

4-Aug-20

1. Concern: LP tank gauge shows ½ full but doesn't operate anything in coach

Cause: Regulator not putting out enough pressure

Correction: R & R LP regulator

11-Aug-20

We are on an extended trip in the West and when we stopped for the night in the Sawtooth Mountains of Idaho, over a thousand miles from home, I turned on the LPG and a loud hissing sound came from the area of the propane regulator. I immediately turned it off. The next civilization was Missoula, Montana. I checked the Internet and also called Pleasureway to find out that there were no authorized dealers within hundreds of miles. We went to the largest RV dealer we could find and showed them the problem. They were very concerned for our safety and recommended that we have it replaced immediately .

After securing a new part, Ragitsch Brothers RV replaced the regulator and charged us \$198.20. I assume this is covered by the Pleasureway Warranty so I am sending you a copy of the repair invoice. I have the original regulator in case you would like that returned.

Thank you for the invoice. We will send you a check for \$198.20 to the address provided. As I explained to you over the phone, we will cover this one time because regulators is a wearable item.

17-Aug-20

1. COMPLAINT: LP not flowing to appliances

Cause: found bad lp regulator

Correction R&R lp regulator part

Also, please explain to the customer that this is under goodwill warranty now because we only cover this 1 year from DOP. This will be part of customer's maintenance from now on.

17-Aug-20

LP LEAK IN SYSTEM. T.SHOOT SYSTEM. FOUND A LARGE LEAK AT THE LP REGULAR WHEN SYSTEM IN TURNED ON.REM & REPLACE DEFECTIVER LP REGULATOR. GAS TEST SYSTEM. OK.

19-Aug-20

1. CUSTOMER STATES THERE IS A PROPANE LEAK. FOUND BAD REGULATOR. REPLACE WITH NEW REGULATOR AND TESTED OK.

Approved as goodwill warranty plus part amount. Please explain to the customer that this is now part of customers maintenance from now on.