

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: 2007 Rexhall
Date: Thursday, September 22, 2011 11:06:52 AM
Attachments: [IMG_1108.JPG](#)
[RV Lemon Case.doc](#)
[RV MSO.tif](#)
[REDACTED]
[\(3\).jpg](#)

Report Vehicle Safety Defects!



www.safercar.gov

From: Reid, Randy (NHTSA)
Sent: Thursday, September 22, 2011 11:05 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: 2007 Rexhall
please add this email and attachments to ODI 10415493.

From: [REDACTED]
Sent: Wednesday, September 21, 2011 11:43 AM
To: Reid, Randy (NHTSA)
Subject: 2007 Rexhall

Hi Randy,

I've attached a photo of the vin plate, plus the MSO. The lemon law case file is a start to all the problems with this RV. The last two photos are of the current problems which in whole have mounted to more than \$38,000, of which Rexhall will not stand behind their warranty. I've had to put in a new starter, alternator, air bag sensor, tires, power steering hose and chassis a/c. The safety of this RV has been in question from the very start and Rexhall touts how safety is their business. I will be sending more pictures of the wiring harness.



CERTIFICATE OF ORIGIN FOR A VEHICLE

DATE

05/31/2007

VEHICLE IDENTIFICATION NO

4VZBN2399Y0

BODY TYPE

MOTORHOME TYPE A

HP (SAE)

N/A

G.V.W.R.

27,400

YEAR

2007

NO. CYLS.

6

INVOICE NO.

24794

MAKE

ROSEAIR TREX RST

SHIPPING WEIGHT

23820

SERIES OR MODEL

ROSEAIR TREX TR39D
RT0149

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

RICH GRAY'S RV BROKER
6707 STEELE OAK LANE
CARMICHAEL, CA 95608

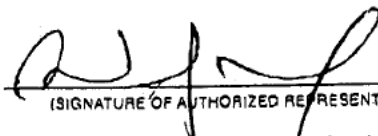
Capital Water Sports
11363 Pyrites Way
Rancho Cordova, CA 95670

If the vehicle described hereon is a motor home the undersigned certifies that it is equipped with at least four of the following life support systems; cooking, refrigeration or ice box, self-contained toilet, heating and/or air conditioning, a potable water supply system including a faucet and sink, separate 110-115 volt electrical power supply and/or an LP gas supply, all of which meet the ANSI A119.2 standards.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

REXHALL INDUSTRIES, INC.

BY



(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

PRESIDENT

(AGENT)

LANCASTER, CALIFORNIA 93534

CITY-STATE

RI 0010815

Subject: FW: 2007 Rexhall
Date: Thursday, September 22, 2011 11:06:42 AM
Attachments: [REDACTED] [RV Wiring 009.jpg](#)
[REDACTED] [RV Wiring 011.jpg](#)
[REDACTED] [RV Wiring 006.jpg](#)
[REDACTED] [RV Worksheet.jpg](#)

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www.safercar.gov

From: Reid, Randy (NHTSA)
Sent: Thursday, September 22, 2011 11:04 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: 2007 Rexhall

please add to ODI 10415493.

From: [REDACTED]
Sent: Wednesday, September 21, 2011 11:47 AM
To: Reid, Randy (NHTSA)
Subject: 2007 Rexhall







MANUFACTURED BY: REXHALL INDUSTRIES, INC

DATE: 01/2007

INC. VEH. MFG. BY: SPARTAN MOTORS CHASSIS, INC

DATE: 04/2000

GVWR 12429

KG

27400

(LB)

GAWR
FRONT 4717 KG
10400 (LB)

TIRES

255/80R22.5

RIMS

22.5X7.50

COLD INFLATION

105

INTERM
KG
(LB)

REAR 7711 KG
17000 (LB)

255/80R22.5

22.5X7.50

95

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT IN:

VIA 4VZBN2399Y

TYPE RT0149

A close-up photograph of a wooden floor. A vertical crack runs down the center of the frame, separating two wooden planks. The wood has a light brown, textured appearance. In the bottom right corner, there is a yellow date stamp.

01/02/2025



01/02/2025

Events Regarding the Purchase of the 2007 Rexhall's Rose Air 39D

19 December 2007

In late June, I contacted Rich Grey from Capitol Water Sports & RV (661)726-5470 and his salesman Gordon Sparks. After many conversations we finally decided to purchase a 2007 Rose Air 39D made by Rexhall, Stock Number RT0149, VIN: 4VZBN2399YC [REDACTED]. This unit was coming off the line so it would be the most up-to-date model. My trade-in was a 2003 Alfa Gold RTLES 5th Wheel and a new 2008 Ford F350, King Ranch Edition. Rich allowed me \$95,000 for my trades and I would have to finance \$174,000, in which I did through RV Financing in California. This unit finally cleared the manufacture on the 26th of July and I agreed to meet their driver halfway from Missouri, which we agreed would be Amarillo, TX. We finally took delivery around 1 AM on the 28th of July. I was told by the driver that the cruise control didn't work, he quickly showed me how to extend the slides and then we signed the paperwork, we had arraigned for a notary to be there, however, the driver could not make it to Amarillo by 8 PM. We left each other and my wife and I proceeded to Missouri.



(Trade-In, 2008 F350 & 2003 Alfa Gold)

We went to sleep in Oklahoma at a Flying J truck stop. I had to call the driver when we woke up to find out where I filled the diesel at on the RV. We then proceeded home.

On the 14th of August I brought the RV down to Mid-South Cummins in Memphis, TN to have the A/C fixed, the cruise control and a leak in the cargo bay from diesel fuel. A cracked O Ring caused the Diesel leak. The Freon needed to be replaced. The batteries would not hold a charge and the cruise control and the console display problems were a result of frayed,

cracked and burnt wires were noticed underneath the dash and the generator compartment. Mid-South Cummins called Spartan for warranty information and when they ran the VIN number, they were told that this chassis was out of warranty since it was sold to Rexhall in 2000. I immediately called Rich Grey to inform him of the problem and he said that it would be taken care of. My wife and I drove down to Memphis (approximately 80 miles) to take pictures of the damaged wiring harness. See Below:



This damage ruined our plans for going out to Las Vegas as campground hosts at Red Rock NCA. Rich Grey offered a replacement RV and to pay for our rental of a Budget truck, lodging and gas. We left for Las Vegas on the 29th of August and traveled our original route and then picked up the loaner RV on the 11th of Sept. The first estimate was 6-8 weeks for a new wiring harness to be built. It was just before Thanksgiving that all 7 harnesses were received at Mid-South Cummins. In October our situation was given to Mark Santiago at Rexhall to deal with, so a week later we went down to Rexhall to meet with Mark, he was very cordial and concerned with our problem. However, we then went over to the building that repairs there RV's to meet with Jim Rex, part owner in Rexhall. He was in his office and would not make time to meet us, so we left. From October to present I would receive a weekly update from Mark. My disappointment came when Rexhall and Rich Grey were trying to decide who would pay for the repairs from Mid-South, which came to \$11,000. Finally it was decided to overnight a check to Mid-South on Friday, December 14th. Personnel from Mid-South came in on their day off to wait for the check, which never came. When I found out on Monday that the RV never left Memphis, because of this delivery foul up, I asked Mark why didn't Rexhall just do a wire transfer? After that conversation, it was decided by Rexhall Management to cancel the original check and just do a wire transfer. The RV and driver left Memphis on Tuesday, December 18th and should arrive at Rexhall sometime over the weekend.

This RV has the following major issues:

1. This entire sale violated fraud laws, it was represented to me as a 2007 and was never disclosed that the chassis was a 2000.
2. Safety – having spent 22yrs in the Air Force safety was always paramount in our daily activities. Rexhall showed a total disregard for our safety. At anytime while the RV was delivered and the time we spent driving it (approximately 900 miles) this coach could have caught on fire.
3. The fact that the chassis was set in the desert for 7 years cause the break down of wiring, batteries, starter, etc.
4. Most RV manufactures will not go beyond 1 year in using a chassis.
5. Rexhall has totally violated California's Lemon Laws and this negligent could have caused serious damage to my wife and anyone in or around this RV, if it had caught on fire.
6. This entire purchase has caused some medical problems for us, besides normal stress, depression, and many sleepless nights and some sexual problems.
7. The loaner RV has many problems but the most troubling is a faulty 12volt fuse box, which, runs the furnace fans. There is either a short or a bad circuit board. Also, we can only use one furnace since the driver's side heater is too noisy to run.

Since this purchase we have spent 2 nights in this RV and have made monthly insurance and loan payments in the amount of \$1545 since August. We have had to use local laundry facilities at a cost of more than \$500, so far, because we can't use the washer/dryer we purchased. This RV will not be ready for pickup until the 1st of January. I will be very skeptical in driving this RV more than 500 miles always fearing what next will breakdown and leave us stranded. I will never purchase anything from this manufacture again.

Thank you for considering this case.

[REDACTED]

3 attachments