

NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95814

(916) 445-1888 (916) 323-1631 Fax nmrvb@pacbell.net

Arnold Schwarzenegger, Governor
State of California

2006 JAN 23 PM 4:08
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December 20, 2005

Weekend Warrior Trailers
1320 Oleander Ave
Perris, CA 92571

Re Complaint of:

[REDACTED]
Temecula, CA [REDACTED]
Vin # 5HRFF32386C [REDACTED]

FOR YOUR RECORDS

Case # [REDACTED]

Enclosed is a copy of a complaint filed with the New Motor Vehicle Board concerning a travel trailer purchased from Giant RV by the above-mentioned party in March 2005.

Section 3050 of the California Vehicle Code requires that the New Motor Vehicle Board receive and mediate complaints from any member of the public involving vehicles, (autos, trucks, motorcycles, all-terrain vehicles and recreational vehicles), purchased from or serviced by any new vehicle dealer or manufacturer licensed in California.

Please review the complaint and inform us, within 10 days, of your version of the situation, including any action you have taken to remedy the alleged problem, and what you are willing to do to satisfy the complainant. You may fax, mail, or e-mail your response. My e-mail address is hwcollins@pacbell.net. When corresponding, via e-mail, please reference the above case number in the subject line. Please provide any available documentation to substantiate your response.

Your cooperation and prompt attention to this matter is appreciated.

H. Collins

Heather Collins
Mediation Services Representative

HC:wk

Enclosure

cc: [REDACTED]

National Highway Traffic Safety Administration

*NAC
2008
1/24/06*



NEW MOTOR VEHICLE BOARD
 Consumer Mediation Services Program
 1507 - 21st Street, Suite 330
 Sacramento, California 95814
 (916) 445-1888 (916) 323-1631 Fax
 E-Mail: nmrvb@pacbell.net
 Website: nmrvb.ca.gov

RECEIVED
 DEC 19 2005
 NEW MOTOR VEHICLE BOARD

MEDIATION REQUEST FORM

CASE NO. [REDACTED]

COMPLAINANT NAME

FIRST [REDACTED] MI [REDACTED] LAST [REDACTED]
 ADDRESS [REDACTED] CITY TEMECULA STATE CA ZIP CODE [REDACTED]
 TELEPHONE # (Home) [REDACTED] TELEPHONE # (Business) [REDACTED] E-Mail [REDACTED]

Please fill out all sections completely.

If address is unknown, leave blank.

Selling Dealer		Servicing Dealer		Manufacturer/Distributor		
NAME <u>GIANT RV</u>	NAME <u>WEEKEND WARRIOR TRAILERS</u>	NAME <u>WEEKEND WARRIOR TRAILERS</u>	NAME <u>WEEKEND WARRIOR TRAILERS</u>	NAME <u>WEEKEND WARRIOR TRAILERS</u>	NAME <u>WEEKEND WARRIOR TRAILERS</u>	
ADDRESS <u>24700 MADISON AVE.</u>	ADDRESS <u>1333 WEST 9TH STREET</u>	ADDRESS <u>1370 OLEANDER AVE</u>	ADDRESS <u>1370 OLEANDER AVE</u>	ADDRESS <u>1370 OLEANDER AVE</u>	ADDRESS <u>1370 OLEANDER AVE</u>	
<u>MURRIETA, CA 92562</u>	<u>UPLAND, CA 91786</u>	<u>PERRIS, CA 92571</u>	<u>PERRIS, CA 92571</u>	<u>PERRIS, CA 92571</u>	<u>PERRIS, CA 92571</u>	
TELEPHONE # <u>951-696-7444</u>	TELEPHONE # <u>909-579-0376</u>	TELEPHONE # <u>951-940-5556</u>	TELEPHONE # <u>951-940-5556</u>	TELEPHONE # <u>951-940-5556</u>	TELEPHONE # <u>951-940-5556</u>	
VEHICLE (Make) <u>WEEKEND WARRIOR</u>	(Model) <u>FSC 3200</u>	(Year) <u>2006</u>	(Year) <u>2006</u>	(Year) <u>2006</u>	(Year) <u>2006</u>	
DATE OF PURCHASE / LEASE <u>3/9/05</u>	VEHICLE LICENSE NO.	CURRENT MILEAGE <u>N/A TRAILER</u>	CURRENT MILEAGE <u>N/A TRAILER</u>	CURRENT MILEAGE <u>N/A TRAILER</u>	CURRENT MILEAGE <u>N/A TRAILER</u>	
<input checked="" type="checkbox"/> Purchase <input type="checkbox"/> Lease	MILEAGE AT PURCHASE / LEASE <u>N/A TRAILER</u>	VEHICLE I.D. NO. <u>5HRFF32386C</u>	VEHICLE I.D. NO. <u>5HRFF32386C</u>	VEHICLE I.D. NO. <u>5HRFF32386C</u>	VEHICLE I.D. NO. <u>5HRFF32386C</u>	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	TYPE OF WARRANTY ON VEHICLE <input checked="" type="checkbox"/> Manufacturer's <input type="checkbox"/> Extended Warranty <input type="checkbox"/> No Warranty		TYPE OF WARRANTY ON VEHICLE <input checked="" type="checkbox"/> Manufacturer's <input type="checkbox"/> Extended Warranty <input type="checkbox"/> No Warranty		TYPE OF WARRANTY ON VEHICLE <input checked="" type="checkbox"/> Manufacturer's <input type="checkbox"/> Extended Warranty <input type="checkbox"/> No Warranty	

Have you given written notice of defects to manufacturer? Yes No
 Has manufacturer (or designated agent) attempted repairs? Yes No
 If yes, list repair dates: 12/7/05, 11/2/05, 10/3/05, 5/25/05, 4/11/05

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter. **SEE ATTACHMENTS**

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature [REDACTED] Date 12/14/05

[REDACTED]
Temecula, CA [REDACTED]
[REDACTED]

Warrior Manufacturing
Service Department
1333 W 9th St
Upland, CA 91786

12/7/2005

2006 FSC 3200

VIN# 5HRFF323860 [REDACTED]

Warranty Repair List

1. Gas leaks from inlet of generator tank. This is the second repair attempt for this dangerous situation. On 11/22/2005 gas leaked down the side and underneath the trailer during transport (see photos). The insulation, wood, vapor barrier, decals and caulking were soaked with gas. The trailer was filled with gas fumes and gas was leaking on the ground. I removed the staples holding the aluminum siding to the bottom of the wall frame and wiped the gas off as best as possible. The wood framing has been soaked with gas twice. The generator gas tank previously leaked on 4/17/2005. The first repair attempt was made on 5/25/2005. I have only filled the generator tank twice on 4/17/2005 and 11/22/2005. It has leaked both times. I have not filled the pump station tank and do not know if it leaks. All parts of the trailer that have been soaked with gas need to be replaced since they are now contaminated with benzene and other flammable solids. This includes but is not limited to the wood framing, paneling, insulation, caulking, siding etc. The replacement needs to be documented and or inspected.
2. Slide out sags and hits upper cabinet at rear of trailer. This is the fourth repair attempt to the slide out. It is unacceptable to have to bring the trailer in after each time we use it to have the slide repaired. Also, the slide does not seem to go all the way out at the lower right side. The cable at the same location seems to have a little slack and the wiring loom is interfering with the slide operation.
3. Lower right front bolt that attaches the awning leg is loose again. This is the third repair attempt. It is striped and needs to be properly repaired.
4. Fresh water tank gauge reads full all the time. This is the second repair attempt. The gauge was working and this was not an issue when the trailer was in for service on 11/2/2005. When I picked up the trailer the fresh water tanks were full and copper wire strands were in the stove area. What was done to my trailer and why was I not notified?
5. Pantry drawer alignment is off and latch is difficult to operate. This is the second repair attempt.

6. Paper towel rack is loose.
7. Edge on Kitchen door is split.
8. During the service on 11/2/2005 the battery was removed from the smoke detector and left on top of the cabinet, the smoke detector was reinstalled disabled. I discovered the battery when I removed items from the top of the cabinet during our last trip. There is no question that the battery was previously installed. Why would anyone do this?
9. No paint please in or out.
10. I have driven well over 400 round trip miles during the five warranty repair trips. This equals over 50 gallons of gas not to mention many hours of wasted time. I would appreciate having both gas tanks filled by Warrior Manufacturing to make absolutely sure there are no more leaks and to compensate me for the fuel I have paid for.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**