

ATT: OWNER, Featherlite Coach

RE: Featherlite Coach H3-45 , Paul Joffe

Dear Featherlite,

My name is Paul Joffe, we spoke on the phone in April about my Featherlite H3-45. I had service done at your shop and paid in full but that service was not completed. There are still outstanding issues including the charge sensing and battery health indicator installed by your shop. I believe we spoke about that during our last phone conversation however those problems have not been corrected. It has been difficult for me to get the attention of the shop. They did call me with Ken on the line and Ken did confirm that there was a problem with the installation. He said he would relate that problem to the shop manager but I had not heard from anyone until I called the shop today. Unfortunately there was still no plan to repair the system. I just wanted to make sure that you understood the situation. You seemed genuinely concerned when we spoke on the phone and I wonder if you have been kept informed of the lack of progress. I have lost both time and money because of the problems with the work done on my coach at Featherlite. I have tried to keep a log of the experience which can be found at <http://featherlitecoach.info>. It is my hope that these issues can be dealt with quickly so that we can both get back to other things. Your company built the coach I plan to live and work in and I want to have a coach to be proud of and a good relationship with Featherlite, I ask for your help.

Sincerely, Paul Joffe