19 Labor	42.50
20 Sublet	
21 Freight	
22 Total	420.81

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

#15

Status 7E Dealer & plant M/E processing complete.
WRCO Review 01/07/04 24MCCANM
VCB Review 11/10/03 24ASMUSD

(1) # 342272 Alum Wheel - 201-4006

(1) # Misc01 Tire

Claim Line Item History Inquiry

Unit 023 06514	Dealer 146675 HANSEL RV CENTER	Claim 200045

01 RC# 1 of 1 RIGHT REAR TIRE AND WHEEL NEED TO BE REPLACED. LUG NUTS BROKE WHILE IN TRANSIT FROM PLANT. ARRIVED IN THIS ....
02 Root Cause 111 PART MISSING

04*FRC 1 of 1 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	$85.00	42.50
42 VCB			
43 Sublet? N---		N----------	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status E Warnings	
81*Parts	2
83 Comments	2

Claim Part History Inquiry

Unit 023 06514	Dealer 146675 HANSEL RV CENTER	Claim 200045
01 RC# 1 of 1	RIGHT REAR TIRE AND WHEEL NEED TO BE REPLACED, LUG NUTS BROKE WHILE IN TRANSIT FROM PLANT. ARRIVED IN THIS	
11 Part 1 of 2	342272 WHEEL- ALUMINUM 15X7X555	L01-4006
21 Respon C	WARRANTY,OTHER	
31 Vendor 000085	CONTINENTAL IMPORTS #85	

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	171.60 EA	171.60
62 VCB Cost	88.00 EA	
63 Freight		

71 Shipped	Scrap Confirmed? Y
Shipper	
RGA No	

Status E Warnings	
83 Comments	2

Claim Part History Inquiry

Unit 023 08514	Dealer 146675 HANSEL RV CENTER	Claim 200045
01 RC# 1 of 1	RIGHT REAR TIRE AND WHEEL NEED TO BE REPLACED, LUG NUTS BROKE WHILE IN TRANSIT FROM PLANT. ARRIVED IN THIS	
11 Part 2 of 2	MISC01 GOODYEAR WRANGLER HT LD, E	
21 Respon	C WARRANTY,OTHER	
31 Vendor		

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
61*Reimb Cost		206.71
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 2
RGA No		

Claim Comment History Inquiry

Unit 023 06514 Dealer 146575 HANSEL RV CENTER Claim 200045

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by: Stephanie on 06/27/03
02	9011		i...CONDITION. INSTALL TIRE AND WHEEL, SECURED.
03			
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 05514	335	PRIDE 5TH WHL

Comments	Seq	Add Date	Added by
	501	04/23/03	24WILLIB
Yes Problems - - PDR - right rear tire missing and	502	04/23/03	24WILLIB
lug bolts/ no driver damage- subjext to reinspection/	503	04/23/03	24WILLIB
luge bolts broke & lost tire & wheel - SADMIN	504	04/23/03	24WILLIB
		03/07/03	
UNIT EVALUATION COMPLETE AND FAXED TO ROBBIE. TIRE AND	10	03/07/03	24MANND
WHEEL WERE NOT RECOVERED.	20	03/07/03	24MANND
		03/05/03	
TRANSPORTER CALLED TO SAY THAT HE LOST A WHEEL FROM THI	10	03/05/03	24MANND
S UNIT. I WILL CALL HANSELL FOR REPAIR.	20	03/05/03	24MANND
//3	30	03/05/03	24MANND

MODE:F ACTION: WCPUNTINQ/WCP465-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
40 97934	335	PRIDE 5TH WHL	36 5L	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
40		01/15/03	No Problems	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
10/28/02	01/09/03	6	518719 ANCIRA MOTORHOMES TEMPLE TX 76502

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
2 GREEN	400	[redacted] BELTON, TX [redacted]	4CR5L362544097934

#16

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

Studs on wheel has broken -

NO warranty Claim Submitted.

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
040 97934	335	PRIDE 5TH WHL

	Comments	Seq	Add Date	Added by
01			03/11/03	
02	CUST CALLED AND ONE OF THE STUDS ON HIS WHEELS BROKE OF	10	03/11/03	40BUNTID
03	F AND HE LOST HIS WHEEL . TOLD CUST THIS USUALLY HAPPEN	20	03/11/03	40BUNTID
04	S WHEN THE LUGS ARE NOT TIGHTENED AND THAT IT IS NOT CI	30	03/11/03	40BUNTID
05	COVERED UNDER WARR. TOLD CUST I WILL CHECK AND SEE IF W	40	03/11/03	40BUNTID
06	E CAN ASSIST.	50	03/11/03	40BUNTID
07	CALLED CUST AND TOLD HIM IF HE COULD SEND IN THE BROKE	60	03/11/03	40BUNTID
08	WHEEL STUDS WE WOULD SEND THEM TO DEXTER FOR TESTING	70	03/11/03	40BUNTID
09	AND IF THEY WERE FAULTY WE WOULD SEE HOW DEXTER OR OURS	80	03/11/03	40BUNTID
10	ELVES CAN ASSIST	90	03/11/03	40BUNTID
11				
12				
13				
14				
15				

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

01 Plant/Serial No 023 05973 Year 04 Prod 331 PRIDE Model 32 G Mileage			09 Claim No 935730 10 Prior Auth No 15 044872 11 Dealer RO No Recap No 15428 12 Customer DOP 12/04/02 13 Unit Received 06/11/03 14 Service Began 06/11/03 15 Service Ended 06/24/03 16 Cust Notified 06/24/03 17 Claim Received 06/25/03 Claim Entered 06/26/03
04 Dealer 501825 Labor Rate $25.00 F/TRAVEL TRAILERS OF CA PO BOX 810 909-874-2223 RIALTO CA 92377	05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 Retail? N VenResp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N		
03 Owner [redacted] AmtPaid			
18 Parts 19 Labor 131.25 20 Sublet 21 Freight 22 Total 131.25			81 *RCs 4 FRCs 4 Parts 0 82 Appliances 0 83 Comments 1 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 07/08/03 15HARKIB VCB Review			# 17

Fleetwood Factory Inspection - Repairs.

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 023 05973 Dealer 501825 F/TRAVEL TRAILERS OF CA Claim 936730

01 RC# 1 of 4 EVAL OF CHASSIS & AXLES

Root Cause 086 IMPROPER USE

04 FRC 1 of 1 0103-09 Chassis frame (check squareness), w/other repairs, M
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	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		necez	

	Status C	Correct
81 Parts		0
83 Comments		1

Unit Comment Maintenance

Unit No	Product No	Description
023 05973	331	PRIDE

	Comments	Seq	Add Date	Added by
01		501	05/30/03	15BIAZOC
02	Chassis - Wheels - Customer sent photo"s of trailer	502	05/30/03	15BIAZOC
03	when wheels fell off. Incident report previously	503	05/30/03	15BIAZOC
04	filed - SADMIN	504	05/30/03	15BIAZOC
05		501	04/04/03	15HARKIB
06	Chassis - Wheels - SCHEDULED IN-HOUSE FOR 6-9-03 TO	502	04/04/03	15HARKIB
07	EVELUATE CHASSIS, AXLES, ETC. FOR ANY DAMAGES THAT MAY	503	04/04/03	15HARKIB
08	HAVE BEEN SUSTAINED WHEN UNIT LOST IT'S TIRES WHILE IN	504	04/04/03	15HARKIB
09	TRANSIT. TRANSPORT HAS BEEN ARRANGED - SADMIN	505	04/04/03	15HARKIB
10			03/25/03	
11	I SPOKE TO BECKA AT 15 REGARDING THE INCIDENT WITH	10	03/25/03	24MCCANM
12	THE DOWN TRAILER. SHE STATED SHE WILL WRITE UP THE	20	03/25/03	24MCCANM
13	INCIDENT REPORT. SHE WILL CONTACT 24 IF SHE NEEDS ANY	30	03/25/03	24MCCANM
14	ASSISTANCE.	40	03/25/03	24MCCANM
15			03/24/03	

Unit Comment Maintenance

Unit No	Product No	Description
023 05973	331	PRIDE

	Comments	Seq	Add Date	Added by
01	REVIEWED FILE AND INFORMED RICK EWING AT # 24 OF	10	03/24/03	010LSONR
02	INCIDENT THAT OCCURRED.	20	03/24/03	010LSONR
03			03/21/03	
04	REC'D CALL FROM CSTMR / LOST 2 WHEELS WHILE IN TRANSIT	10	03/21/03	15HARKIB
05	UNIT DOWN / CNTNTD JERRY AT HANSEL / HE IS SENDING GLEN	20	03/21/03	15HARKIB
06	ASAP TO ASSIST CSTMR / ALSO CALLED PLANT 24 WITH FYI /	30	03/21/03	15HARKIB
07	CUSTOMER WILL CALL BACK TO GIVE MORE INFO ON CAUSE AND	40	03/21/03	15HARKIB
08	WHAT HAPPENED REGARDING THIS INCIDENT /	50	03/21/03	15HARKIB
09	----------	60	03/21/03	15HARKIB
10	- - Cust called to say that the 2 left side wheels	509	03/21/03	001WEBBB
11	flew off while travelling. Cust is presently in	510	03/21/03	001WEBBB
12	Petaluma Ca in a busy intersection. Cust says he	511	03/21/03	001WEBBB
13	called their dlr-Hansel- and they referred him to our	512	03/21/03	001WEBBB
14	number. I transferred cust to Becka at 015 for	513	03/21/03	001WEBBB
15	assitance. - 001WEBBB	514	03/21/03	001WEBBB

MODE:F ACTION: WCPUNTINQ/WCP465-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
23 06202	335	PRIDE 5TH WHL	31 5G	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
15		01/20/03	Not Received	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
01/09/03	01/15/03	2	505034 GRESHAM RV CENTER/GRESHAM GRESHAM OR 97030

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
2 GREEN	400	[redacted] FOREST GROVE, OR [redacted]	4CA5G312542306202

#18

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

(3) Studs / Lug Nuts

No Warranty Claim Submitted

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 06202	335	PRIDE 5TH WHL

	Comments	Seq	Add Date	Added by
01			03/24/03	
02	CUSTOMER CALLED TO SAY THAT HE HAS HAD 3 LUGG BOLTS	10	03/24/03	24MANND
03	SHEER. I TOLD HIM TO GO TO LES SCHWAB TIRE CENTER AND	20	03/24/03	24MANND
04	HAVE THEM REPLACE THE LUGGM BOLTS AND NUTS.	30	03/24/03	24MANND
05	REVIEWED FILE....R.OLSON	40	03/24/03	01OLSONR
06			01/21/03	
07	PDR- BOTTOM OF SHOWER SHOULD BE SEALED/ SOME MINOR WOOD	10	01/21/03	24WILLIB
08	CHIPS ON SLIDE OUT INTERIOR TRIM	20	01/21/03	24WILLIB
09				
10				
11				
12				
13				
14				
15				

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

01 Plant/Serial No 023 05606 Year 03 Prod 337 TRIUMPH 5TH WHL Model 30 5J 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 176448 10 Prior Auth No 15 043275 11 Dealer RO No 177590 Recap No 15085 12 Customer DOP 11/18/02 13 Unit Received 03/20/03 14 Service Began 03/20/03 15 Service Ended 03/27/03 16 Cust Notified 03/27/03 17 Claim Received 03/28/03 Claim Entered 03/28/03
Dealer 135200 Labor Rate $75.00 GEWEKE FORD & RV 248 E KETTLEMAN LN 209-334-0987 LODI CA 95240		
03 Owner RICHARD ZAHM		
18 Parts 41.93 19 Labor 255.00 20 Sublet 21 Freight 22 Total 296.93		SiwRCs 1 FRCs 1 Parts 4 82 Appliances 0 83 Comments 4 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 04/10/03 15HARKIB VCB Review		# 19

(1) # 332498 Wheel-Alum – Lo2-4006

(6) Wheel Studs

(1) Grease Cap

(8) Misc04 Lug Nuts

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

01 Plant/Serial No 023 05606 Year 03
Prod 337 TRIUMPH 5TH WHL
Model 30 5J Mileage

04 Dealer 514012 Labor Rate $90.00
DAN GAMEL'S ROCKLIN RV CENTER
4429 GRANITE DR
ROCKLIN CA 95677

03 Owner RICHARD ZAHM

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	196718
10	Prior Auth No	
11	Dealer RO No	7855*2
	Recap No	15418
12	Customer DOP	11/18/02
13	Unit Received	03/25/03
14	Service Began	03/25/03
15	Service Ended	05/06/03
16	Cust Notified	05/06/03
17	Claim Received	06/16/03
	Claim Entered	06/16/03

18	Parts	184.80
19	Labor	117.00
20	Sublet	
21	Freight	15.00
22	Total	316.80

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

Status 7E Dealer & plant M/E processing complete.
WRCO Review 06/26/03 15HARKIB
VCB Review

Claim Part History Inquiry

Unit 023 05606	Dealer 514012 DAN GAMEL'S ROCKLIN RV CENTER	Claim 196718
01 RC# 1 of 2	CUSTOMER STATES: LEFT REAR TIRE AND WHEEL FELL OFF, CALLED CHARLIE, OK TO R/R WHEEL AND TIRE	
11 Part 1 of 1	332498 WHEEL- ALUMINUM 16X7X555	L01-4005
21 Respon C	WARRANTY,OTHER	
31 Vendor 000085	CONTINENTAL IMPORTS #85	

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	184.80 EA	184.80
62 VCB Cost	88.00 EA	
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 2
RGA No		

Claim Line Item History Inquiry

Unit 023 05505	Dealer 514012 DAN GAMEL'S ROCKLIN RV CENTER		Claim 195718
01 RC# 1 of 2	CUSTOMER STATES: LEFT REAR TIRE AND WHEEL FELL OFF, CALLED CHARLIE, OK TO R/R WHEEL AND TIRE		
Root Cause 016	SUPPORT IMPROPER		
04*FRC 1 of 1	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	$90.00	45.00
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	2

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 05606	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01			03/27/03	
02	FILLED OUT UNIT EVALUATION REPORT OF TIRE FALLING OFF D	10	03/27/03	15YOUNGJ
03	UE TO 3 WHEEL STUDS BREAKING OFF/ NO INJURIES/ CUST WAS	20	03/27/03	15YOUNGJ
04	IN AND OUT OF DLR WITHIN A FEW HOURS	30	03/27/03	15YOUNGJ
05			03/25/03	
06	GAMELS ROCKLIN NEEDS THAT A TIRE FEEL OFF IN TRANSIT,	10	03/25/03	15DOBBSC
07	DLR TO SEND PAR LATER----------	20	03/25/03	15DOBBSC
08		501	03/18/03	096NEALP
09	Warranty Satisfaction - - SURVEY - Attempted to	502	03/18/03	096NEALP
10	contact customer to conduct a warranty service	503	03/18/03	096NEALP
11	satisfaction survey for Dan Gamel's Rocklin. Reached	504	03/18/03	096NEALP
12	answering machine. We will call back at a later date.	505	03/18/03	096NEALP
13	No message left at this time. - 096NEALP	506	03/18/03	096NEALP
14	Warranty Satisfaction - Positive - DAN GAMEL'S	507	03/18/03	096NEALP
15	ROCKLIN WARRANTY SERVICE SATISFACTION SURVEY - See	508	03/18/03	096NEALP

Authorization Inquiry

01 Authorization No. 15 043275 A=Active Approved by 15YOUNGJ
Plt/Serial No 023 05606 Mileage 02 on 03/24/03
03 Comments TRIUMPH 5TH WHL
Dealer No 135200 GEWEKE FORD & RV
Dealer Contact Ext. Service Days 85

There ARE authorization comments.

	FRC/Desc	$ Auth	$ Used	Hrs Auth	Hrs Used
04	0101-00			3.40	3.40
	TRAVEL TRAILER AXLE ASSEMBLY				
05					
06					
07					

Claim Comment History Inquiry

Unit 023 05606 Dealer 135200 GENEKE FORD & RV Claim 176448

	Seq	Vendor	Comments
	9000		Claim entered at dealership by: M.ELKINS on 03/28/03
	9011		1...REAR HUB ASSEMBLE, REMOVE ALL STUD, INSTALL NEW
03	9012		1...STUDS,REINSTALL NUB, INSTALLED TIRE & RIM THAT HAD CAME
04	9013		1...OFF. INSTALL NEW LUG NUTS, TORQUE 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 05606	Dealer 135200 GEWEKE FORD & RV	Claim 176448

01 RC# 1 of 1 CK ROADSIDE REAR TITE & WHEEL CAME OFF SNAPPED 3 LUGS TIRE APPEARED ONLY TO HAVE SLIGHT MILEAGE. REMOVE ROADSIDE ....
Root Cause 091 OBSCURED

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	3.40	$75.00	255.00
42 VCB			
43 Sublet? N—		N—	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necez	

Status E Warnings	
81*Parts	4
83 Comments	4

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

01 Plant/Serial No 023 05794 Year 03 Prod 337 TRIUMPH 5TH WHL Model 36 5L Mileage			09 Claim No 869443 10 Prior Auth No 11 Dealer RO No Recap No 22349
02 Dealer 507639 *Labor Rate $65.00 MCCALL TIRE CENTER 2155 S. ROOSEVELT DR 503-738-9243 SEASIDE OR 97138	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 12/04/02 13 Unit Received 03/10/03 14 Service Began 03/10/03 15 Service Ended 03/10/03 16 Cust Notified 03/10/03 17 Claim Received 04/23/03 Claim Entered 04/23/03
03 Owner [redacted]			
18 Parts 19 Labor 20 Sublet 65.00 21 Freight 22 Total 65.00			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 04/24/03 24EWINGR VCB Review			#20

Sublet Repaired / Replace Lug Studs - Nuts

MODE:F ACTION: WCPCLAHIS/WCP363-1K

Claim Line Item History Inquiry

Unit 023 05794	Dealer 507639 MCCALL TIRE CENTER	Claim 869443

01 RC# 1 of 1 TO REPLACE SHEARED LUGG NUTS ON UNIT

Root Cause 060 COMPONENT - INOPERATIVE

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		$55.00	
42 VCB			
43 Sublet? Y—Inv? Y			
44 Parts		Type 90	
45 Labor	55.00	for sub	
46 Total	55.00	necez	

Status E Warnings	
81 Parts	0
83 Comments	3

MODE:F ACTION: WCPCLAHIS/WCP355-1D

Claim Comment History Inquiry

Unit 023 05794 Dealer 507639 MCCALL TIRE CENTER Claim 869443

	Seq	Vendor	Comments
01	9000		Claim entered at srvc plant by: 24WILLIB on 04/23/03
02	9010		*NO PARTS RECIEVED
03	9020		*** WRITTEN BY DAVE MANN ***
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 05794	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01	#24 to have hardwood floor replaced. Cust agreed to	505	09/05/03	24ROCKJ
02	Oct 15th. Cust is going to wait for unit during repair	506	09/05/03	24ROCKJ
03	process. - SADMIN	507	09/05/03	24ROCKJ
04			03/27/03	
05	DEALER CALLED TO SAY THAT 3-LUGG BOLTS HAVE SHEARED	10	03/27/03	24MANND
06	OFF THE UNIT. TALKED TO GLORIA. SHE CANNOT SEND BOLTS	20	03/27/03	24MANND
07	BACK BECAUSE THE ARE NOT ON THE UNIT ANY LONGER.	30	03/27/03	24MANND
08			01/17/03	
09	CUST CALLED TO SAY THAT THERE ARE KNIFE CUTS IN THE	10	01/17/03	24MANND
10	BATH FLOOR. TOLD HIM TO TAKE IT TO THE DEALER FOR	20	01/17/03	24MANND
11	REPAIR.	30	01/17/03	24MANND
12			11/05/02	
13	POR- NO COMMENTS	10	11/05/02	24WILLIB
14				
15				

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

01 Plant/Serial No 028 05978 Year 04 Prod 376 WLD RDV Model 300FB 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 801973 10 Prior Auth No 28 018422 11 Dealer RO No 46889 Recap No 29100 12 Customer DOP 01/11/03 13 Unit Received 03/29/03 14 Service Began 05/07/03 15 Service Ended 05/07/03 16 Cust Notified 05/07/03 17 Claim Received 05/03/03 Claim Entered 06/03/03	
02 Dealer 502968 Labor Rate $76.00 DUSTY'S CAMPER WORLD OF BARTOW 7400 STATE ROAD 60 E 863-533-2958 BARTOW FL 33830 9485			
03 Owner [redacted]			
18 Parts 342.49 19 Labor 1,710.00 20 Sublet 250.00 21 Freight 118.39 22 Total 2,420.88		81*RCs 3 FRCs 3 Parts 1 82 Appliances 0 83 Comments 7 85 Authorization Y 86 Unit History C	
Status 7E Dealer & plant M/E processing complete. WACO Review 06/04/03 28DEMBEW VCB Review		# 21	

(1) Wheel + Tire Replaced - Labor Submitted 0%.

MODE:F ACTION:

Claim Line Item History Inquiry

Unit 028 05976 Dealer 502968 DUSTY'S CAMPER WORLD OF BARTOW Claim 80197

01 RC# 1 of 3 WHEEL BROKE OFF AT LUGS,WHEELS,RIM WENT FLYING,DAMAGED TRAILR SKI, & SEPHIC SYSTEM,CUT BROKEN PIPE AWAY,#83
02 Root Cause 018 PLATING/CASTING/METAL DEFECT

04 FRC 1 of 1 0139-05 Wheel well, Repair
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	21.50	076.00	1,634.00
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

Status E Warning
81*Parts
83 Comments

MODE:F ACTION: WCPCLAHIS/WCP363-1K

Claim Line Item History Inquiry

Unit 628 05978 Dealer 502968 DUSTY'S CAMPER WORLD OF BARTOW Claim 801973

01 RC# 2 of 3 SUBLET BILL TO MACK TIRE ROAD SERVICE

Root Cause 032 COMPONENT FAILURE

04 FRC 1 of 1 0139-00 WHEEL WELL
21 Respon C WARRANTY,OTHER R/C Flag R2 Root Cause
31 Vendor

	Hours	Rate	Amount
41#Labor		$75.00	
42 VCB			
43 Sublet? Y—Inv? Y			
44 Parts		Type 90	
45 Labor	250.00	for sub	
46 Total	250.00	nacez	

Status E Warnings	
81 Parts	0
83 Comments	7

Claim Comment History Inquiry

Unit 028 05978 Dealer 502958 DUSTY'S CAMPER WORLD OF BARTOW Claim 801973

	Seq	Vendor	Comments
01	9000		Claim entered at srvc plant by: 28VANCEB on 06/03/03
02	9010		LINE 1 REPLACED WITH NEW,REMOVED BROKEN FENDERSKIRT,CLEARANC
03	9020		LIGHT,SIDE TRIM MLDG FROM BACK OF S/ROOM,& REAR/FT,SIDE OF
04	9030		COACH,R/R METAL ROLL PAN AT LEFT/SIDE REAR/ROOF OF SLIDERM
05	9040		REINSTALLED SIDE MLDG,NEW FENDER SKIRT,NEW CLEARANCE LIGHT
06	9050		REPAIRED TORN UNDER BELLY MATERIAL UNDER WHEEL WELL,REMOVED
07	9060		SPARE TIRE,PLACED IN COACH INSTALLED NEW TIRE,RIM
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
028 05978	376	WLD ADV

	Comments	Seq	Add Date	Added by
01			04/01/03	
02	WHEEL CAME OFF AND DEALER HAS STUDS AND SUB BILL.	10	04/01/03	28MOULDD
03	ALUM WHEEL.DEXTER WILL TEST STUDS/DEX CLM. #0415209	20	04/01/03	28MOULDD
04	CUST HAD LSOT WHEEL AND CONTACTED SOME ONE @ FLEETWOOD	30	04/01/03	28MOULDD
05	WHO FAILED TO COMMENT SYSTEM/ RECEIVED E-MAIL PICS TODA	40	04/01/03	28MOULDD
06	Y. SIDE DAMAGE WITH EST OF 21.5 HRS TO REPAIR	50	04/01/03	28MOULDD
07				
08				
09				
10				
11				
12				
13				
14				
15				

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
15 92171	383	TER 5TH GNTM	29GGB	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
15		07/24/03	Not Received	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
04/04/03	04/08/03	1	500590 SMILEY RV SALES MILTON-FREEWATER OR 97862

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
1 ICEBERG (BLUE)	407	[redacted] WALLA WALLA, WA [redacted]	1EA5B292X41592171

r 22

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.

Incident occurred in transportation to Dealer.

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
015 92171	383	TER 5TH QNTM

	Comments	Seq	Add Date	Added by
01			04/15/03	
02	4/08/03: JIM CROXTON REPORTED TO BRAD WILLIAMS UNIT	10	04/15/03	010LSONR
03	LOST ROADSIDE FRONT WHEEL WHILE UNIT WAS BEING	20	04/15/03	010LSONR
04	TRANSPORTED TO DEALER. WHEEL TYPE: TREDIT 16"	30	04/15/03	010LSONR
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE:F ACTION: WCPUNTINQ/WCP#65-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
40 99657	337	TRIUMPH 5TH WHL	36 5L	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt Problems	Correspond In:	Out:
28		04/26/03		N	

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
04/04/03	04/09/03	0	501510 SUMGARNER CAMPING CENTER HUDSON NC 28638

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
3 NEUTRAL	401	[redacted] KANNAPOLIS, NC [redacted]	4CB5L362044099657

#27

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
040 99657	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01			05/12/03	
02	PDR: 6 CAB DOORS IN UNIT SCRATCHED OR BUSTED/	10	05/12/03	40JOHNSP
03	SINK CRACKED/ALUM TIRE & WHEEL CAME LOOSE/HUB	20	05/12/03	40JOHNSP
04	BROKEN/FENDERSKIRT SCUFFED/MISSING ITEMS--	30	05/12/03	40JOHNSP
05	TELEPHONE/S/O ON L/R WON'T SEAL/BACK SIDE OF	40	05/12/03	40JOHNSP
06	DINETTE PNLG LOOSE/SHELVES OVER BED UNEVEN/D/S	50	05/12/03	40JOHNSP
07	SLIDE BOTTOM PNL SCRATCHED IN GOLD PAINT/SCRATCHS	60	05/12/03	40JOHNSP
08	ON MLDG	70	05/12/03	40JOHNSP
09			05/05/03	
10	REC'D UNIT INCIDENT REPORT ON WHEEL AND TIRE INCIDENT.	10	05/05/03	01OLSONR
11	COPY OF REPORT ON FILE AT TT DIV.	20	05/05/03	01OLSONR
12	..	30	05/05/03	01OLSONR
13	..	40	05/05/03	01OLSONR
14				
15				

MODE:F ACTION: WCPUNTINQ/WCP465-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
40 99489	395	WLD 5TH RD RX6	365FL	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
40		09/15/03	Problems	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
03/25/03	04/05/03	0	503453 LOWE'S RV HOBBS NM 88240

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
1 BLUE(BLUE SPRUCE)	407	[redacted] CARLSBAD, NM [redacted]	1ED5F362844099489

#24

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 - Incident occurred while being transported to dealer.

Unit-Comment Maintenance

Unit No	Product No	Description
040 99489	396	WLD 5TH AD AX6

	Comments	Seq	Add Date	Added by
01			05/05/03	
02	PDR: ?? 4 TIRES LRD 1 LRE	10	05/05/03	40JOHNSP
03			04/24/03	
04	BARRETT HAS THIS UNIT AND ALBY HAS INSPECTED IT AND SHO	10	04/24/03	40BUNTID
05	NDA IS DOING THE PAPER WORK SO IT CAN SHIPPED.	20	04/24/03	40BUNTID
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 06621	381	WLD 5TH ADV	365FL	04	1 year

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

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
03/18/03	04/09/03	0	512803 STEVE CASEY'S RECREATIONAL SAL WHEAT RIDGE CO 80033

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
2	407		
ASPEN BREEZE (GREEN)		Owner info not available.	1ED5F362642306621

#25

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. Incident occurred while Being transported to dealer.

MODE OF ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
023 06621	381	WLD 5TH ADV

	Comments	Seq	Add Date	Added by
01		501	04/25/03	24WILLIB
02	Yes Problems - - PDR - no drive damage / tire	502	04/25/03	24WILLIB
03	alumunum missing/ tire separated from trailer/ 2 new	503	04/25/03	24WILLIB
04	alcoa wheel required- new fender skirt./ slide trim	504	04/25/03	24WILLIB
05	molding ex / are sheet metal need pictures will be	505	04/25/03	24WILLIB
06	sent - SADMIN	506	04/25/03	24WILLIB
07				
08				
09				
10				
11				
12				
13				
14				
15				

MODE OF ACTION: Claim Header History Inquiry WCPCLAHIS/WCP362-IW

01 Plant/Serial No 040 99344 Year 04 Prod 382 PRL 5TH RGL Model 365FL Mileage	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 553951 10 Prior Auth No 11 Dealer RO No Recap No 24503 12 Customer DOP 13 Unit Received 04/14/03 14 Service Began 04/14/03 15 Service Ended 04/14/03 16 Cust Notified 04/14/03 17 Claim Received 05/05/03 Claim Entered 05/05/03
Dealer 801503 ALabor Rate $45.00 BENNETT TRUCK TRANSPORT, INC P O BOX 569 /1001 INDUSTRIAL P MCDONOUGH GA 30253 770-957-1866		
03*Owner		
18 Parts 19ALabor 20 Sublet 84.36 21 Freight 22ATotal 84.36		81*RCs 1 FRCs 1 Parts 0 82 Appliances 0 83 Comments 1 86 Authorization N 86 Unit History C
Status 7J Dealer & plant M/E processing complete. WACO Review 05/06/03 40CHRISP VCB Review		#26

Replaced Wheel Hub Studs & Lug Nuts -
Incident occurred while being transported to dealer.

MODE:F ACTION:

WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 040 99344	Dealer 801503 BENNETT TRUCK TRANSPORT, INC	Claim 553951

01 RC# 1 of 1 REPLACE SHEARED WHEEL SUTDS AND CHROME WHEEL NUTS.

Root Cause 022 FASTENER STRIPPED/CROSS THREAD

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

	Hours	Rate	Amount
41*Labor		$45.00	
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts	84.36	Type 90	
45 Labor		for sub	
46 Total	84.36	nacez	

	Status J Adjusted
81 Parts	0
83 Comments	1

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

01 Plant/Serial No 042 80813 Year 04 Prod 397 PRL 5 RGL AX6 Model 365FL Mileage	05 Stock? Y 06 CustSig? N 07 FrtBill? N 08 Retail? N VenResp? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	09 Claim No 998930 10 Prior Auth No 11 Dealer RO No Recap No 29102 12 Customer DOP 13 Unit Received 05/09/03 14 Service Began 05/16/03 15 Service Ended 05/16/03 16 Cust Notified 05/16/03 17 Claim Received 05/19/03 Claim Entered 05/19/03
02 Dealer 501829 Labor Rate $25.00 F/TRAVEL TRAILERS OF MD PO BOX 458 301-678-5521 HANCOCK MD 21750		
03*Owner AmtPaid		
18APerts 389.28 19 Labor 332.50 20 Sublet 21AFreight 188.45 22ATotal 910.23		81*RCs 7 FRCs 7 Parts 12 82 Appliances 0 83 Comments 1 85 Authorization N 86 Unit History C
Status 7J Dealer & plant M/E processing complete. WACD Review 05/20/03 28DEMBEW VCB Review		# 27

Fleetwood Factory Repair –

(1) # 332498 Alum Wheel – L01-4006

(1) # 359022 Axle Assy – B21-1116

(1) # 376616 Tire – L05-8680-01

(6) # 370564 – Lug Nuts

Claim Part History Inquiry

Unit 042 80813	Dealer 501829 F/TRAVEL TRAILERS OF MD	Claim 998930
01 RC# 5 of 7	REPLACED REAR AXLE AND WHEELS	
11 Part 3 of 6	332498 WHEEL- ALUMINUM 15X7X855	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	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total	Calc	Diff
61 Reimb Cost	171.60 EA	88.00	171.60	83.60
62 VCB Cost	88.00 EA			
63 Freight				

71 Shipped	Scrap Confirmed? N
Shipper	
RGA No	

Status E	Warnings
83 Comments	1

Claim Line Item History Inquiry

Unit 042 60813	Dealer 501829 F/TRAVEL TRAILERS OF MD	Claim 998930

01 RC# 5 of 7 REPLACED REAR AXLE AND WHEELS

[redacted] Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 0146-01 Axle assembly, complete, R/R
21 Respon C WARRANTY,OTHER R/C Flag R5 Root Cause
31 Vendor 045410

	Hours	Rate	Amount
41 Labor	2.50	$25.00	62.50
42 VCB			
43 Sublet? N—			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacez	

Status J Adjusted	
81*Parts	6
83 Comments	1

Claim Part History Inquiry

Unit 042 80813	Dealer 501829 F/TRAVEL TRAILERS OF MD	Claim 998930
01 RC# 5 of 7	REPLACED REAR AXLE AND WHEELS	
11 Part 4 of 5	359022 U/C- 85.5 3D ST U/S 655 25-6000 EL	B21-1116
21 Reapon C 31 Vendor 026755	WARRANTY,OTHER DEXTER AXLE (INDIANA)	

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	323.97 EA	178.00	323.97	145.97
62 VCB Cost	178.00 EA			
63 Freight				

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

Claim Part History Inquiry

Unit 042 80813	Dealer 501829 F/TRAVEL TRAILERS OF MD		Claim 998930
01 RC# 5 of 7	REPLACED REAR AXLE AND WHEELS		
11 Part 5 of 6	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		Unit	Total	Calc	Diff
Qty Used		5.0	61 Reimb Cost	1.26 EA	3.24	7.56	4.32
VCB	0		62 VCB Cost	.54 EA			
*Rcvd/Rtn	0	0	63 Freight				
Scrapped	0	0					
Rejected	0		71 Shipped	Scrap Confirmed? N		Status E Warninge	
Lost	0	0	Shipper			83 Comments	1
Shipped	0	0	RGA No				

Claim Part History Inquiry

Unit 042 80813	Dealer 501829 F/TRAVEL TRAILERS OF MD	Claim 998930
01 RC# 5 of 7	REPLACED REAR AXLE AND WHEELS	
11 Part 6 of 5	372615 TIRE-ST235/80R16 D RANGE	L05-8680-01
21 Respon C 31 Vendor 045410	WARRANTY,OTHER	

51	Fle	Dlr		Unit	Total	Calc
Qty Used		1.0	61AReimb Cost	116.03 EA		116.03
VCB	0		62 VCB Cost			
*Rcvd/Rtn	0	0	63 Freight			
Scrapped	0	0				
Rejected	0		71 Shipped	Scrap Confirmed? N		Status J Adjusted
Lost	0	0	Shipper			83 Comments 1
Shipped	0	0	RGA No			

Unit Comment Maintenance

Unit No	Product No	Description
042 80813	397	PRL 5 RGL AX5

Comments	Seq	Add Date	Added by
01		08/21/03	
02 DEALER HAD TO INSTALL DAY/NIGHT SHADES.	10	08/21/03	28MOULDD
03 REAR BED ROOM SLIDING DOOR RUBBING FINISH OFF 4 HR EST	20	08/21/03	28MOULDD
04 TO REST WALL AND ADD BLOCKING.	30	08/21/03	28MOULDD
05 AWNING PROBLEM WE MAY ADD AWN BRELLA OR SLIDE TOPPER AN	40	08/21/03	28MOULDD
06 D ENTRY DOOR AWN.	50	08/21/03	28MOULDD
07 DENIED CHANGING AWNING TO DIFFERENT SIZE/ CUST WANTED 1	60	08/21/03	28MOULDD
08 4 FT.	70	08/21/03	28MOULDD
09		04/21/03	
10 REC'D UNIT EVALUATION FORM RELATED TO WHEEL/TIRE	10	04/21/03	010LSONR
11 INCIDENT.	20	04/21/03	010LSONR
12		04/16/03	
13 REPORTED BY DEALER THAT UNIT LOST TIRE AND WHEEL ON WAY	10	04/16/03	28SHRADB
14 TO DEALER. DAMAGE WAS SUSTAINED TO UNIT. UNIT IS	20	04/16/03	28SHRADB
15 COMING BACK TO PLANT 53.	30	04/16/03	28SHRADB

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

01 Plant/Serial No 042 80784 Year 04 Prod 382 PRL 5TH RGL Model 365FL Mileage			09 Claim No 968768 10 Prior Auth No 11 Dealer RO No Recap No 29967 12 Customer DOP 04/04/03 13 Unit Received 04/21/03 14 Service Began 04/21/03 15 Service Ended 05/19/03 16 Cust Notified 05/20/03 17*Claim Received 10/15/03 Claim Entered 10/15/03
02 Dealer 69700 Labor Rate $58.00 CHEEK & SHOCKLEY TRAILER SALES 2600 MECHANICSVILLE PIKE RICHMOND 804-649-7506 VA 23223		05 Stock? N 06 CustSig? Y 07 FrtBill? N 08 PrePaid? N VenResp? N VenInv? N VenPaid? N PlntInv? Y Scrap? Y	
03 Owner [redacted]			
18APparts 469.14 19ALabor 666.40 20ASublet 316.28 21 Freight 22ATotal 1,440.82			81*RCs & FRCs & Parts 9 82 Appliances 0 83 Comments 1 85 Authorization N 86 Unit History C
Status 7J Dealer & plant M/E processing complete. WACO Review 10/16/03 28DEMBEW VCB Review			# 28

(21 # 364845 Alum Wheels L01-1020

355888 Cuy Nuts M23-0050

Claim Line Item History Inquiry

Unit 042 80784	Dealer 69700 CHEEK & SHOCKLEY TRRILER SALES		Claim 988758
01 RC# 5 of 8	INSTALL 2 NEW WHEELS AND LUG NUTS		
Root Cause 078	DISTORTED		
04 FRC 1 of 1	0122-03 Lug nuts, defective, per wheel, TT only, R/R		
21 Respon C	WARRANTY,OTHER	R/C Flag R5	Root Cause
31 Vendor 201143	TREDIT TIRE & WHEEL CO		

	Hours	Rate	Amount
41*Labor	1.00	$58.00	58.00
42 VCB			
43 Sublet? N—			
44 Parts		Type 99	
45 Labor		for sub	
46 Total		necsz	

Status J	Adjusted
81*Parts	2
83 Comments	1

MODE:F ACTION: WCPCLAHIS/WCP254-L0

Claim Part History Inquiry

Unit 042 80784	Dealer 69700 CHEEK & SHOCKLEY TRAILER SALES	Claim 968768
01 RC# 5 of 8	INSTALL 2 NEW WHEELS AND LUG NUTS	
11 Part 1 of 2	355888 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		1.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

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

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

Claim Part History Inquiry

Unit 042 80784	Dealer 69700 CHEEK & SHOCKLEY TRAILER SALES		Claim 968758
01 RC# 5 of 8	INSTALL 2 NEW WHEELS AND LUG NUTS		
11 Part 2 of 2	364845 WHEEL- ALUMINUM MOD 15 X 6 X 5&5		L01-4020
21 Respon C	WARRANTY,OTHER		
31 Vendor 201143	TREDIT TIRE & WHEEL CO		

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

	Unit	Total	Calc	Diff
61AReimb Cost	171.60 EA	231.72	343.20	111.48
62 VCB Cost	59.41 EA			
63 Freight				

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

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 042 80784 Dealer 69700 CHEEK & SHOCKLEY TRAILER SALES Claim 968768

01 RC# 8 of 8 RR TIRES ONTO NEW WHEELS SUBLET

Root Cause 032 COMPONENT FAILURE

04*FRC 1 of 1 0122-00 TIRE REPAIRS, TRAVEL TRAILERS
21 Respon C WARRANTY,OTHER R/C Flag R8 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor		$58.00	
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts	20.00	Type 90	
45 Labor		for sub	
46 Total	20.00	nacsz	

Status E Warnings	
81 Parts	0
83 Comments	1

Unit Comment Maintenance

Unit No	Product No	Description
042 80784	382	PRL 5TH RGL

Comments	Seq	Add Date	Added by
		10/13/03	
HEAT DUCT IN SAME COMPARTMENT AS CONVERTOR.DEALER	10	10/13/03	28WILLEJ
WILL MOVE CONVERTOR.	20	10/13/03	28WILLEJ
		04/22/03	
PDR 4/1/03 ASSIST HANDLE RUBBED PAINT OFF FACE OF	10	04/22/03	42FLEENS
DINING ROOM SLIDE	20	04/22/03	42FLEENS
		04/21/03	
UNIT HAS LOST TWO WHEELS AND DAMAGED FIBERGLASS	10	04/21/03	28MOULDD
AND SKIRTING/ WILL TRY TO GET #42 PARTS TO HELP ON	20	04/21/03	28MOULDD
THIS AS UNIT IS A SOLD UNIT.	30	04/21/03	28MOULDD
DEALER HAS STUDS.	40	04/21/03	28MOULDD
REC'D UNIT EVALUATION FORM AT TT DIV RELATED TO	50	04/21/03	01OLSONR
WHEEL/TIRE INCIDENT.	50	04/21/03	01OLSONR

MODE OF ACTION: WCPUNTING/WCP465-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
40 96952	335	PRIDE 5TH WHL	35 5L	03	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
40		03/28/03	No Problems	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
09/05/02	09/05/02	2	196750 KITE BROS LLC DERIDDER LA 70634

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
3 NEUTRAL	301	[redacted] LAWTON, OK [redacted]	4CA5L362534096952

#29

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 For Wheel - Tire Lug Nut Claim Submitted. Torque.

Claim Line Item History Inquiry

Unit 040 96982 Dealer 402600 WOODLWORTH'S RV CENTER Claim 087547

01 RC# 3 of 4 WHEEL NUT LOOSE NEED TIGHTEN AND CHECK

Root Cause 014 FASTENER MISROUTED

04AFRC 1 of 1 0101-00 TRAVEL TRAILER AXLE ASSEMBLY
21 Respon C WARRANTY,OTHER R/C Flag R3 Root Cause
31 Vendor

	Hours	Rate	Amount
41*Labor	0.50	$55.00	27.50
42 VCB			
43 Sublet? N—			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

	Status J Adjusted
81 Parts	0
83 Comments	6

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
040 96952	335	PRIDE 5TH WHL

Comments	Seq	Add Date	Added by
OR	70	04/28/03	42RATERD
	501	04/23/03	40SDPCIJ
Dealer - - Talked to Alan Kite from Kite Bros. and	502	04/23/03	40SDPCIJ
he shared a situation his customer has with the bed	503	04/23/03	40SDPCIJ
detaching from the slideout box. He said the customer	504	04/23/03	40SDPCIJ
was in Nebraska and not confident of the trailer and	505	04/23/03	40SDPCIJ
may not be getting the appropriate help from a dealer	506	04/23/03	40SDPCIJ
in that area. I contacted the customer at	507	04/23/03	40SDPCIJ
[redacted] was not there, but his wife	508	04/23/03	40SDPCIJ
took a message and he will call back. - SADMIN	509	04/23/03	40SDPCIJ
		04/22/03	
ROBERT @ KITE BROS CALLED AND SAID THE CUST HAD LOST TH	10	04/22/03	40SHELTD
E WHEEL OFF THIS UNIT EARLIER. WE TOLD HIM THE CUST NEE	20	04/22/03	40SHELTD
DED TO GET IT REPLACED. HE SAID WE SHOULD BE RESPONSIBL	30	04/22/03	40SHELTD
E FOR IT AND HE WANTS TO SPEAK TO PAUL ABOUT IT.	40	04/22/03	40SHELTD

MODE:F ACTION: WCPUNTINQ/WCP465-20

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
40 99889	396	WLD 5TH RD RX6	365FL	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt Problems	Correspond In:	Out:N
40		04/30/03			

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
04/15/03	04/21/03	6	506352 LONE STAR RV SALES INC HOUSTON TX 7703453

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
2 GREEN(ASPEN BREEZE)	40B	[redacted] BRENHAM, TX [redacted]	1ED5F362244099889

#30

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. Dealer Repaired Travel Trailer @ Customers Home.

Unit Comment-Maintenance

Unit No	Product No	Description
040 99889	396	WLD 5TH AD AX6

	Comments	Seq	Add Date	Added by
01			05/05/03	
02	PDR: FENDERSKIRT BROKEN ON DINETTE SLIDE	10	05/05/03	40JOHNSP
03	SCOTT @ DLR CALLED ON 5/1 AND TOLD US THE WHEEL CAME	20	05/05/03	40CHRISP
04	OFF OF UNIT WHILE CUSTOMER WAS TAKING UNIT HOME. DLR	30	05/05/03	40CHRISP
05	HAS ORDERED NEW HUB AND WILL GO TO CUST'S HOUSE TO	40	05/05/03	40CHRISP
06	REPLACE THE HUB AND REINSTALL THE WHEEL.	50	05/05/03	40CHRISP
07				
08				
09				
10				
11				
12				
13				
14				
15				

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

01 Plant/Serial No 028 05955 Year 04 Prod 392 PRL RGL AX5 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 191842 10 Prior Auth No 28 018829 11 Dealer RO No 50123 Recap No 29157 12 Customer DOP 04/19/03 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 05/29/03 Claim Entered 05/29/03	
04 Dealer 363500 Labor Rate $75.00 TOM JOHNSON CAMPING CENTER 1885 US HWY 70 W 828-724-4105 MARION NC 28752			
03*Owner [redacted]			
18 Parts 86.59 19 Labor 183.75 20 Sublet 21 Freight 35.00 22 Total 305.34			81*RCs 4 FRCs 4 Parts 3 82 Appliances 0 83 Comments 1 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 05/29/03 28DEMBEN VCB Review			#31

(61 # 35588 Wheel Lug Nuts M23-C050

(61 # 370564 Wheel Lug Nuts M23-C052

Claim Line Item History Inquiry

Unit 028 05965 Dealer 363500 TOM JOHNSON CAMPING CENTER Claim 191642

01 RC# 1 of 4 LEFT FRONT WHEEL DAMAGED BY LOOSE LUG NUTS-R/R
TIRE-WHEEL-LUG NUTS AND DUST COVER
Root Cause 078 DISTORTED

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	0.50	$75.00	37.50
42 VCB			
43 Sublet? N		N	
44 Parts		Type 98	
45 Labor		for sub	
46 Total		nacsz	

Status E Warnings	
81 Parts	0
83 Comments	1

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

01 Plant/Serial No 028 05965 Year 04 Prod 392 PRL RGL RXS Model 390FQ Mileage	05 Stock? N 06 CustSig? Y 07 FrtBill? Y 08 PrePaid? N VenRcap? N VenInv? N VenPaid? N PlntInv? Y Scrap? N	09 Claim No 919917 10 Prior Auth No 11 Dealer RO No Recap No 25516 12 Customer DOP 04/19/03 13 Unit Received 05/02/03 14 Service Began 05/07/03 15 Service Ended 05/07/03 16 Cust Notified 05/07/03 17 Claim Received 05/24/03 Claim Entered 05/25/03	
04 Dealer 511257 Labor Rate $65.00 SEYMOUR RV & REPAIR 332 BOYDS CREEK HWY SEYMOUR TN 37865			
03 Owner [redacted]			
18 Parts 21.30 19 Labor 97.50 20 Sublet 21 Freight 69.00 22 Total 187.80		81*RCs 1 FRCs 2 Parts 3 82 Appliances 0 83 Comments 4 85 Authorization N 86 Unit History C	

Status 7E Dealer & plant M/E processing complete.
WACO Review 07/01/03 42V00RHJ
VCB Review

Claim Line Item History-Inquiry

Unit 028 05965	Dealer 511257 SEYMOUR RV & REPAIR	Claim 919917

01 RC# 1 of 1 CUSTOMER OUT OF TOWN PURCHASED UNIT IN NC LOST WHEEL STUD OCCURRED ON FRI CUSTOMER HAD TO LEAVE SUN. WE HAD PARTS *83
Root Cause 052 STRIPPED

04 FRC 1 of 2 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	0.50	$65.00	32.50
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

Status E Warnings	
81*Parts	3
83 Comments	4

Claim Part History Inquiry

Unit 028 05966	Dealer 511257 SEYMOUR RV & REPAIR	Claim 919917
01 RC# 1 of 1	CUSTOMER OUT OF TOWN PURCHASED UNIT IN NC LOST WHEEL STUD OCCURRED ON FRI CUSTOMER HAD TO LEAVE SUN. WE HAD PARTS *83	
11 Part 2 of 3	355868 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		Unit	Total	Calc	Diff
Qty Used		6.0	61 Reimb Cost	1.26 EA	7.57	7.56	0.01
VCB	0		62 VCB Cost	.54 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	4
Shipped	0	0	RGA No				

Claim Part History Inquiry

Unit 028 06965	Dealer 511257 SEYMOUR RV & REPAIR	Claim 919917
01 RC# 1 of 1	CUSTOMER OUT OF TOWN PURCHASED UNIT IN NC LOST WHEEL STUD OCCURRED ON FRI CUSTOMER HAD TO LEAVE SUN. WE HAD PARTS #83	
11 Part 3 of 3	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		6.0
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	7.57	7.56	0.01
62 VCB Cost	.54 EA			
63 Freight				

71 Shipped	Scrap Confirmed? N	Statue C	Correct
Shipper		83 Comments	4
RGA No			

Claim Comment History Inquiry

Unit 028 05965 Dealer 511257 SEYMOUR RV & REPAIR Claim 919917

	Seq	Vendor	Comments
	9000		Claim entered at srvc plant by: 42FLEENS on 06/25/03
	9010		LINE 1 CONT OVERNITED ON MON DROVE TO CAMPSITE REPAIRED
03	9020		BROUGHT UNIT BACK TO OUT LOT WHERE TOM JOHNSON RV PICKED IT
04	9030		UP FOR THEIR CUSTOMER
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
028 05965	392	PRL RGL AX6

	Comments	Seq	Add Date	Added by
01	attorney. - SADMIN	515	05/05/03	010LSONR
02	Fleetwood - Positive - Comments on Mr. Lear to not	516	05/05/03	010LSONR
03	belong in this file. this was an input error. They	517	05/05/03	010LSONR
04	belong to # 28-95508. Robby Olson - SADMIN	518	05/05/03	010LSONR
05		501	05/02/03	001WEBBB
06	Chassis - Wheels - Rec'd call from Jackie-Tom	502	05/02/03	001WEBBB
07	Johnson Rv- Cust pulled into campground and found that	503	05/02/03	001WEBBB
08	he had lost a wheel while travelling. 053 was closed	504	05/02/03	001WEBBB
09	so I contected Tony at 042 and he will call cust at	505	05/02/03	001WEBBB
10	[redacted] and follow up with Jackie also. -	506	05/02/03	001WEBBB
11	001WEBBB	507	05/02/03	001WEBBB
12				
13				
14				
15				

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No	Description
028 05965	392	PRL RGL AX6

	Comments	Seq	Add Date 05/05/03	Added by
01				
02	I CALLED CUST AT CAMPGROUND REGARDING WHEEL HE HAD	10	05/05/03	42HAMMT
03	LOST IN TRANSIT. I ALSO COTACTED SHIELA AND TONY	20	05/05/03	42HAMMT
04	AT SEYMOUR RV. [redacted] HAVE SEYMOUR RV MAKE REPAIR	30	05/05/03	42HAMMT
05	AT THE CAMPGROUND MONDAY 5/5/03. THE INITIAL CALL	40	05/05/03	42HAMMT
06	CAME LATE FRIDAY 5/2/03.	50	05/05/03	42HAMMT
07	REC'D UNIT EVALUATION FORM AT TT DIVE RELATED TO	60	05/05/03	010LSONR
08	WHEEL INCIDENT.	70	05/05/03	010LSONR
09	Chassis - Wheels - Customer called & stated wheel	508	05/05/03	42RATERD
10	came off in transit. Minor damage to side of unit.	509	05/05/03	42RATERD
11	Dealer (Seymour RV) will make repairs. - SADMIN	510	05/05/03	42RATERD
12	Fleetwood - Negative - I made contact with [redacted]	511	05/05/03	010LSONR
13	and we discussed the sealant on his unit. Brian	512	05/05/03	010LSONR
14	Shrader has a call into him and he will call Brian in	513	05/05/03	010LSONR
15	the A.M. Customer did mention he had an appt with	514	05/05/03	010LSONR

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

01 Plant/Serial No 023 05933 Year 04
Prod 335 PRIDE 5TH WHL
Model 36 5L Mileage

Dealer 514546 ALabor Rate $58.45
C.A.R.S./392268 ALBERTA LTD
6615 SPARROW DR 780-986-8778
LEDUC AB CAN T9E 7L1

03 Owner [redacted]

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	221623
10*Prior Auth No 99	999999
11 Dealer RO No	6760
Recap No	23063
12 Customer DOP	05/04/03
13*Unit Received	11/29/02
14 Service Began	05/04/03
15 Service Ended	05/04/03
16 Cust Notified	05/04/03
17*Claim Received	09/18/03
Claim Entered	09/18/03

18 Parts	460.04
19ALabor	409.15
20 Sublet	
21 Freight	
22ATotal	869.19

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

#32

Status 7J Dealer & plant M/E processing complete.
WACO Review 09/19/03 24EWINGR
VCB Review

(1) # 004028 TIRE — L05-2684
(1) # 008144 Wheel-Alum — L01-0601
(1) # 099368 Hub/Drum

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 023 05933	Dealer 514545 C.A.R.S./392268 ALBERTA LTD	Claim 221623

01 RC# 1 of 1 WHEEL COME OFF DUE TO OVERTORQUED FACTORY NUTS STRETCHED STUDS, TIRE BLOWN, CUSTOMER ON ROAD 3.5 HRS AWAY . SENT ....
Root Cause 008 BUCKLED

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	7.00	$58.45	409.15
42 VCB			
43 Sublet? N		N	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		necsz	

Status J Adjusted	
81*Parts	3
83 Comments	3

Claim Part History Inquiry

Unit 023 05933	Dealer 514546 C.A.R.S./392268 ALBERTA LTD	Claim 221623
01 RC# 1 of 1	WHEEL COME OFF DUE TO OVERTORQUED FACTORY NUTS STRETCHED STUDS, TIRE BLOWN, CUSTOMER ON ROAD 3.5 HRS AWAY , SENT	
11 Part 1 of 3	004028 TIRE, 8.75 X 16.5 D	L05-2684
21 Respon C	WARRANTY,OTHER	
31 Vendor 045400	GOODYEAR TIRE (BUENA PARK)	

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	162.22 EA	162.22
62 VCB Cost	87.59 EA	
63 Freight		

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

Claim Part History Inquiry

Unit 023 05933	Dealer 514546 C.A.R.S./392268 ALBERTA LTD	Claim 221523
01 RC# 1 of 1	WHEEL COME OFF DUE TO OVERTORQUED FACTORY NUTS STRETCHED STUDS, TIRE BLOWN, CUSTOMER ON ROAD 3.5 HRS AWAY , SENT	
11 Part 2 of 3	008149 WHEEL- 16.0 X 6 X 8&5 ALUM TYPL01-0601	
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	152.00 EA	152.00
62 VCB Cost	67.50 EA	
63 Freight		

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

MODE:F ACTION: WCPCLAHIS/WCP364-10

Claim Part History Inquiry

Unit 023 05933	Dealer 514646 C.A.R.S./392268 ALBERTA LTD	Claim 221623
01 RC# 1 of 1	WHEEL COME OFF DUE TO OVERTORQUED FACTORY NUTS STRETCHED STUDS, TIRE BLOWN, CUSTOMER ON ROAD 3.5 HRS AWAY , SENT	
11 Part 3 of 3	099368 DRUM, STRAIGHT OR DROP AXLE	K48-099368
21 Reason C	WARRANTY,OTHER	
31 Vendor 201428		

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	135.82 EA	135.82
62 VCB Cost	58.76 EA	
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 3
RGA No		

Unit Comment Maintenance

Unit No	Product No	Description
023 05933	335	PRIDE 5TH WHL

	Comments	Seq	Add Date	Added by
01		501	01/24/04	096MCFER
02	Outgoing - - Recall 31028 Returned Mail - We	502	01/24/04	096MCFER
03	attempt to contact [redacted] to update his	503	01/24/04	096MCFER
04	address, we left message with a contact number to call	504	01/24/04	096MCFER
05	us back with their correct address.	505	01/24/04	096MCFER
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				

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

01 Plant/Serial No 042 80745 Year 04 Prod 397 PRL 5 RGL AX5 Model 385FL Mileage		09 Claim No 191220 10*Prior Auth No 28 018791 11 Dealer RO No 50237 Recap No 29157
02 Dealer 363500 ALabor Rate $55.00 TOM JOHNSON CAMPING CENTER 1885 US HWY 70 W 828-724-4105 MARION NC 28752	05 Stock? N 06 CustSig? Y 07 FrtBill? Y 08 PrePaid? N VanResp? N VanInv? N VanPaid? N PlntInv? Y Scrap? N	12 Customer DOP 05/06/03 13 Unit Received 05/06/03 14 Service Began 05/06/03 15 Service Ended 05/06/03 16 Cust Notified 05/06/03 17 Claim Received 05/27/03 Claim Entered 05/27/03
03 Owner [redacted]		
18APerts 433.41 19ALabor 260.00 20 Sublet 21AFreight 42.00 22ATotal 735.41		81*RCs 1 FRCs 1 Parts 5 82 Appliances 0 83 Comments 2 85 Authorization Y 86 Unit History C
Status 7J Dealer & plant M/E processing complete. WACO Review 05/28/03 28DEMBEW VCB Review		#33

(2) # 332498 Alum Wheels — L01-4006

(6) # 370564 Wheel Lug Nuts — M23-0052

Claim Line Item History Inquiry

Unit 042 80745	Dealer 363500 TOM JOHNSON CAMPING CENTER	Claim 191220

01 RC# 1 of 1 WHEEL FELL OFF UNIT-LUGS WORKED LOOSE-REPLACED BOTH AXLES AND TWO TIRES WHEELS AND LUGS
Root Cause 008 BUCKLED

04AFRC 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	4.00	$55.00	260.00
42 VCB			
43 Sublet? N---		N---	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacez	

Status J Adjusted	
81*Parts	5
83 Comments	2

Claim Part History Inquiry

Unit 042 80745	Dealer 353500 TOM JOHNSON CAMPING CENTER	Claim 191220
01 RC# 1 of 1	WHEEL FELL OFF UNIT-LUGS WORKED LOOSE-REPLACED BOTH AXLES AND TWO TIRES WHEELS AND LUGS	
11 Part 2 of 5	332498 WHEEL- ALUMINUM 16X7X5&5	L01-4005
21 Respon C 31 Vendor 000085	WARRANTY,OTHER 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	171.50 EA	343.20
62 VCB Cost	88.00 EA	
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		63 Comments 2
RGA No		

Claim Part History Inquiry

Unit 042 80745	Dealer 363500 TOM JOHNSON CAMPING CENTER	Claim 191220
01 RC# 1 of 1	WHEEL FELL OFF UNIT-LUGS WORKED LOOSE-REPLACED BOTH AXLES AND TWO TIRES WHEELS AND LUGS	
11 Part 3 of 5	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		16.0
VCB	0	
*Rcvd/Rtn	0	0
Scrapped	0	0
Rejected	0	
Lost	0	0
Shipped	0	0

	Unit	Total	Calc	Diff
61AReimb Cost	1.25 EA	22.40	20.16	2.24
62 VCB Cost	.54 EA			
63 Freight				

71 Shipped	Scrap Confirmed?	Status J Adjusted
Shipper		83 Comments 2
RGA No		

Claim Comment History Inquiry

Unit 042 80746 Dealer 363500 TOM JOHNSON CAMPING CENTER Claim 191220

Seq	Vendor	Comments
9000		Claim entered at dealership by: BILLIE on 05/27/03
9002		AXLES AND TIRES SHIPPED NO CHARGE
03		
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
042 80746	397	PRL 5 RGL AX5

	Comments	Seq	Add Date	Added by
01			06/09/03	
02	I AM PROCESSING INVOICE 153651 FOR 2 AXLES AND FREIGHT	10	06/09/03	42VOORHJ
03	TO SEND DEALER REPLACEMENTS BECAUSE OF LOST WHEELS.	20	06/09/03	42VOORHJ
04			05/09/03	
05	*****UNIT HAS LOST TWO WHEELS*****	10	05/09/03	28MOULDD
06	TREAD REPORT NOT ACCEPTED AT THIS TIME/ NOT RECOGNISED	20	05/09/03	28MOULDD
07	IN TREAD SYSTEM YET.	30	05/09/03	28MOULDD
08			04/29/03	
09	I HAVE AUTH SLIDE TOPPERS AS THE INTERIOR TRIM IS ALL	10	04/29/03	28MOULDD
10	RUINED AROUND THE SLIDE OUT, DEALER IS SENDING E-MAIL	20	04/29/03	28MOULDD
11	PICS, THEY ARE STATING RUBBER ROOF STOPS AT BULB SEAL??	30	04/29/03	28MOULDD
12				
13				
14				
15				

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

01 Plant/Serial No 023 05285 Year 04
Prod 397 PRL 5 RGL AX6
Model 365FL Mileage

02 Dealer 514465 ALabor Rate $45.00
BIG JAX SALES 505-434-3783
7054 HWY 70 W
ALAMOGORDO NM 88310

03 Owner [redacted]

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

09 Claim No 941394
10DPrior Auth No 15 044331
11 Dealer RO No 2755
Recap No 15530
12 Customer DOP 04/05/03
13 Unit Received 05/14/03
14 Service Began 05/14/03
15 Service Ended 05/14/03
16 Cust Notified 05/14/03
17*Claim Received 08/20/03
Claim Entered 08/20/03

18 Parts
19ALabor 315.00
20 Sublet
21 Freight 216.40
22ATotal 531.40

81*RCs 1 FRCs 1 Parts 1
82 Appliances 0
83 Comments 5
85 Authorization Y
86 Unit History C

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

#34

NO WARRANTY Claim Submitted for wheel + TIRE.

Claim Line Item History Inquiry

Unit 023 05285	Dealer 514466 BIG JAX SALES	Claim 941394

01 RC# 1 of 1 R&R NECESSARY COMPONENTS FOR REPAIR DUE TO TIRE REPAIR DUE TO TIRE FALLING OFF IN TRANSIT.
Root Cause 032 COMPONENT FAILURE

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

	Hours	Rate	Amount
41*Labor	7.00	$45.00	315.00
42 VCB			
43 Sublet? N			
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

Status D	Denied
81*Parts	1
83 Comments	5

Claim Part History Inquiry

Unit 023 06286	Dealer 514466 BIG JAX SALES	Claim 941394
01 RC# 1 of 1	R&R NECESSARY COMPONENTS FOR REPAIR DUE TO TIRE REPAIR DUE TO TIRE FALLING OFF IN TRANSIT.	
11 Part 1 of 1	002 Freight Only	
21 Respon 31 Vendor		

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

	Unit	Total
61*Reimb Cost		
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed? N	Status D	Denied
Shipper		83 Comments	5
RGA No			

Unit Comment Maintenance

Unit No	Product No	Description
023 06285	397	PRL 5 RGL AX5

Comments	Seq	Add Date	Added by
	501	06/20/03	001WEBBB
- - Per Janice at 015- wheel did not ship but she	502	06/20/03	001WEBBB
has sent it next day and it should arrive Sat 06/21/03	503	06/20/03	001WEBBB
by 10:00AM. I called cust and updated him and ask that	504	06/20/03	001WEBBB
he call me Monday AM if wheel does not arrive at	505	06/20/03	001WEBBB
dealership. - 001WEBBB	506	06/20/03	001WEBBB
- - Cust called to say that the wheel has still not	507	06/20/03	001WEBBB
arrived at the dlr and he was promised that it would	508	06/20/03	001WEBBB
be sent next day. I called Janice 015 parts and she	509	06/20/03	001WEBBB
will check and call me back. - 001WEBBB	510	06/20/03	001WEBBB
		06/13/03	
I CALLED PLANT # 15 PER BRENDA WEBBS REQUEST TO	10	06/13/03	010LSONR
DISCUSS THE DELAY IN PARTS FOR THIS UNIT. I SPOKE WITH	20	06/13/03	010LSONR
JANICE AND THEY SHIPPED THE TIRE AND THE WHEEL SEPARATE	30	06/13/03	010LSONR
AND DEXTER IS SENDING THE STUDS AND DUST COVER.	40	06/13/03	010LSONR

Unit Comment Maintenance

Unit No	Product No	Description
023 06286	397	PRL 5 RGL AX5

	Comments	Seq	Add Date	Added by
01	JANICE WILL BE SENDING A WHEEL OUT ON 5-16-03 TO DEALER	50	06/13/03	010LSONR
02	AND FOLLOWING UP WITH DEXTER ON THE PARTS. BRENDA WEBB	60	06/13/03	010LSONR
03	CALLED CUSTOMER AND ASKE DTHATHE MAKE CONTACT WITH	70	06/13/03	010LSONR
04	DAN AR REPAIR CENTER ON HIS DISCUSSIONS WITH #15 PARTS.	80	06/13/03	010LSONR
05		501	06/13/03	001WEBBB
06	- - Cust called to say that the dealer has been	502	06/13/03	001WEBBB
07	waiting for parts to repair his trl for approx 1	503	06/13/03	001WEBBB
08	month. Mr says some parts have arrived but they are	504	06/13/03	001WEBBB
09	still missing the wheel and some screws. Cust would	505	06/13/03	001WEBBB
10	like to talk to someone regarding these parts. Craig	506	06/13/03	001WEBBB
11	was not in his office so I left message for him to	507	06/13/03	001WEBBB
12	call cust at [redacted] - 001WEBBB	508	06/13/03	001WEBBB
13	- - Cust called back to say that he has not heard	509	06/13/03	001WEBBB
14	from 015. Robby and I called and spoke to Janice and	510	06/13/03	001WEBBB
15	got an update on the parts. - 001WEBBB	511	06/13/03	001WEBBB

Unit Comment Maintenance

Unit No	Product No	Description
023 06285	397	PRL 5 RGL AX6

	Comments	Seq	Add Date	Added by
01	shearing the lug nuts. Trl is presently at Jack's RV	504	05/14/03	001WEBBB
02	in Alamagordo-contact is Dan Major at 505-434-3783.	505	05/14/03	001WEBBB
03	Cust can be reached at [redacted] I will contact	506	05/14/03	001WEBBB
04	015 so that they can assist. - 001WEBBB	507	05/14/03	001WEBBB
05	Chassis - Tires - Spoke to customer, and stated that	508	05/14/03	15YOUNGJ
06	rear passenger tire came off in transit. No one was	509	05/14/03	15YOUNGJ
07	hurt. Customer put spare tire on and went to Jack's	510	05/14/03	15YOUNGJ
08	RV. Spoke to Dan Major @ J-RV and said that was not	511	05/14/03	15YOUNGJ
09	that much damage. Have filled out evaluation report.	512	05/14/03	15YOUNGJ
10	Will continue to be in contact with Dan on how to fix	513	05/14/03	15YOUNGJ
11	unit. - SADMIN	514	05/14/03	15YOUNGJ
12		501	04/23/03	15YOUNGJ
13	Dealer - - Customer purchased trailer and is now in	502	04/23/03	15YOUNGJ
14	Texas and purchased from Beaudry's/ he is not	503	04/23/03	15YOUNGJ
15	satisfied at all with his unit/dealer because water	504	04/23/03	15YOUNGJ

MODE:F ACTION: WCPUNTINQ/WCP465-2D

Unit History Inquiry

01 Plant/Serial No	Product No	Description	Model	Year	Warranty
23 06615	337	TRIUMPH 5TH WHL	36 5L	04	2 year

Sell Plant No	PDI Date Pending	PDI Date Confirmed	Prod Delivery Receipt	Correspond
15		03/25/03	Not Received	In: Out:N

Mfg Date	Ship Date	Ext Serv Days	Sold To Dealer Number/Name/City/State
03/14/03	03/14/03	4	513259 LONE PEAK TRAILER SALES LEHI UT 84043

Decor	DC No	Owner Name/Address/Phone	Chassis Id/V.I.N.
1 BLUE	401	[redacted] OREM, UT [redacted]	4CB5L362842306615

#35

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 05515	337	TRIUMPH 5TH WHL

	Comments	Seq	Add Date	Added by
01		501	05/15/03	01OLSONR
02	Fleetwood - Negative - rec'd copy of unit evaluation	502	05/15/03	01OLSONR
03	form related to wheel concerns. - SADMIN	503	05/15/03	01OLSONR
04		501	05/13/03	24ASMUSD
05	Chassis - Wheels - Customer called and stated that	502	05/13/03	24ASMUSD
06	he lost both wheels off the d/s of his unit at the	503	05/13/03	24ASMUSD
07	same time when traveling down the highway. will fill	504	05/13/03	24ASMUSD
08	out safety evaluation report tomorrow. - SADMIN	505	05/13/03	24ASMUSD
09				
10				
11				
12				
13				
14				
15				

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

01 Plant/Serial No 065 93605 Year 04 Prod 398 TER 6 QNTM AX6 Model 366FL 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 250284 10 Prior Auth No 11 Dealer RO No 1025 Recap No 19318 12 Customer DOP 05/15/03 13 Unit Received 05/15/03 14 Service Began 05/15/03 15 Service Ended 12/24/03 16 Cust Notified 12/24/03 17 Claim Received 01/08/04 Claim Entered 01/08/04
Dealer 512637 Labor Rate $60.00 HEIDI'S RV SUPERSTORE HWY 11 RR 2 705-487-2214 HAWKSTONE ON CAN L0L 1T0		
03 Owner [redacted]		
18APartS 399.10 19ALabor 30.00 20ASublet 241.74 21 Freight 22ATotal 670.84		81*RCs 2 FRCs 4 Parts 4 82 Appliances 0 83 Comments 3 85 Authorization N 86 Unit History
Status 7J Dealer & plant M/E processing complete. NACO Review 01/12/04 65MACINE VCB Review		$36

(1) # 368670 Alum Wheel - L01-4006

373745 TIRE - Y44-8680

(1) # 823346 , Rubber Plug -

(1) # 032413 GREASE CAP - B21-0324-13

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 065 93605 Dealer 512637 HEIDI'S RV SUPERSTORE Claim 250284

01 RC# 1 of 2 The wheel came off when driving, the studs were sheared off. Was repaired with the wrong wheel size to get him going.....
*Root Cause 050 COMPONENT - INOPERATIVE

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		$50.00	
42 VCB			
43 Sublet? Y	Inv? Y		
44 Parts		Type 90	
45 Labor		for sub	
46 Total	192.05	nacaz	

	Status E Warnings
81 Parts	0
83 Comments	3

MODE:F ACTION: WCPCLAHIS/WCP353-1K

Claim Line Item History Inquiry

Unit 065 93605	Dealer 512537 HEIDI'S RV SUPERSTORE	Claim 250284

01 RC#	1 of 2	The wheel came off when driving, the studs were sheared off. Was repaired with the wrong wheel size to get him going.....
*Root Cause	060	COMPONENT - INOPERATIVE

04*FRC	2 of 2	0122-02 Tire, (incl. R/R wheel), TT only, R/R
21 Respon	C	WARRANTY,OTHER R/C Flag 81 Secondary
31 Vendor		

	Hours	Rate	Amount
41 Labor	0.50	$60.00	30.00
42 VCB			
43 Sublet?	N	N	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacez	

Status E Warnings	
81*Parts	4
83 Comments	3

Claim Comment History Inquiry

Unit 055 93605 Dealer 512537 HEIDI'S RV SUPERSTORE Claim 250284

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by: Betty-Jean on 01/08/04
02	9011		1...Replaced the correct wheel recently. Steve Cote is aware
03	9012		1...of this trailer.
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.

Claim Part History Inquiry

Unit 065 93605	Dealer 512637 HEIDI'S RV SUPERSTORE	Claim 250284
01 RC# 1 of 2	The wheel came off when driving. the studs were sheared off. Was repaired with the wrong wheel size to get him going.....	
11 Part 4 of 4	373745 TIRE- ST 235/80R16 D	Y99-8680
21 Respon C	WARRANTY,OTHER	
31 Vendor 045455	GOODYEAR TIRE CO (P&S)	

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
61*Reimb Cost		130.00
62 VCB Cost		
63 Freight		

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 3
RGA No		

Claim Part History Inquiry

Unit 065 93605	Dealer 512637 HEIDI'S RV SUPERSTORE	Claim 250284
01 RC# 1 of 2	The wheel came off when driving, the studs were sheared off. Was repaired with the wrong wheel size to get him going.....	
11 Part 3 of 4	368670 WHEEL- ALUMINUM 16X7X5&5	L01-4005
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	260.00	211.20	48.80
62 VCB Cost	88.00 EA			
63 Freight				

71 Shipped	Scrap Confirmed?	Status E Warnings
Shipper		83 Comments 3
RGA No		

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

01 Plant/Serial No 065 93605 Year 04 Prod 398 TER 5 QNTM AX5 Model 365FL Mileage		09 Claim No 250284 10 Prior Auth No 11 Dealer RO No 1025 Recap No 19316
Dealer 512537 Labor Rate $60.00 HEIDI'S RV SUPERSTORE HWY 11 RR 2 HAWKSTONE ON CAN L0L 1T0	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 05/15/03 13 Unit Received 05/15/03 14 Service Began 05/15/03 15 Service Ended 12/24/03 16 Cust Notified 12/24/03 17 Claim Received 01/08/04 Claim Entered 01/08/04
03 Owner [redacted]		
18APerts 399.10 19ALabor 30.00 20ASublet 241.74 21 Freight 22ATotal 670.84		81*RCs 2 FRCs 4 Perts 4 82 Appliances 0 83 Comments 3 85 Authorization N 86 Unit History
Status 7J Dealer & plant M/E processing complete. WACO Review 01/12/04 85MACINE VCB Review		

Can't change the specified field(s).

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

01 Plant/Serial No 028 07077 Year 04 Prod 396 WLD 5TH RD AX5 Model 305RL 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 196571 10 Prior Auth No 28 018814 11 Dealer RO No 15168 Recap No 25417 12 Customer DOP 05/01/03 13 Unit Received 06/10/03 14 Service Began 06/10/03 15 Service Ended 06/13/03 16 Cust Notified 06/13/03 17 Claim Received 06/16/03 Claim Entered 06/16/03
02 Dealer 68020 Labor Rate $65.00 CURTIS TRAILER CENTER 12515 N US HIGHWAY 131 SCHOOLCRAFT MI 49087 269-679-4485		
03*Owner [redacted]		
18 Parts 1,180.55 19 Labor 1,316.25 20 Sublet 19.00 21 Freight 22 Total 2,515.90		81*RCs 2 FRCs 14 Parts 18 82 Appliances 0 83 Comments 5 85 Authorization Y 86 Unit History C
Status 7E Dealer & plant M/E processing complete. WACO Review 06/18/03 42HAMMT Audit X VCB Review		#37

(2) # 107551 Tire — L05-3200

(2) # 332498 Alum Wheels — L01-4006

(1) # 355612 Wheel Skirt — E26-3055-55

Customer Reimbursement Attached for Service Bond Call.

Claim Line Item History Inquiry

Unit 028 07077	Dealer 88620 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 ....
Root Cause 032 COMPONENT FAILURE

04#FRC 1 of 8 0105-09 Stabilizer jack, lower section, each, R/R
21 Respon C WARRANTY,OTHER R/C Flag R1 Root Cause
31 Vendor

	Hours	Rate	Amount
41 Labor	0.30	$65.00	19.50
42 VCB			
43 Sublet? N		N	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacaz	

Status & Warnings	
81#Parts	7
83 Comments	5

Claim Comment History Inquiry

Unit 028 07077 Dealer 88020 CURTIS TRAILER CENTER Claim 196571

	Seq	Vendor	Comments
01	9000		Claim entered at dealership by: ROBIN on 06/16/03
02	9011		1...SHIRT,R&R REAR FIBERGLASS BUMPER,R&I BOTH END CAPS,R&R
03	9012		1...REAR SLIDEOUT TRIM EXTERIOR,REPLACE TIRES & RIMS,R&I
04	9013		1...REAR SLIDE WALL TRIM-CONT-
05	9021		2...ARM, CHECK BRAKES, ELECTRIC, WATERLINES, REPLACE DECALS.
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/WCP363-1K

Claim Line Item 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 ....
Root Cause 032 COMPONENT FAILURE

04 FRC 2 of 6 0139-01 Fender skirt, R/R
21 Respon C WARRANTY,OTHER R/C Flag S1 Secondary
31 Vendor

	Hours	Rate	Amount
41 Labor	0.30	$55.00	19.50
42 VCB			
43 Sublet? N—		N—	
44 Parts		Type 90	
45 Labor		for sub	
46 Total		nacsz	

	Status C	Correct
81 Parts		0
83 Comments		5

Unit Comment Maintenance

Unit No	Product No	Description
028 07077	396	WLD 5TH AD AX6

	Comments	Seq	Add Date	Added by
01	ANDY AT CURTIS CALLED TO REPORT CUSTOMER GORDON JOHNSON	10	05/20/03	42CORNEK
02	IS AT HIS SHOP TO REPAIR UNIT. ANDY WILL TAKE E-MAIL	20	05/20/03	42CORNEK
03	PHOTOS AND SEND FOR US TO EVALUATE. ANDY FEELS WE MAY	30	05/20/03	42CORNEK
04	NEED TO BRING BACK TO C-VILLE FOR REPAIR TO S/O MECH.	40	05/20/03	42CORNEK
05			05/19/03	
06	OWNERS DAUGHTER CALLED TO REPORT HER PARENTS CALLED HER	10	05/19/03	42CORNEK
07	FROM NORTHERN INDIANA AND STATED THEY JUST TRAVELED FRO	20	05/19/03	42CORNEK
08	M MYRTLE BEACH AND 1 WHEEL HAS FALLEN OFF UNIT AND	30	05/19/03	42CORNEK
09	DAMAGED WHEELWELL.(TIRE LOST). I GAVE DAUGHTER NUMBERS	40	05/19/03	42CORNEK
10	TO DEALERS IN AREA TO SET APPT. SHE CALLED BACK AND	50	05/19/03	42CORNEK
11	STATED [redacted] HAS CALLED CURTIS TRAILERS INC	60	05/19/03	42CORNEK
12	HOOLCRAFT MI FOR APPT.	70	05/19/03	42CORNEK
13	Chassis - Wheels - Owners daughter called to day to	510	05/19/03	42RATERD
14	report wheel fell off unit in transit from SC to	511	05/19/03	42RATERD
15	northern IN. Gave the daughter Fleetwood Dealers in	512	05/19/03	42RATERD

MODE:F ACTION: WCPUNTINQ/WCP471-1E

Unit Comment Maintenance

Unit No	Product No.	Description
028 07077	396	WLD 5TH AD AX5

	Comments	Seq	Add Date	Added by
01	the area for repair. - SADMIN	513	05/19/03	42RATERD
02			05/07/03	
03	PDR 5-2-03 NO COMMENTS	10	05/07/03	28YOUNGR
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				