



Dealer Service Bulletin

August 23, 2005

To: All Viking, Clipper, and Futura Dealers

Subject: IDT Lift System Product Safety Recall

By now you are well aware of the potential safety issue and resulting product recall that exists with certain 2004, 2005 and 2006 model folding trailers using the IDT Lift System. Gar, Connie, and I have spoken with many of you, and we realize the difficulties and challenges this situation presents, especially at this time of year. Please understand that we are dedicating every available resource to this issue to bring about a quick and effective solution.

I want to emphasize that this is a proactive, preventative action and that the number of system failures prompting this recall is not widespread. The known reported cases of mechanism failure total roughly 1.5% of the units produced with this system with only 0.2% resulting in a roof actually coming down. This recall action is being taken in the interest correcting the problem before a serious injury occurs.

The following is an update on where we stand:

- Key internal components in the system master tube brake mechanism have been redesigned and tested with the involvement of VRV staff and the Coachmen VP of Engineering.
 - Testing put these new parts under repeated cycles simulating over 20 years of use.
 - Additional testing was done under various load conditions to simulate loads from an air conditioner, bike rack, etc.
- Final testing is in process on third redesigned part that will provide redundant protection against a system failure.
- The fix for the effected units will be replacement of the lift system master tube.
 - This will come to you as a single kit with written instructions.
 - We will also be sending newly designed roof safety support posts to provide an additional safety mechanism.
- Full scale production will begin near the end of this week and replacement lift systems will be shipping at the beginning of the week of 8/29.
 - Additional information and a service bulletin will follow this communication.
- Our intention is to get some replacement systems out to as many dealers as possible to deal with hot issues first and cover all over the next several weeks. The priority will be as follows:

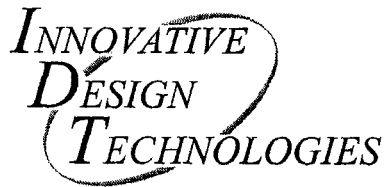
1. Emergency retail customer situations
 2. Dealer retail deliveries and rental units
 3. Dealer stock
 4. VRV pending shipments
 5. VRV yard inventory
- Attached is a copy of the letter being sent to owners of record of the effected units. Federal law in both the US and Canada require such notification, and the letters being sent meet the approval of NHTSA in the US and Transport Canada.
 - o The US version of the letter is attached. The Canadian version is nearly identical. In addition, there will be a French version of the Canadian letter sent to customers in Quebec.

We are committed to carrying this process through as quickly and smoothly as possible to ensure that you and our retail customers are protected. We appreciate your loyalty and support through this process, and we look forward to earning back your trust and confidence.

Best regards,

A handwritten signature in black ink, appearing to read 'J. W. Koch', followed by a long horizontal flourish.

Jeffrey W. Koch
National Sales Manager



In Pursuit of Excellence

October 3, 2005

Viking Recreational Vehicles, LLC
P.O. Box 549
Centreville, MI 49032

RE: IDT Warranty

Recent inspections performed at numerous dealer locations, have revealed that 100% of those inspection sites have evidence of serious installation errors that could result in consequential damage to the functionality of our lift system. We had previously instructed your personnel that these errors could not be present on the campers and all had to be rectified prior to shipping or sale. We were assured by your management personnel over a year ago, that corrective measures were taken. Additionally, it appears that many systems were abused by improper installation practices and forcing of part. As per the warranty guidelines stated on our Limited Lifetime Warranty and our Product Return Policy, acknowledged by signature from your representative, we have no choice but to void all warranties due to these facts.

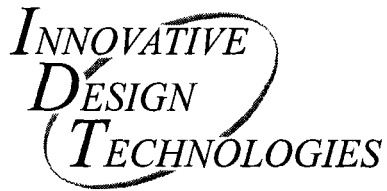
Also it is our understanding that your plans are to alter or modify our lift system. We do not approve of your plans for alteration or modification. Therefore, Innovative Design Technologies, LLC will not be liable for any subsequent claims of injury or damages using our lift system.

In the best interest of the dealers and consumers, we continue to stand ready to help if you will reconsider the path you have chosen.

Sincerely,

Michael Lambright
President

cc: Claire Skinner Gary Duncan
Mike Terlep Jeff Koch
Gar Warlick Connie Burkett
Sandra Kennedy



In Pursuit of Excellence

October 6, 2005

TO: All Viking, Coachmen Clipper & Futura Dealers

RE: Viking Recreational Vehicles, LLC Safety Recall

Dear Valued Dealers:

Being a small family run business and the manufacturer of the lift system on the units involved in Viking's recall we have become very frustrated with the course that Viking has chosen to take in this situation. We have put our heart into serving Viking and invested the majority of our resources into our relationship.

We are aware of untrue statements and allegations made by Viking and Coachmen R.V. toward our company and our lift system. Without placing blame on any party we want to enlighten you on the facts regarding the role that Innovative Design Technologies, LLC. (I.D.T.) had taken to avoid and remedy this situation. At Viking's request we had prototyped and extensively tested components required by Viking. The components were designed to allow for a variety of circumstances that could have consequential effects on our lift system and still operate properly. After approval of these components we were instructed by Viking and its parent company to begin production of these components which we immediately followed.

Unfortunately we could not accept responsibility for Viking's actions due to other circumstances and issues which, in our opinion, could compromise the functionality of our lift system. Subsequently, Viking stated that they would not be requiring our assistance.

We are disappointed with the actions and decisions that Viking has chosen to take on the remediation of this problem. Unfortunately this course will leave you and your consumers without the availability of replacement parts and the Lifetime Warranty as we originally supplied. However, I.D.T. is willing to produce and sell to the dealers a new lift system with the tested and approved components requested by Viking, approved by NHTSA, and with a full Limited Lifetime Warranty. We feel that this will serve to be a more prompt and beneficial course of action long term for you and your consumers.

We are prepared for immediate production. Orders will be filled first come first served. Obviously, we can not supply everybody's needs in 1 week but we can currently produce 300 – 400 units per week and will increase production depending upon the response we receive. Each unit will come with replacement instructions along with additional inspections and components to be installed to address the issues involved with the campers lift system installation.

For your convenience we have supplied an order form that you can use to place your order via facsimile. We will expedite all orders to get you selling again and your consumers camping again.

Best regards,

Michael Lambright
President

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