

10156280

April 7, 2006

October 3, 2005 I purchased from Sierra R.V. located at 9125 South Virginia Street, Reno, NV 89511 (775) 324-0522, a new Georgie Boy 3755 Cruise Master A-Motor Home serial number 5B4MPA7G943 [REDACTED] Since I purchased this motor home, numerable problems have occurred. I will list them as follows:

1. On October 3rd, when I took charge of the motor home, the next day I had to bring it back to Sierra R.V. because the lock to the door was loose and I was locked out of the motor home. The manager of the KOA helped me to get there.
2. My first trip in the motor home to Colorado on October 31, 2005, I noticed that in the rear of the motor home was "gushing" gray water coming from somewhere under and around the holding tank and was flooding the back bathroom.
3. Same day on Oct 31, 2005, the pop out walls would not auto crank, I had to manually crank them to close. (I called Sierra RV they said to hand crank them). I drove to La Quinta Motel and stayed there rather than in the motor home.
4. On Nov 4th Ray from Ray's Towing came to La Quinta because the motor home would not start and checked out the problem only to find that the 5 battery cables were not secured tightly. He secured them and jump-started the motor home. (see Ray's Towing invoice).
5. I made an appointment with Bob Scott R.V. in Grand Junction, a recommendation from Cruise Master to check the motor home out.
6. While driving to Bob Scott R.V. going down hill on Monarch Pass, the washer/dryer fell out from its holding area and crashed into and damaging the inside wall. It broke the washer/dryer. Bob Scott R.V. checked on the issue of the "gushing" gray water listed above in #2 and found nothing. He did find that the monitor panel fell off the wall and he reattached and re-wired it. He did find that the shower faucet might have a leak.

NAR
GOS
2/24/06

He did find that there was a leak in the front bath.

He did find a leak in the bath room under drawer in rear bathroom

He said the leaks were from overflow gray tank because I could not dump without hose on drain. A new sewer hose was installed. (see repair order attached)

7. After returning home, I arranged to take the R.V. back to Sierra R.V. to have them check it over. Before leaving as I was preparing for the trip, I was filling the fresh water tank and reading the instructions. The instructions said that to prevent overfilling, an overflow would occur outside at the area where it is being filled. No overflow occurred there, but it did overflow under the sink inside the motor home. I cleaned that up.

8. I went to the gas station to fill the tank and was followed by Norm Goeringer. I filled the gas tank and Norm continued to follow me through town until he had to turn in another direction. As I was traveling west on Aultman Street in Ely, I heard and felt this "crash" and immediately stopped, only to find that the steps to the motor home were extended and had cut across the tires of a parked pick-up truck. The people in the pickup truck had just got in the truck seconds before this happened and told me that they had seen that the "steps had fallen out". They were so shook up that they had to leave and left their phone number with me. They later told me the damage to their truck was "a bulge in a tire". (See attached letter). The sheriff's department came, (See attached report) but did not take a report at that time because the people involved had left. The patrolman went to the other side of the motor home and told me the pop out was going in and out and finally stayed out. The patrolman had to escort me home because the motor home was too wide for the streets. J & P Auto employees saw this incident happen. (see attached letter)

9. When I got the motor home home, I called Sierra R.V. and they recommended to call Cruise Master. I asked Sierra R.V. to come and get it and drive it to Reno for them to look at because I was fearful at that time to drive it myself after what had just happened, they would not do this. I called Sierra R.V again and they sent an automotive company from Ely to unhook the electrical system that operates the pop out and the stairs. The stairs were mangled and they removed the steps from the motor home. While they were unhooking the electrical system they said, "this is the problem" the electrical box is situated on the floor right next to the kitchen sink under a drawer with a piece of wood over it. When the overflow went under the sink it seeped into the electrical box creating a short.

10. I hired a person to drive the motor home to Reno to Sierra R.V. and he said the cruise control does not work, there is excessive air coming from under the dash panel. The motor home is now at Sierra R.V. at this writing.

Sierra R.V. has discussed this with Cruise Master and they feel I should turn the matter of the stairs over to my insurance company. This is not an accident-related incident; this (all of the problems) is a flaw in the manufacturing (very poor Quality Control). This should be all covered under the warranty I paid for the damages be paid for by GeorgieBoy/CruiseMaster.

The problems that have occurred are because of poor design in the location of the electrical box (under the sink). I do not know how long the Motor Home sat at Sierra R.V. without proper care and upkeep. This actually should be recalled, as this was a "life threatening situation". I want an inspector from "Coachman Company" to do a major inspection as there are may be other problems beside the above mentioned ones.

Submitted with need of response,

Ely, Nev

Cc: The Better Business Bureau
CruiseMaster Motorhomes
Georgie Boy Manufacturing
Sierra R.V.
Workhorse Custom Chassis
Coachman Company

NHTSA ✓

March 31, 2006

To whom it may concern:

[REDACTED] and I [REDACTED] submit this letter of testimony as witnesses to an incident on March 1, 2006 at approximately 2:15pm.

I [REDACTED] was sitting in the drivers seat of our parked 1996 Chevrolet Z71 4x4 Crew cab silver in color, license number [REDACTED] with my head turned to the back seat where my mother and father [REDACTED] and [REDACTED] were sitting. I noticed a motor home coming west on Aultman St, in Ely. The stairs were not out at that time. I was not aware of the motor home again until I heard a very loud scraping sound and realized that the stairs of the motor home had hit our truck tires.

I, [REDACTED] was in the Napa Auto Parts store with the sales staff and we all looked out as we had heard the loud crash sound and realized it was my truck that had been hit. We [REDACTED] and [REDACTED] saw that the motor home stairs were hanging out of the motor home and were mangled. We both offered our assistance to [REDACTED] owner of the motor home.

This was very upsetting to both of us as well as [REDACTED]. We exchanged phone numbers with [REDACTED] and we left to go home. [REDACTED] later called us to pay for the damage to our truck in the amount of \$200.00.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Ely, Nevada
[REDACTED]

DEPARTMENT OF PUBLIC SAFETY - NEVADA HIGHWAY PATROL OFFICER'S REPORT

Month MARCH	Day 1	Year 2006	Day of Week WED	Time 1430	Station/County ELY	Event # 6663611294	Page 1 of 1
Location of Occurrence AULTMAN AT 10 th					Officer #	Event Type: 10-46	Status

Subject #1 Last [REDACTED]	First [REDACTED]	M.I. [REDACTED]	State/DOB/POB NV/1980/1980	Race [REDACTED]	Sex F	Height [REDACTED]	Weight [REDACTED]	D.O.B. [REDACTED]
Address: [REDACTED]						Contact: [REDACTED]		
Vehicle License:		Year:	Make:	Model:	Color:	R/O Name:		
Subject #2 Last [REDACTED]	First [REDACTED]	M.I. [REDACTED]	State/DOB/POB NV/1980/1980	Race [REDACTED]	Sex [REDACTED]	Height [REDACTED]	Weight [REDACTED]	D.O.B. [REDACTED]
Address: [REDACTED]						Contact: [REDACTED]		
Vehicle License:		Year:	Make:	Model:	Color:	R/O Name:		
Misc. [REDACTED]								

Name: [REDACTED]	ID: [REDACTED]	Name: [REDACTED]	ID: [REDACTED]
Name: [REDACTED]	ID: [REDACTED]	Name: [REDACTED]	ID: [REDACTED]
Info: [REDACTED]			

Name: [REDACTED]	Address: [REDACTED]	Contact: [REDACTED]
Name: [REDACTED]	Address: [REDACTED]	Contact: [REDACTED]

On March 1, 2006 I was on patrol in Ely Nevada, in White Pine County. I observed a large motor home with Nevada registration (NVE14137) parked in the gravel lot on Aultman Street at 10th Street in Ely Nevada. I observed the rear sliding sectional section of the motor home partially out of the main body of the motor home. I also observed the steps of the motor home to be in the out position and partially damaged. I spoke to Mrs. Geringer who advised me that the motor home had malfunctioned and she had struck a vehicle with the steps of the motor home. The other vehicle involved was not at the scene when I arrived. Mrs. Geringer stated that the other vehicle had little or no damage and had left the area. I then followed Mrs. Geringer to her home where she parked the vehicle.

Print Officer's Name / Signature

ID#

DATE

Supervisor's Signature Approval / Review

ID#

4/6/06

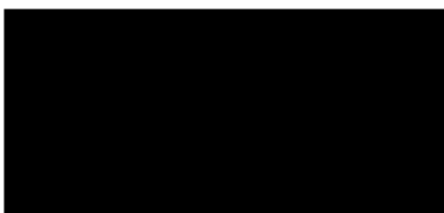
I witnessed the slide out
was out on the Drivers
side of the motor home
and the steps were on
the ground. I went out and
put a bungee cord on the steps to
hold them up so she could
move the motorhome out
of the street.



4-6-06

I witnessed a motor home
strike a Pickup in Front
of the NAPA store @ 1050
Altman Street Ely NV.

I went outside to see what
had happened when I observed
the stairs on the passenger side
of the motor home were all
bent up. I tried to take
the steps off further but
they were too bent up. So
I came in and talked to
 that is when
he decided to tie them up
with a bungee cord.



**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).**