

Janco Enterprises, Inc.

PO Box 236576

Cocoa, FL. 32923-6576

Ph. (321) 504-4403 / Fax (321) 504-4404

US DOT

National Highway Traffic Safety Admin

Attn: Richard Boyd

March 01, 2007

REF: PE07-003

Mr. Boyd,

I am responding to your certified letter (PE07-003) dated Jan 25, 2007. You address two owner complaints, one of which I gave to Mr. Hillman. After the conversation, we contacted the owner and learned a complaint was never received. Mr. Scherer told us that he had a flat tire on his trailer and the tire damaged the fender. I do not know what debris he ran over, but I don't see how that would be under a "Defective Trailer Complaint" As far as I can determine, Mr. Reinecke was the only complaint we ever received on our Stand-Up trailers.

The answers to your questions are numbered on your original letter and are as follows:

1. See attached
2. One (1) consumer complaint (Reinecke), reports attached
3. File Identifier is **Reinecke**. Info is attached
4. Organized by date received, See attached
5. See attached
6. See attached
7. See attached
8. See attached
9. See attached
10. No changes are being made during the production year.

11. a. Black Plastic Fender Set sent FedEx to Mr. Reinecke at Lazy G Motel 405 27th Ave N. Myrtle Beach, SC 29577 on May 16, 2006
b. Black Plastic Fender Set delivered to The Car Shop in Daytona, Fl. for Mr. Scherer in September 2006. Damage was caused by a flat tire.
12. All trailers are assembled at our location in Cocoa, FL
13. Dealer list attached
14. Mr. Reinecke was asked to send the fenders to us so we could determine the cause of the damage. He did not and as we have not had any other unexplained fender problems to date, the case was closed. Mr. Scherer had a damaged fender due to a flat tire on the highway.

Sincerely,

JW LeClair III

JW LeClair III

President

Warranty, 1 year from date of purchase

Item 1

2004 Stand Up

Vin #	Name	Date	Comments
		02/13/04	Janco
		10/20/04	BMW Atlanta
		07/12/04	Janco
		05/14/04	Janco
		05/13/04	Janco
		03/09/04	Janco
		02/04/04	Janco
		02/13/04	Janco
		04/12/04	Underglass
		03/03/04	Janco
		03/15/04	Janco
		04/12/04	Janco
		03/27/04	Janco
		03/16/04	Janco
		02/23/04	Janco
		03/16/04	Janco
		03/29/04	Janco
		03/02/04	Janco
		03/05/04	Janco
		03/28/04	Janco
		03/19/04	Janco
		04/17/04	Janco
		03/27/04	Janco
		04/01/04	BMW Atlanta
		06/04/04	BMW Atlanta
		04/02/04	Janco
		05/17/04	Janco
		04/22/04	Janco
		04/28/04	Underglass
		10/02/04	Lake Norman RV
		04/25/04	Janco
		05/15/04	Charlotte Bus

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Warranty, 1 year from date of purchase

Item 1

2005 Stand Up

Vin #	Name	Date	Comments
		02/15/05	BMW Atlanta
		02/23/05	Car Shop
		03/09/05	Car Shop
		03/23/05	Janco
		02/17/05	BMW Atlanta
		02/01/05	Mowico Trailers
		02/18/05	BMW Atlanta
		04/18/05	BMW Atlanta
		02/18/05	BMW Atlanta
		04/28/05	BMW Atlanta
		04/05/05	BMW Atlanta
		05/03/05	Underglass
		03/04/05	Janco-Orlando
		03/07/05	
		03/07/05	Janco
		03/10/05	
		03/11/05	Janco
		03/13/05	Janco
		06/04/05	BMW Atlanta
		04/23/05	Janco
		05/04/05	Underglass
		05/07/05	Underglass
		05/20/05	Janco
		05/20/05	Janco
		05/24/05	
		05/20/05	Janco
		08/08/05	Janco
		07/28/05	
		07/28/05	BMW Atlanta
		08/10/05	BMW Atlanta
		08/16/05	BMW Atlanta

Warranty, 1 year from date of purchase

Item 1

2005 Stand Up

08/04/05	Janco
10/02/05	Janco(Sebring show)
08/14/05	Janco
09/16/05	BMW Atlanta
09/23/05	BMW Atlanta
11/13/05	Hogs On High Seas
10/15/05	Janco
11/22/05	Janco
09/12/05	Janco

Warranty, 1 year from date of purchase

Item 1

2006 Stand Up

Vin #	Name	Date	Comments
		03/12/06	Janco #1
		01/27/06	Janco
		02/17/06	BMW Atlanta
		02/18/06	BMW Atlanta
		03/21/06	Janco #1
		03/14/06	Janco#1
		01/06/06	Janco
		03/04/06	BMW Atlanta
		03/01/06	Deep South
		03/22/06	Janco
		03/26/06	Janco
		03/10/06	Janco #1
		04/07/06	BMW Atlanta
		04/03/06	Deep South

Warrenty, 1 year from date of purchase

Item 1

Vin #	Name	2007 Stand Up Date	Comments
		12/08/06	BMW Atlanta
		12/06/06	BMW Atlanta
		01/07/07	Janco
		01/16/07	Janco
		01/16/07	Janco

Item 2

From: Terry [REDACTED]
Subject: Greg [REDACTED]

Monday morning, Oct. 23, when I came into the office Marcy, our office manager, gave me a phone call log slip with Greg's name and number. She told me he was very upset and that he had a problem with a fender. Greg called me at that time. He explained that he had bought the trailer in 2004. The problem was a fender had broken off several months ago. He said we sent him two fenders, next day delivery to his Motel in Myrtle Beach. Mr. [REDACTED] said it made him mad that he had to get some one to drill holes in the fender before he could mount it. His problem now was the other fender had come off and had damaged a trailer tire. I told him I would need to talk to our shop foreman, that I was rather new to the company and I would get back with him. I talked to Jon, the shop foreman, and he said he remembers talking to Greg and that he told him that he would send him both fenders to replace. At 12:00 that day, Greg called back and talked to Ann [REDACTED]. She informed me that Greg was on the phone waiting to talk to me. She said that he had just told her the same story he had just told me, and used language that she did not care for. My phone call with Greg was about 15 minutes long and consisted of Greg talking or screaming, lots of very bad language, which I will not repeat, and threats. To the best of my knowledge this is the out come of that conversation. I told Greg that I had talked with Jon and that he remembers talking to Greg. I told him that even though the trailer was out of warranty we had sent him 2 fenders to replace the original ones. I told him that Jon had suggested that if Greg would bring the trailer to us in Cocoa, we would make repairs on what it needed. He said "don't even go there, I have done all I am going to do". I asked him why he did not replace the other fender when he got home from Myrtle Beach. That really upset him and he said why should I, know one told me to. Then he said "I want you to pay me in full what I paid for the trailer and come and pick it up". I told him that would not be possible, no more than it would be possible to take his truck or bike back to the dealer after 2 ½ years and ask for his money back. He informed me that he owned a \$50,000 truck and a \$40,000 bike, and he knows that both dealers would take them back and refund all his money if he was not happy with them. I said that I could not imagine that a person who owns an expensive truck and bike would drive down the road with a trailer that had two different fenders on it. I asked him several times, what can I do to make this right? Each time the answers were the same, refund his money. Greg told me that he was going

Item 2

to tell every one he knew that our trailers were junk. He also said he was going to contact the DOT, Consumer Services, people in Washington DC and he was going to wrap this trailer up with duct tap, put signs on it saying what a piece of junk it is, and than take it to all the bike shows in the state for every one to see. After several attempts to resolve this, I had taken as much verbal abuse and screaming as I could handle, I told Greg to have a very nice day. He asked for the owner's name, I gave it to him and he said he was going to contact him.

Terry Jones
Marketing and Dealership Development

Item 2b

Janco Enterprises, Inc.

PO Box 236576

Cocoa, FL 32923-6576

Ph. (321) 504-4403 / Fax (321) 504-4404

Florida Department of Agriculture & Consumer Services

Attn: W Alan Parkinson

2005 Apalachee Pkwy

Tallahassee, FL 32399-6500

November 15, 2006

REF: 0611-38656/WAP

Mr. Parkinson,

I am responding to your letter regarding the complaint by Greg M. [REDACTED] about our motorcycle trailer. I am attaching a letter from Terry Jones about the conversations they had. I feel that Terry acted far more restrained than I would have when Mr. [REDACTED] starting swearing continuously and saying our product was a F__ing piece of S__ over and over. Our employees DO NOT have to put of with this type of verbal abuse.

Some important facts that Mr. [REDACTED] failed to mention in his letter was that his trailer, purchased in April 2004, **was out of warranty by over a year**. He was at a motorcycle show in Myrtle Beach and called with his fender problem. Jon, the shop Foreman, talked to him and told him we would send out both fenders so he would not have any future problems. We expressed shipped the fenders to him at his hotel **and did not charge him anything**. He was told to change out both fenders and chose not to. Six months later he had a problem with the other fender. It seems like someone either sat or stood on the fenders causing a stress crack and it broke the rest of the way while driving on the highway. Since I have not inspected the fenders, I am unable to determine the cause. As with most motorcycle trailer fenders, they are designed to protect the motorcycle from road debris. We have never had a recall on any part that was used on any trailers and the handful of isolated incidents show the quality of them.

Our trailers have a one year warranty and he purchased his trailer **OVER 2 YEARS** before the first incident. We sell approximately 200 trailers a year for the past several years and have had only 5 or 6 warranty issues. Since we have had so few issues, I have always sent customers new replacement parts. We pride ourselves on customer service and bend over backwards to make them happy. Mr. [REDACTED] is the first person that has ever written a complaint.

Florida Department of Agriculture & Consumer Services
Attn: W Alan Parkinson
Tallahassee, FL 32399-6500

I am very sorry Mr. [REDACTED] has had problems with his trailer, but we went above and beyond our warranty to satisfy him. When asked what we could do to keep him happy, he said he wanted all of his F ___ing money back. After using the trailer for 2 ½ years, that was not a reasonable request. His last conversation with us was that he would teach us a lesson. I thought he would call me when he calmed down but never received any messages.

I welcome someone from the Division of Consumer Services to visit our facility and see first hand the quality of our product. This would resolve any questions regarding the trailers. We have a trailer built in 2003 on site that we use ourselves to show our customers how well our trailers hold up.

If you have any other questions regarding this matter, please do not hesitate to contact the office.

Sincerely,

JW LeClair III

JW LeClair III
President

Florida Department of Agriculture & Consumer Services
CHARLES . . BRONSON, Commissioner
Tallahassee, Florida

#2

November 8, 2006

Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500
Phone: 1-800-HELP-FLA
URL: <http://www.800helpfla.com>

Refer To: 0611-38656 / WAP

JANCO ENTERPRISES
200 N WILSON AVE
COCOA, FL 32922-7280

Subject: GREG M [REDACTED]

The Division of Consumer Services has received a complaint involving your business and is required by law to review it for possible violations of state consumer protection laws. It is the policy of this office to protect consumers from unfair and deceptive trade practices, as well as to protect businesses from groundless complaints.

After reviewing the complaint, please state your position by completing the enclosed Business Reply Form within 30 days. Without a reply establishing your position, it will not be possible to evaluate the complaint and be equitable to you and the complainant.

The number of complaints filed with this office against a business, and how the complaints are resolved, is public information, which is available to Better Business Bureaus, Chambers of Commerce and Consumer Agencies. In addition, such information is given to consumers upon request. If we do not receive a written response from you, our records will reflect that your business has refused to respond.

Your cooperation and timely attention to this matter will be appreciated. If further information is needed to prepare your response, you may contact me at one of the telephone numbers listed below.

Enclosure

Sincerely,

W Alan F

W Alan Parkinson
Senior Consumer Complaint Analyst
850-410-3697 / 1-800-435-7352 (Florida Only)
E-mail: parkinw@doacs.state.fl.us

BY:

#2

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
Consumer Complaints
BUSINESS REPLY FORM

Complaint Of:

Reference No: 0611-38656 / WAP

Complete Name of Firm Name or Individual

Address: _____

_____ Telephone: _____

Name of President or General Manager:

Name of Owner: _____

Consumer Services Registration Number, if applicable:

Name, address and telephone number of person to contact for additional information, if necessary:

Please state your position, giving action taken or planned: (Continue on back if needed.)

Please return completed form to:

Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32301-4865

(Signature)

(Title)

(Date)

Allen, Carol

From: [REDACTED]
Sent: Thursday, November 02, 2006 6:41 PM
To: Consumer Complaints
Cc: [REDACTED]
Subject: Florida Consumer Services Complaint Form

Date: 11/2/2006 6:41:24 PM

Person Filing Complaint:

[REDACTED]

Age Group: over 55

Business or Person Complained Against:

Janco Enterprises
Jay LeClaire
200 N. Wilson Ave ,
Cocoa, Florida 32923 USA
Phone: 321-504-4403

Product or Service Involved: Motorcycle Trailer

Cost of Product: 1400.00

Explain Your Complaint Fully: May 2006 traveling to Myrtle Beach, SC from Palm Beach County, FL the left fender of my motorcycle trailer broke off at the metal connection to the fender resulting in the fender and license plate to shatter. Called Janco Ent and they sent me a replacement of both fenders free of charge, Saturday delivery. John helped me out and was very apologetic and very accommodating. There wasn't any part of the conversation that indicated that there was a design flaw. Oct 2006 traveling to Daytona Beach, FL from Palm Beach FL the right fender broke off. Stopped at Home Depot to purchase a replacement fender in place for the time being. On the trip home I noticed the left fender ripped the tread of the tire. I called Janco Ent on Sunday Oct 22, 2006 and left a message explaining how disappointed I was in this second event and that I needed to have someone contact me in regard to refunding my money or fixing the trailer. I waited all day Monday Oct 23, 2006 and called Janco Ent again and spoke with Terry. I explained my situation and how disappointed I was in the performance in this trailer. Terry said he would speak with John in regard to this matter and see what can be done. Terry said he would call me Tuesday Oct 24, 2006. Again, I waited until later in the afternoon for the return phone. I called Janco at approximately 2 pm and spoke with Terry again. I asked Terry on three different occasions while speaking to him what Janco Ent would do to satisfy this issue. Terry replied, "we already did, you failed to use common sense and didn't replace both of the fenders at the same time in May 2006 when we sent you new fenders". I replied, "I didn't know I needed two new fenders, there is only the left fender that needed to be replaced. John didn't say that there was a design flaw in May 2006 when I spoke with him and he didn't say that I needed to replace both of the fenders." Terry replied, "you should have used common sense." Needless to say, I didn't show much of an appreciation for the comment. During our conversation Terry had admitted to the design flaw with the fender and said they were replacing the fenders all across the US on a phone call basis, meaning they weren't being replaced until customers called and complained. Terry said that this was a recall item. I asked if there were letters sent out in regard to the recall. Terry didn't respond. I asked him again, what was going to be done to satisfy this issue. Terry said Janco Ent already did their part and there wouldn't be a refund or the issuance of anymore parts. At that time I said I was going to take this issue up with higher authorities and asked if the owner, Mr Jay LeClaire would call me at his

1/3/2006

#2

earliest convenience. Terry stated that Mr. LeClaire was in Key West, FL and wouldnt be back until Monday Oct 30, 2006. I've yet to hear from Mr. LeClaire. Please be advised that the National Highway Transportation Safety Administration in Washington DC is very interested in this product of which I will be FEDEXing the parts to them this weekend. This may explain the reason why Mr. LeClaire hasnt returned my call. Janco Ent has been questioned by the NHTSA and is not at all happy.

What Would Satisfy Your Complaint?: The refund of the total amount of the purchase or having Janco Ent fix the issue so I can sell it and attempt to regain a few dollars. It is my opinion that Janco Ent knew of the flawed part and did nothing about it. At this point I am grateful there wasnt an accident and there arent any people filing court papers. This motorcycle trailer is scrap metal without any restitution.

Do you authorize DOACS to send a copy of complaint to the business you are complaining against or any other government agency for purposes of mediation, investigation or enforcement?: Yes

Have you read 'FALSE OFFICIAL STATEMENTS' provided in the Florida Statutes?: Yes

Have you read the paragraph regarding the role of the Department of Agriculture and Consumer Services in providing assistance to you?: Yes

Signature: Greg M [REDACTED]

Date of Signature: 11/02/06

E-mail Address: [REDACTED]

1/3/2006

Florida Department of Agriculture & Consumer Services
CHARLES H. BRONSON, Commissioner
Tallahassee, Florida

#2

December 18, 2006

Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500
Phone: 1-800-HELP-FLA
URL: <http://www.800helpfla.com>

Refer To: 0611-38656 / WAP

JANCO ENTERPRISES
200 N WILSON AVE
COCOA, FL 32922-7280

Subject: GREG [REDACTED]

Dear Sir or Madam:

The Division of Consumer Services, Bureau of Mediation and Enforcement received your response regarding the above referenced complaint. We have reviewed the response in the context of the issues set forth in the complaint and believe the response to be a satisfactory effort on your behalf to resolve this complaint. Therefore, I have closed this complaint "CS" which means closed satisfactorily. The closing of this complaint does not prohibit the Department from investigating statutory violations that may have occurred.

As you know from previous correspondence, case disposition is a matter of public record and will be provided to consumers, new agencies, other state agencies, or any other interested parties. We appreciate your efforts and concern with maintaining a good case disposition history on your business.

On behalf of the Division of Consumer Services, would like to thank you for your cooperation in resolving this consumer's complaint.

Sincerely,

W Alan Pa

W Alan Parkinson
Senior Consumer Complaint Analyst
850-410-3697 / 1-800-435-7352 (Florida Only)
E-mail: parkinw@doacs.state.fl.us

#2

Subj: 0611-38656/WAP
Date: 11/20/2006 2:34:37 P M Eastern Standard Time
From: JayLeClair
To: Parkinw@doacs.state.fl.us
CC: .lancoenterprises

Mr. Parkinson,

Attached are our response letters regarding the complaint from Mr. Greg [REDACTED]. Please contact me if any additional information is needed. Our office hours are 0700 to 1630 Monday - Friday for a visit to inspect our facility.

REGARDS.

Jay

#2

Ph. (321) 504-4403 / Fax (321) 504-4404

Florida Department of Agriculture & Consumer Services
Attn: W Alan Parkinson
2005 Apalachee Pkwy
Tallahassee, FL 32399-6500

November 15, 2006

REF: 061 38656/WAP

Mr. Parkinson.

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#2

Florida Department of Agriculture & Consumer Services
Attn: W Alan Parkinson
Tallahassee, FL 32399-6500

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If you have any other questions regarding this matter, please do not hesitate to contact the office.

Sincerely,

JW LeClair III

JW LeClair III
President

From: Terry Jones
To: W. Alan Parkinson
Subject: Greg N [REDACTED]

Monday morning, Oct. 23, when I came into the office Marcy, our office manager, gave me a phone call log slip with Greg's name and number. She told me he was very upset and that he had a problem with a fender. Greg called me at that time. He explained that he had bought the trailer in 2004. The problem was a fender had broken off several months ago. He said we sent him two fenders, next day delivery to his Motel in Myrtle Beach.

Mr. [REDACTED] said it made him mad that he had to get some one to drill holes in the fender before he could mount it. His problem now was the other fender had come off and had damaged a trailer tire. I told him I would need to talk to our shop foreman, that I was rather new to the company and I would get back with him. I talked to Jon, the shop

that he told him that he would send him both fenders to replace. At 12:00 that day, Greg called back and talked to Ann LeClair. She informed me that Greg was on the phone waiting to talk to me. She said that he had just told her the same story he had just told me, and used language that she did not care for. My phone call with Greg was about 15 minutes long and consisted of Greg talking or screaming, lots of very bad language, which I will not repeat, and threats. To the best of my knowledge this is the out come of that conversation. I told Greg that I had talked with Jon and that he remembers talking to Greg. I told him that even though the trailer was out of warranty we had sent him 2 fenders to replace the original ones. I told him that Jon had suggested that if Greg would bring the trailer to us in Cocoa, we would make repairs on what it needed. He said "don't even go there, I have done all I am going to do". I asked him why he did not replace the other fender when he got home from Myrtle Beach. That really upset him and he said why should I, know one told me to. Then he said "I want you to pay me in full what I paid for the trailer and come and pick it up".

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ry

De:

Janco Enterprises, Inc.

PO Box 236576

Cocoa, FL. 32923-6576

Ph. (321) 504-4403 / Fax (321) 504-4404

Item 3

- a. File Identification: [REDACTED]
- b. Consumer complaint
- c. Greg [REDACTED]
[REDACTED]
- d. 1J9BM081 [REDACTED]
- e. 2004
- f. Unknown
- g. May 16, 2006
- h. May 16, 2006
- i. No
- j. No
- k. None
- None

Item 4a

Janco Enterprises, Inc.

PO Box 236576

Cocoa, FL 32923-6576

Ph. (321) 504-4403 / Fax (321) 504-4404

Florida Department of Agriculture & Consumer Services

Attn: W Alan Parkinson

2005 Apalachee Pkwy

Tallahassee, FL 32399-6500

November 15, 2006

REF: 0611-38656/WAP

Mr. Parkinson,

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████████████████████ order ██████████ to ██████████ in Long ████ M██████████ 17th
At N. Myrl Beach, ████ 25th May 2██████████
████████████████████ order ██████████ delivered to The Car Shop in Daytona, ████ for ██████████
Seherer in September ██████████ Damage caused by ██████████ tire
At ██████████ assemb██████████ in location ██████████
Dealer ██████████
M ██████████ ██████████ in ██████████ the funder to us ██████████ d determine ██████████ car
the damage He ██████████ as hav ██████████ any other planned funder
problems in data, ██████████ case was lost. Mr Seherer ██████████ damaged funder due to
a tire ██████████ high

██████████

JW LeShar III

1W ██████████

President

Item 4b

From: Terry Jones

Subject: Greg M. [REDACTED]

Monday morning, Oct. 23, when I came into the office Marcy, our office manager, gave me a phone call log slip with Greg's name and number. She told me he was very upset and that he had a problem with a fender. Greg called me at that time. He explained that he had bought the trailer in 2004. The problem was a fender had broken off several months ago. He said we sent him two fenders, next day delivery to his Motel in Myrtle Beach. Mr. [REDACTED] said it made him mad that he had to get some one to drill holes in the fender before he could mount it. His problem now was the other fender had come off and had damaged a trailer tire. I told him I would need to talk to our shop foreman, that I was rather new to the company and I would get back with him. I talked to Jon, the shop foreman, and he said he remembers talking to Greg and that he told him that he would send him both fenders to replace. At 12:00 that day, Greg called back and talked to Ann LeClair. She informed me that Greg was on the phone waiting to talk to me. She said that he had just told her the same story he had just told me, and used language that she did not care for. My phone call with Greg was about 15 minutes long and consisted of Greg talking or screaming, lots of very bad language, which I will not repeat, and threats. To the best of my knowledge this is the out come of that conversation. I told Gerg that I had talked with Jon and that he remembers talking to Greg. I told him that even though the trailer was out of warranty we had sent him 2 fenders to replace the original ones. I told him that Jon had suggested that if Greg would bring the trailer to us in Cocoa, we would make repairs on what it needed. He said "don't even go there, I have done all I am going to do". I asked him why he did not replace the other fender when he got home from Myrtle Beach. That really upset him and he said why should I, know one told me to. Then he said "I want you to pay me in full what I paid for the trailer and come and pick it up". I told him that would not be possible, no more than it would be possible to take his truck or bike back to the dealer after 2 ½ years and ask for his money back. He informed me that he owned a \$50,000 truck and a \$40,000 bike, and he knows that both dealers would take them back and refund all his money if he was not happy with them. I said that I could not imagine that a person who owns an expensive truck and bike would drive down the road with a trailer that had two different fenders on it. I asked him several times, what can I do to make this right? Each time the answers were the same, refund his money. Greg told me that he was going

Item 4b

to tell every one he knew that our trailers were junk. He also said he was going to contact the DOT, Consumer Services, people in Washington DC and he was going to wrap this trailer up with duct tap, put signs on it saying what a piece of junk it is, and than take it to all the bike shows in the state for every one to see. After several attempts to resolve this, I had taken as much verbal abuse and screaming as I could handle, I told Greg to have a very nice day. He asked for the owner's name, I gave it to him and he said he was going to contact him.

Terry Jones
Marketing and Dealership Development

Item 4c

AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.

Forwarded Message:

Subj: Parts del. by Rocket Motorcycle Trailer
Date: 2/19/2007 1:47:38 P.M. Eastern Standard Time
From: TerryJRocket
To: serviced@carpartsusa.com

Mr. Scherer purchased a Rocket Trailer from your co. (The Car Shop) approximately 2years ago. In August, 2006 he had a tire blow out and damaged the tail light and fender. I delivered at no charge, a tail light, fender and fender bracket to Jeff Schuits in your parts department, to be installed by the service department.
Can you find the date that Mr.Scherer had this work completed. Also his address and phone Number would be helpfull. Please Email me the information you have.
Thank you

God Bless
Terry Jones
321-504-2944
321-266-2831
TerryJRocket@aol.com

Check out the new AOL. Most comprehensive set of free safety and security tools, free access to millions of high-quality videos from across the web, free AOL Mail and more.

Item 4d

Janco Enterprises, Inc.

PO Box 236576

Cocoa, FL. 32923-6576

Ph. (321) 504-4403 / Fax (321) 504-4404

Florida Department of Agriculture & Consumer Services

Attn: W Alan Parkinson

2005 Apalachee Pkwy

Tallahassee, FL 32399-6500

November 15, 2006

REF: 0611-38656/WAP

Mr. Parkinson,

I am responding to your letter regarding the complaint by Greg M. [REDACTED] about our motorcycle trailer. I am attaching a letter from Terry Jones about the conversations they had. I feel that Terry acted far more restrained than I would have when Mr. [REDACTED] starting swearing continuously and saying our product was a F__ing piece of S__ over and over. Our employees DO NOT have to put up with this type of verbal abuse.

Some important facts that Mr. [REDACTED] failed to mention in his letter was that his trailer, purchased in April 2004, **was out of warranty by over a year**. He was at a motorcycle show in Myrtle Beach and called with his fender problem. Jon, the shop Foreman, talked to him and told him we would send out both fenders so he would not have any future problems. We expressed shipped the fenders to him at his hotel **and did not charge him anything**. He was told to change out both fenders and chose not to. Six months later he had a problem with the other fender. It seems like someone either sat or stood on the fenders causing a stress crack and it broke the rest of the way while driving on the highway. Since I have not inspected the fenders, I am unable to determine the cause. As with most motorcycle trailer fenders, they are designed to protect the motorcycle from road debris. We have never had a recall on any part that was used on any trailers and the handful of isolated incidents show the quality of them.

Our trailers have a one year warranty and he purchased his trailer **OVER 2 YEARS** before the first incident. We sell approximately 200 trailers a year for the past several years and have had only 5 or 6 warranty issues. Since we have had so few issues, I have always sent customers new replacement parts. We pride ourselves on customer service and bend over backwards to make them happy. Mr. [REDACTED] is the first person that has ever written a complaint.

Florida Department of Agriculture & Consumer Services
Attn: W Alan Parkinson
Tallahassee, FL 32399-6500

I am very sorry Mr. [REDACTED] has had problems with his trailer, but we went above and beyond our warranty to satisfy him. When asked what we could do to keep him happy, he said he wanted all of his F ___ing money back. After using the trailer for 2 ½ years, that was not a reasonable request. His last conversation with us was that he would teach us a lesson. I thought he would call me when he calmed down but never received any messages.

I welcome someone from the Division of Consumer Services to visit our facility and see first hand the quality of our product. This would resolve any questions regarding the trailers. We have a trailer built in 2003 on site that we use ourselves to show our customers how well our trailers hold up.

If you have any other questions regarding this matter, please do not hesitate to contact the office.

Sincerely,
JW LeClair III

JW LeClair III
President

Florida Department of Agriculture & Consumer Services
CHARLES F. J. JONSON, Commissioner
Tallahassee, Florida

#4

November 8, 2006

Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500
Phone: 1-800-HELP-FLA
URL: <http://www.800helpfla.com>

Refer To: 0611-38656 / WAP

JANCO ENTERPRISES
200 N WILSON AVE
COCOA, FL 32922-7280

Subject: GREG M. [REDACTED]

The Division of Consumer Services has received a complaint involving your business and is required by law to review it for possible violations of state consumer protection laws. It is the policy of this office to protect consumers from unfair and deceptive trade practices, as well as to protect businesses from groundless complaints.

After reviewing the complaint, please state your position by completing the enclosed Business Reply Form within 30 days. Without a reply establishing your position, it will not be possible to evaluate the complaint and be equitable to you and the complainant.

The number of complaints filed with this office against a business, and how the complaints are resolved, is public information, which is available to Better Business Bureaus, Chambers of Commerce and Consumer Agencies. In addition, such information is given to consumers upon request. If we do not receive a written response from you, our records will reflect that your business has refused to respond.

Your cooperation and timely attention to this matter will be appreciated. If further information is needed to prepare your response, you may contact me at one of the telephone numbers listed below.

Enclosure

MAKE COPY &
#4
#2

RECEIVED

BY

Analyst
152 (Florida Only)
c.fl.us

#4

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
Consumer Complaints
BUSINESS REPLY FORM

Complaint Of:

Reference No: 0611-38656 / WAP

Complete Name of Firm Name or Individual _____

Address: _____

_____ Telephone: _____

Name of President or General Manager: _____

Name of Owner _____

Consumer Services Registration Number, if applicable: _____

Name, address and telephone number of person to contact for additional information, if necessary:

Please state your position, giving action taken or planned: (Continue on back if needed.)

Please return completed form to:

Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32301-4865

(Signature)

(Title)

(Date)

Allen, Carol

From: [REDACTED]
Sent: Thursday, November 02, 2006 6:41 PM
To: Consumer Complaints
Cc: [REDACTED]
Subject: Florida Consumer Services Complaint Form

Date: 11/2/2006 6:4 :24 PM

Person Filing Complaint:

[REDACTED]

Age Group: over 55

Business or Person Complained Against:

Janco Enterprises
Jay LeClaire
200 N. Wilson Ave.
Cocoa, Florida 32923 USA
Phone: 321-504-4403

Product or Service Involved: Motorcycle Trailer

Cost of Product: 1400.00

Explain Your Complaint Fully: May 2006 traveling to Myrtle Beach, SC from Palm Beach County, FL the left fender of my motorcycle trailer broke off at the metal connection to the fender resulting in the fender and license plate to shatter. Called Janco Ent and they sent me a replacement of both fenders free of charge, Saturday delivery. John helped me out and was very apologetic and very accommodating. There wasn't any part of the conversation that indicated that there was a design flaw. Oct 2006 traveling to Daytona Beach, FL. from Palm Beach FL the right fender broke off. Stopped at Home Depot to purchase duct tape to tape it in place. It held the fender in place for the time being. On the trip home from Daytona the tape gave way and the fender buckled under towards the tire and the brake light that is attached to the fender ripped the tread of the tire. I called Janco Ent on Sunday Oct 22, 2006 and left a message explaining how disappointed I was in this second event and that I needed to have someone contact me in regard to refunding my money or fixing the trailer. I waited all day Monday Oct 23, 2006 and called Janco Ent again and spoke with Terry. I explained my situation and how disappointed I was in the performance in this trailer. Terry said he would speak with John in regard to this matter and see what can be done. Terry said he would call me Tuesday Oct 24, 2006. Again, I waited until later in the afternoon for the return phone. I called Janco at approximately 2 pm and spoke with Terry again. I asked Terry on three different occasions while speaking to him what Janco Ent would do to satisfy this issue. Terry replied, "we already did, you failed to use common sense and didn't replace both of the fenders at the same time in May 2006 when we sent you new fenders". I replied, "I didn't know I needed two new fenders, there is only the left fender that needed to be replaced. John didn't say that there was a design flaw in May 2006 when I spoke with him and he didn't say that I needed to replace both of the fenders." Terry replied, "you should have used common sense." Needless to say, I didn't show much of an appreciation for the comment. During our conversation Terry had admitted to the design flaw with the fender and said they were replacing the fenders all across the US on a phone call basis, meaning they weren't being replaced until customers called and complained. Terry said that this was a recall item. I asked if there were letters sent out in regard to the recall. Terry didn't respond. I asked him again, what was going to be done to satisfy this issue. Terry said Janco Ent already did their part and there wouldn't be a refund or the issuance of anymore parts. At that time I said I was going to take this issue up with higher authorities and asked if the owner, Mr Jay LeClaire would call me at his

11/3/2006

- #4

earliest convenience. Terry stated that Mr. LeClaire was in Key West, FL and wouldnt be back until Mondat Oct 30, 2006. I've yet to hear from Mr. LeClaire. PLease be advised that the National Highway Tranportation Safety Administration in Washington DC is very interested in this product of which I will be FEDEXing the parts to them this weekend. This may explain the reason why Mr. LeClaire hasnt returned my call. Janco Ent has been questioned by the NHTSA and is not at all happy.

What Would Satisfy Your Complaint?: The refund of the total amount of the purchase or having Janco Ent fix the issue so I call sell it and attempt to regain afew dollars. It is my opinion that Janco Ent knew of the flawed part and did nothing about it. At this point I am greatfull there wasnt an accident and there arent any people filing court papers. This motorcycle trailer is scrap metal without any restitution.

Do you authorize DOACS to send a copy of complaint to the business you are complaining against or any other government agency for purposes of mediation, investigation or enforcement?: Yes

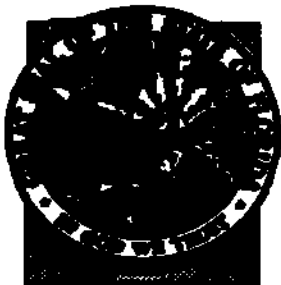
Have you read 'FALSE OFFICIAL STATEMENTS' provided in the Florida Statutes?: Yes

Have you read the paragraph regarding the role of the Department of Agriculture and Consumer Services in providing assistance to you?: Yes

Signature: Greg [REDACTED]

Date of Signature: 11/02/06

E-mail Address: gmreinecke16@aol.com



Florida Department of Agriculture & Consumer Services
CHARLES L. BRONSON, Commissioner
Tallahassee, Florida

#4

December 18, 2006

Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500
Phone: 1-800-HELP-FLA
URL: <http://www.800helpfla.com>

Refer To: 0611-38656 / WAP

JANCO ENTERPRISES
200 N WILSON AVE
COCOA, FL 32922-7280

Subject: GREG [REDACTED]

Dear Sir or Madam:

The Division of Consumer Services, Bureau of Mediation and Enforcement received your response regarding the above referenced complaint. We have reviewed the response in the context of the issues set forth in the complaint and believe the response to be a satisfactory effort on your behalf to resolve this complaint. Therefore, I have closed this complaint "CS" which means closed satisfactorily. The closing of this complaint does not prohibit the Department from investigating statutory violations that may have occurred.

As you know from previous correspondence, case disposition is a matter of public record and will be provided to consumers, new agencies, other state agencies, or any other interested parties. We appreciate your efforts and concern with maintaining a good case disposition history on your business.

On behalf of the Division of Consumer Services, I would like to thank you for your cooperation in resolving this consumer's complaint.

Sincerely,

W Alan Parkinson

W Alan Parkinson
Senior Consumer Complaint Analyst
850-410-3697 / 1-800-435-7352 (Florida Only)
E-mail: parkinw@doacs.state.fl.us

#4

Subj: 0611-38656/WAP
Date: 11/20/2006 2:34:37 P M Eastern Standard Time
From: JayLeClair
To: Parkinw@doacs.state.fl.us
CC: Jancoenterprises

Mr. Parkinson.

Attached are our response letters regarding the complaint from Mr. Greg [REDACTED]. Please contact me if any additional information is needed. Our office hours are 0700 to 1630 Monday - Friday for a visit to inspect our facility

REGARDS

Jay

#4

Ph. (321) 504-4403 / Fax (321) 504-4404

Florida Department of Agriculture & Consumer Services
Attn: W Alan Parkinson
2005 Apalachee Pkwy
Tallahassee, FL 32399-6500

November 15, 2006

RE: 061 38656/WAP

Mr. Parkinson,

I am responding to your letter regarding the complaint by Greg [REDACTED] about our motorcycle trailer. I am attaching a letter from Terry Jones about the conversations they had. I feel that Terry acted far more restrained than I would have when Mr. [REDACTED] starting swearing continuously and saying our product was a F__ ing piece of S__ over and over. Our employees DO NOT have to put of with this type of verbal abuse.

Some important facts that Mr. [REDACTED] failed to mention in his letter was that his trailer, purchased in April 2004, was out of warranty by over a year. He was at a motorcycle show in Myrtle Beach and called with his fender problem. Jon, the shop Foreman, talked to him and told him we would send out both fenders so he would not have any future problems. We expressed shipped the fenders to him at his hotel and did not charge him anything. He was told to change out both fenders and chose not to. Six months later he had a problem with the other fender. It seems like someone either sat or stood on the fenders causing a stress crack and it broke the rest of the way while driving on the highway. Since I have not inspected the fenders, I am unable to determine the cause. As with most motorcycle trailer fenders, they are designed to protect the motorcycle from road debris. We have never had a recall on any part that was used on any trailers and the handful of isolated incidents show the quality of them.

Our trailers have a one year warranty and he purchased his trailer OVER 2 YEARS before the first incident. We sell approximately 200 trailers a year for the past several years and have had only 5 or 6 warranty issues. Since we have had so few issues, I have always sent customers new replacement parts. We pride ourselves on customer service and bend over backwards to make them happy. Mr. [REDACTED] is the first person that has ever written a complaint.

#4

Florida Department of Agriculture & Consumer Services
Attn: W Alan Parkinson
Tallahassee, FL 32399-6500

I am very sorry Mr. [REDACTED] has had problems with his trailer, but we went above and beyond our warranty to satisfy him. When asked what we could do to keep him happy, he said he wanted all of his F___ing money back. After using the trailer for 2 ½ years, that was not a reasonable request. His last conversation with us was that he would teach us a lesson. I thought he would call me when he calmed down but never received any messages.

I welcome someone from the Division of Consumer Services to visit our facility and see first hand the quality of our product. This would resolve any questions regarding the trailers. We have a trailer built in 2003 on site that we use ourselves to show our customers how well our trailers hold up.

If you have any other questions regarding this matter, please do not hesitate to contact the office.

Sincerely,

JW LeClair III

JW LeClair III
President

#4

From: Terry Jones
To: W. Alan Parkinson
Subject: Greg [REDACTED]

Monday morning, Oct. 23, when I came into the office Marcy, our office manager, gave me a phone call log slip with Greg's name and number. She told me he was very upset and that he had a problem with a fender. Greg called me at that time. He explained that he had bought the trailer in 2004. The problem was a fender had broken off several months ago. He said we sent him two fenders, next day delivery to his Motel in Myrtle Beach. Mr. [REDACTED] said it made him mad that he had to get some one to drill holes in the fender before he could mount it. His problem now was the other fender had come off and had damaged a trailer tire. I told him we would need to talk to our shop foreman, that I was rather new to the company and would get back with him. I talked to Jon, the shop foreman, and he said he remembers talking to Greg and that he told him that he would send him both fenders to replace. At 12:00 that day, Greg called back and talked to Ann LeClair. She informed me that Greg was on the phone waiting to talk to me. She said that he had just told her the same story he had just told me, and used language that she did not care for. My phone call with Greg was about 15 minutes long and consisted of Greg talking or screaming, lots of very bad language, which I will not repeat, and threats. To the best of my knowledge this is the outcome of that conversation. I told Greg that I had talked with Jon and that he remembers talking to Greg. I told him that even though the trailer was out of warranty we had sent him 2 fenders to replace the original ones. I told him that Jon had suggested that if Greg would bring the trailer to us in Cocoa, we would make repairs on what it needed. He said "don't even go there, I have done all I am going to do". I asked him why he did not replace the other fender when he got home from Myrtle Beach. That really upset him and he said why should I, know one told me to. Then he said "I want you to pay me in full what I paid for the trailer and come and pick it up". I told him that would not be possible, no more than it would be possible to take his truck or bike back to the dealer after 2 1/2 years and ask for his money back. He informed me that he owned a \$50,000 truck and a \$40,000 bike, and he knows that both dealers would take them back and refund all his money if he was not happy with them. I said that I could not imagine that a person who owns an expensive truck and bike would drive down

#4

the road with a trailer that had two different fenders on it. asked him several times, what can I do to make this right? Each time the answers were the same, refund his money. Greg told me that he was going to tell every one he knew that our trailers were junk. He also said he was going to contact the DOT, Consumer Services, people in Washington DC and he was going to wrap this trailer up with duct tap, put signs on it saying what a piece of junk it is, and than take it to all the bike shows in the state for every one to see. After several attempts to resolve this, I had taken as much verbal abuse and screaming as I could handle. told Greg to have a very nice day. He asked for the owners name, I gave it to him and he said he was going to contact him

Terry Jones
Marketing and Dealership Development

Janco Enterprises, Inc.

PO Box 236576

Cocoa, FL. 32923-6576

Ph. (321) 504-4403 / Fax (321) 504-4404

Item 5

- a. File Identification: [REDACTED]
- b. Consumer complaint
- c. Greg [REDACTED]
[REDACTED]
- d. 1J9BM08 [REDACTED]
- e. 2004
- f. Unknown
- g. May 16, 2006
- h. May 16, 2006
- i. No
- j. No
- k. None
- l. None

Janco Enterprises, Inc.

PO Box 236576

Cocoa, FL. 32923-6576

Ph. (321) 504-4403 / Fax (321) 504-4404

Item 6

The trailer was out of warranty by approximately 13 months; we sent new fenders with instructions to install them both. Mr. [REDACTED] was asked to send the fenders to us so we could determine the cause of the damage. He did not and as we have not had any other unexplained fender damage, we closed the file.

Janco Enterprises, Inc.

PO Box 236576

Cocoa, FL 32923-6576

Ph. (321) 504-4403 / Fax (321) 504-4404

Item 7

Warranty

This motorcycle trailer is warranted for one (1) year from the date of purchase. Any defects in material or workmanship will be repaired or replaced at our cost and discretion. This warranty does not cover commercial use or damage from misuse, accident, lack of maintenance, or improper use and does not cover incidental or consequential damage. To initiate any claims please contact the home office.

Rocket Trailers

PO Box 236576

Cocoa, FL 32923

(877) 881-0058

Janco Enterprises, Inc.

PO Box 236576

Cocoa, FL. 32923-6576

Ph. (321) 504-4403 / Fax (321) 504-4404

Item 8

The trailer fenders were never sent as requested so no analyses was performed. This is the only unexplained fender damage. The file was closed.

Janco Enterprises, Inc.

PO Box 236576

Cocoa, FL. 32923-6576

Ph. (321) 504-4403 / Fax (321) 504-4404

Item 9

The trailer fenders have been changed to keep pace with customers wants and desires. Weight and fabrication costs have also played a part in the styles of our fenders. In 2004 till June 2005 we fabricated Black Plastic fenders with powder coated frames that mounted on the axle spindle. June 2005 till present we fabricated the same fender but changed the mounting to the trailer bed instead of the axle. This was done because the new torsion axles do not have a flange to mount the fenders to. The new axles are an improvement over the previous ones as they have a lubrication system built in.

