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[REDACTED]  
Duanesburg, NY  
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Crossroads  
1115 West Lake Street  
PO Box 40  
Topeka, IN 46571

Dear President and CEO:

I am a repeat customer of Crossroads, but I can tell you I will never purchase another Crossroads again!

I purchased a Sunset Trail in 2009 from Imperial Trailer Sales in Troy, New York the weekend before Memorial Day 2009. The first camping trip out, we had a fuse that blew every time we replaced it and Imperial Trailer Sales drove to our campsite and fixed it that day. It was this service and the fact that the Sunset Trail seemed to be well built that we decided we would look for another Crossroads when we went looking for another camper.

We knew what we wanted, an outside kitchen, an area for the kids with a slide, and a door on the outside to the bathroom. These three things were a must have and limited our choices to a Zinger, a Keystone Outback, a Keystone Laredo and a Jayco Jay Flight. We looked at all of them. The dealers for the other trailers were horrible, so we decided to go with the Zinger. We upgraded everything, so that the trailer was as good, if not better than our Sunset Trail.

When our trailer was delivered, the very first thing we noted was that the under the counter sink in the kitchen, which we ordered, was not there. I called Crossroads to express my unhappiness, as this was the only reason we upgraded to the E-Stone Counter Top. I was rudely told, "Crossroads can change their mind at any time", as noted in microscopic print on the web-site. We picked up our camper, noted a few minor cosmetic problems with the camper (the aluminum is dented where the window has pulled it in too much, there were staples sticking out of the wrap around the bathroom, the wood is bulging on the wrap around the bathroom. We agreed we would watch these items and fix them if they got worse.

The first week with the camper, the hydraulic lift ripped out of the outside kitchen door and the kids slide door locked my husband and the kids in, because a screw was too big for the track. My husband pulled out the screw and replaced it with a screw that was the right size. In addition, he screwed the kitchen door back into the wood. We called the dealer to document these two defects.

As we continued to clean and review the camper, a few more cosmetic issues were found, metal filings were everywhere and had we not meticulously cleaned them, would have ripped the pleather furniture, the molding on the top of the slide is split, the round edge on the right hand side of the living room / bedroom was buckling, the molding around the bathroom sink was not attached to the sink, the molding around the kids area slide is cracked, the lifts on the bunk that lifts up, leave marks on the wall that can't be removed. We documented everything.

We went camping a couple of times and noted more things, the dining room light above the table hesitates when you try to turn it on, is this an electrical issue? The gas part of the hot water tank doesn't light, until the 2<sup>nd</sup> or 3<sup>rd</sup> time, again seems like a hazard to me. More staples sticking out for my 6 year old to get caught on, so far two on the rug in front of the couch, both of which were stepped on and one on the outside kitchen wall. The screen doors do not close. We continued to document each of the defects. Although we calmly kept documenting, as this is the 3<sup>rd</sup> time I have written this, this is a lot of cosmetic stuff for a brand new camper that we special ordered, so it's not like other people were in and out of this camper, but the problems just keep piling up.

We had our camper in our driveway for two weeks between camping trips and water accumulated in the outside kitchen left side, ruining the paneling and the linoleum. Imperial Trailers told us, the seals must not have been tight enough, bend them in and it should tighten it up. (I should not have to bend anything; I bought a brand new camper to not have these problems). My husband did it and it seemed to work. That same day the hydraulic lift ripped out of the kitchen door again in the same location. My husband tried to screw it back in, but the particle board that it is made of, could not hold anymore. We had Imperial Trailers order a new door.

We also noticed that when it rains you can't use the outdoor kitchen, this is a huge design flaw! You have an outside kitchen to keep the mud from being tracked into the camper, if the entire kitchen gets flooded with water every time it rains, it defeats the purpose, the awning should have been built to extend through to the end of outside kitchen. We are now paying a lot of money for an additional awning.

Finally and most importantly, to prove what a lemon this camper is, we were on our way to our big "vacation" for the year. We typically do quick weekend camping trips locally and bring the kids somewhere big once a summer, two years ago Hershey Park, last year Orlando, this year Darien Lake in New York. Only one vacation, jammed back from start to finish with stuff to do. This year your camper ruined our trip.

About 25 miles from the campsite, my husband noticed that the driver's side back tire looked crooked. He went up to it and the entire tire wiggled. We jacked it up, touched the tire, which wasn't burning hot (therefore not the bearings) and tightened the lug nuts. (By the way most campers wouldn't have even noticed the tire). We called our dealer who said that it might be turned because we turned into the parking space and that if the wheel wasn't burning hot, we should be OK; but that we should stop at a garage and have it looked at. We were in unfamiliar territory, so we drove it to the campsite, where we assumed our roadside assistance would come and look at the camper. We called our dealer, who again

walked my husband through what it could be. We called Camping World (the only Crossroad's authorized repair center within 60 miles), nobody could help us. We were told that we would have to wait till Monday (we got there on Saturday). I finally called the Darien Lake RV maintenance crew, practically in tears because nobody could help us and we couldn't set up the camper until we knew what was wrong. My husband was very afraid the wheel was going to snap off. They politely told me that they really weren't supposed to help, but that they would send someone over.

I will have to say two maintenance guys as nice as could be came to help us. They helped us take the tire off and the hub, they all thought that the problem was the bearings, even though only one ball bearing was missing from the ring. Another gentleman offered to drive my husband to a store to buy new bearings and he offered to put them in. All the while, we have heard nothing from our dealer about what Crossroads is going to do for us. Also it was 95 degrees outside and my kids were sitting at the picnic table, while my husband and I were trying to fix a hub that should have never broke in the first place.

The gentleman tried to put the wheel bearings in and couldn't get the "race" to fit, he kept staring at it saying "something isn't right, are there more parts to this?" My husband showed him the other parts and that is when they all realized the cast iron hub which is supposed to be poured together was cleanly split between the drum (large part) and the hub (small part) (see pictures attached). Something that NO ONE has ever seen before! We sent these same pictures to our dealer and asked what were we supposed to do now?

We were told that nothing could be done until Monday and were left there to figure out what to do with a camper that had no hub to put the tire back on with and a weekend of camping. Again the nice maintenance folks at Darien Lake came to our rescue, as well as a neighboring camper. The camper loaned us a bottle jack in order to put under the axle and the maintenance guys helped us put the frame on blocks. After all was said and done, 6 hours of our first day at a \$200 a day campsite (park admission is required for all sites) was shot.

On Sunday, we tried to enjoy ourselves, but all that was in the back of our minds is "what is going to happen on Monday and is someone going to be able to fix my camper".

On Monday, my dealer busted his !@ trying to get someone, anyone out to the campsite to fix my camper. (He really is a dedicated guy, who is too good to be selling your campers), with no luck! Lippert, the manufacturer of the hub, did not have the part anywhere and even when my dealer offered to overnight the part, couldn't get someone out to fix our camper until after check out time. No one in a 90 mile radius had the part, but even if they had the part, everyone was too busy to come out and fix it. I called you and asked why you couldn't make Camping World (an authorized Crossroads repair shop) come out to fix the camper. I was simply told it doesn't work that way with campers. So Crossroads and Lippert, couldn't be bothered to help us stranded campers for a clearly (we sent the pictures to the dealer, who was able to share them) dangerous manufacturer defect. Again here we were supposed to be enjoying the theme park that we paid \$150 dollars a day to go to, and instead we were making phone

calls, following up and worrying about how we were getting home the next day, as we had another paid trip planned for the end of the week.

My dealer ended up taking the part off of another one of his campers and overnighted it to us at the campsite and he again tried to look for someone the next day to put it on for us, again with no luck! My husband with the help of the dealer put the hub on. Luckily the nice RV maintenance folks at Darien Lake watched over my husband's shoulder to make sure he did everything correctly.

We then drove the 5 hours home. Imperial Trailers had told us to stop every 50 miles and check the tire, which we did (makes for a great ride home). We are giving our trailer to Imperial Trailers Monday July 25<sup>th</sup> to look it over. When we inquired about reimbursement for ruining our vacation, we were told that Imperial Trailers (NOT YOU) would be reimbursing us for the money given to the maintenance folks, the money for renting the bottle jack and the money for the bearings that were purchased and never used. He could not reimburse us for the time we lost.

First it is unacceptable that any money should come out of the dealer's pocket. He didn't build the camper. He lost a lot of time trying to help us and should be reimbursed for that, as well as anything I had to pay. This camper was brand new, off of the assembly line in April of 2011, this is unacceptable.

Secondly, you lucked out that my husband has an eagle eye for defects, he noticed it so early that only one ball bearing in the bearing was missing, anyone else would have crashed on the side of the highway. What kind of lawsuit would you be looking at then?

Third, if my husband didn't know what he was doing, we would have had to pay \$200 a night for each night the camper sat there. In addition, what would you have paid someone to come out and fix it? Let's assume gross pay and benefits for an employee is at least \$60 an hour (in NY at least). Well why doesn't my husband deserve to be paid for his time? You are not dealing with an ordinary man that doesn't know what he is doing, he is able to fix minor flaws in your camper, but get's nothing for it.

We are so shaken up from this experience that my husband is afraid to drive the camper; for fear that he is putting our lives in danger. My husband has told me we will never go camping outside of an hour's radius from the dealer. That defeats the purpose of having a \$35K camper. We have asked Imperial Trailers to replace all 4 hubs to ensure that we don't have any others from the lot that the broken one was taken from. We have been told that we can order them, Imperial Trailers can put them on, but if the old ones are found to be in good working order we get to pay for the labor and parts. This is unacceptable. We need peace of mind that this won't happen again, I want hubs from a whole different lot, I want my breaks checked to make sure the defective hubs haven't done anything to them, I want my tires looked at to make sure the rims are not bent from the defective hubs. All of which you think I should pay for?

As far as I am concerned, I have received a lemon. This trailer is significantly inferior to the Sunset Trail that I traded in. I would like a new Zinger that has gone through a rigorous inspection process; however from conversations with you representatives, I do not think you have a rigorous process in any portion of the build of the camper. So at the very least, I am looking to be reimbursed for all the time and

money that I put into fixing your defective camper. The way I figure it, its 8 hours of my husband's time at \$180 (triple time for working on his paid vacation) times 8 hours that he worked between Saturday and Monday. I am looking to be reimbursed for the awning that we are having installed for the pain and suffering that my kids and I went through on our vacation and I am looking to have the hubs all replaced and everything reinspected with a written report that everything is Ok.



CC: Lippert Components, Inc.  
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Crossroads RV  
Thor Industries  
National Highway Traffic Safety Administration  
Imperial Trailer Sales

**SOME PHOTOGRAPHS  
HAVE BEEN  
DAMAGED DURING  
SECURITY  
DOCUMENT SCAN**



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