

JOHN R. KROGER  
Attorney General



CT-10460494-5968

MARY H. WILLIAMS  
Deputy Attorney General

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

MAY 30 2012

DEPARTMENT OF JUSTICE  
CIVIL ENFORCEMENT DIVISION  
1162 Court Street NE  
Salem, OR 97301-4096  
Telephone: (503) 934-4400  
Fax: (503) 378-8910  
TTY: (800) 735-2900

May 22, 2012

BIG COUNTRY RV, INC.  
63500 N HWY 97  
BEND, OR 97701

NORTHWOOD MFG CO  
P.O. BOX 3359  
LA GRANDE, OR 97850

Re: FF4649-12  
[REDACTED]

We have received the enclosed consumer complaint about your business. We understand that there are often two sides to a problem, and we would appreciate your prompt review of this matter.

We do not represent the complainant. We do, however, review all complaints to determine whether grounds exist to warrant action by us. Your response to the allegations in the complaint would help us to make that determination.

In the interest of efficiency, we prefer that you respond directly to the complainant and email a copy of your response to our office. Please include the file number shown above on the subject line of your email. Alternatively, you may respond to us by regular mail. The response you send regarding this complaint will be part of the public record maintained by the Department of Justice.

Preferred Email Address: [sally.oneil@doj.state.or.us](mailto:sally.oneil@doj.state.or.us)

We would appreciate receiving your response within fifteen (15) days of receipt of this letter. Please feel free to attach any documents which you think are relevant in explaining your position. If after your response you hear nothing further from us, you may consider this matter closed.

Sally O'Neil  
Enforcement Officer

Cc: National Highway Traffic Safety Admin.  
Department of Transportation  
4100 7th St SW Room 5232  
Washington DC 20590

Mailing Address: 1162 Court St. NE, Salem, OR 97301-4096  
Physical Address: 340 Vista Ave SE, Salem, OR 97302-4546  
Consumer Line: (503) 378-4320 (Salem only), 229-5576 (Portland only) or Toll Free 1-877-877-9392  
Hotline Hours: 8:30 a.m. to 4:30 p.m., FAX (503) 378-8910, TTY: (800) 735-2900 Website: [www.doj.state.or.us](http://www.doj.state.or.us)

HC  
CG012  
DW

3111 N. CANAL BLVD.  
 REDMOND, OR 97756  
 541-548-5254  
 FAX: 541-548-4981  
 1-800-584-9019



RV BUSINESS  
**50**  
 DEALER AWARDS

63500 N. HWY. 97  
 BEND, OR 97701  
 541-330-2495  
 FAX: 541-330-2496  
 1-866-800-4505

**CUSTOMER DELIVERY CHECKLIST**

CUSTOMER NAME [REDACTED]  
 SALES NAME DAVE STRAUB STOCK # 4619 QUOTE # 12240 CUSTOMER # 28,325  
 YEAR 2012 MAKE ARCTIC FOX MODEL 811S VIN# 1NCG811990

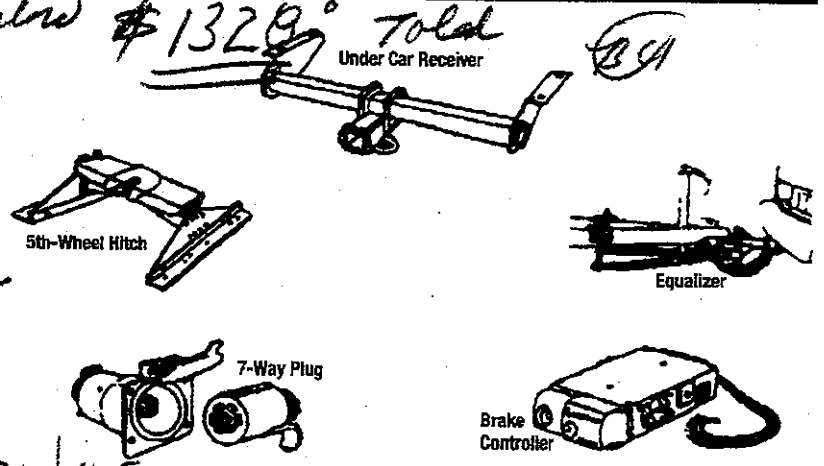
TOWING VEHICLE DESCRIPTION  
 MAKE CHEVY MODEL 2500HD SHORT BED YEAR 2009

**EQUIPMENT**

*Swap for new one*  
 NEED

*Told cost below \$1329.00 Total*

- RECEIVER \_\_\_\_\_
- 5TH WHEEL HITCH \_\_\_\_\_
- BALL MOUNT BALL \_\_\_\_\_
- BRAKE CONTROL \_\_\_\_\_
- WIRE PLUG \_\_\_\_\_
- EQUALIZER HITCH \_\_\_\_\_
- BED LINER \_\_\_\_\_



- PLUG LOCATION \_\_\_\_\_ - Need Suzuki
- ITEMS OWED ON THIS DEAL ① PDI DETAIL, BATTERIES, FUEL LP, DEMO, 300.00 CER  
② INSTAL HT TIE DOWN SYSTEM w/ TURNBUCKLES  
③ INSTAL AIR BAGS  
④ DENTED REAR STORAGE DOOR DENTED LP COMP DOORS  
FIXED OR REPLACED ⑤ CHECK FLOOR FOR ANY DOCK DAMAGE

**ALL USED SOLD AS-IS NO PROMISES**  CUSTOMER INITIALS

TOWING VEHICLE DROP OFF TIME \_\_\_\_\_ DELIVERY APPOINTMENT 3/28 wed @ Ip need truck in @ 8:30 - Suzuki  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 CUSTOMER SIGNATURE [Signature] DATE 3-24-12  
 SALES SIGNATURE [Signature] DATE 3/24/12  
 MANAGER'S SIGNATURE [Signature] DATE 3/24/12

**ADDENDUM # 5**

QUOTE Main Office

Big Country RV, Inc.  
63500 N Hwy 97, Bend, OR 97701  
541-330-2495



Big Country RV, Inc.  
3111 N. Canal Blvd.  
Redmond, OR 97756  
541-548-5254

Stock No. 6612 Date 03/24/12

Purchaser's Name [Redacted]  
Street Address [Redacted]  
City [Redacted] State [Redacted] Zip [Redacted]  
Res. Phone [Redacted] Bus. Phone [Redacted]  
D.O.B. [Redacted] Driver's License [Redacted]  
D.O.B. [Redacted] Driver's License [Redacted]

**VEHICLE BEING PURCHASED**  
Year 2012 Make ARCTIC FOX Model or Series 09118  
Body Type FC GVWR FIN  
License Plate Mileage Serial No. 1NCG81189C0

**USED VEHICLE TRADE-IN NO. 1**  
Year Make Model or Series Stock  
Mileage MVI or Serial No. Body Type  
License Plate Trade Allowance N/A  
Date Due Actual Payoff N/A  
To: NET EQUITY N/A

**USED VEHICLE TRADE-IN NO. 2**  
Year Make Model or Series Stock  
Mileage MVI or Serial No. Body Type  
License Plate Trade Allowance  
Date Due Actual Payoff  
To: NET EQUITY

**REGISTERED OWNER-VEHICLE BEING PURCHASED**  
Name [Redacted]  
Mailing Address [Redacted]  
Phone [Redacted]

**THANK YOU  
WE APPRECIATE  
YOUR BUSINESS**  
ADDELINUM #4

Cash Price	28328.00
5000.00 non-refundable earnest money received	N/A
THIS SAYS \$5000.00 NON-REFUNDABLE EARNEST MONEY RECEIVED	N/A
Initial X / / X	
Proposed Delivery Date	03/24/12
Trade-In Value(s) subject to final appraisal	
Remarks	Acceptance of trade unit is subject to a complete visual and mechanical inspection.
Cash Price of Vehicle and Accessories	28328.00
License, Title, Registration Fees	210.50
Administrative Fee or Document Fee	N/A
Title and Registration Processing Fee	50.00
Warranty Agreement	N/A
<b>TOTAL UNIT PRICE</b>	28588.50
Cash Deposit	5000.00
Net Equity	N/A
Net Equity	N/A
Total Down Payment	5000.00
Unpaid Balance of Cash Price	23588.50
Other	N/A
Other	N/A
<b>TOTAL CASH PRICE</b>	23588.50
<b>Nothing Else Promised</b>	

Purchaser's Signature [Redacted]  
Purchaser's Signature [Redacted]  
Purchaser's Signature [Redacted]  
Salesperson DANE STRAUB  
Accepted \_\_\_\_\_ Dealer's Authorized Representative



# ARCTIC FOX

NORTHWOOD MFG



**865**  
**WET BATH**

58" X 80" QUEEN BED

BUMPER w/ STEP



**811**  
**WET BATH**

58" X 80" QUEEN BED

BUMPER w/ STEP



**TV** Indicates pre wired locations where TV's can be installed

865 & 811 are available for 6 1/2' truck box or 8' truck box



## Approximate Overall Weight and Measure Specifications For Arctic Fox Campers:

Description	Arctic Fox Truck Campers (*) Designates NON Slide-out					
	811	865*	990	992	1140	1150
Model Number	811	865*	990	992	1140	1150
Dry Weight Lbs.	2873	2641	3010	3235	3465	3358
Dry Weight Kgs.	1303	1198	1365	1467	1571	1523
Width	96 1/2"	96 1/2"	96 1/2"	96 1/2"	96 1/2"	96 1/2"
Exterior Height	102"-112" w/air	102"-112" w/air	102"-112" w/air	102"-112" w/air	102"-112" w/air	102"-112" w/air
Interior Height	79"	79"	79"	79"	79"	79"
Floor Length	9' 0"	9' 4"	9' 10"	10' 2"	11' 4"	11' 4"
Overall Length	16' 8"	17'	17' 6"	17' 10"	19'	19'
Fresh Water w/Water Heater	45	34	55	47	55	55
Gray Water	41	32	44	29	44	44
Black Water	25	31	43	37	43	43
LPG Capacity (approx. gallons)	14	14	14	14	14	14

Weights include slide-out (if applicable). Some options are not included in the weights displayed. See the list of features that are included in the calculation table.

Additional #3



**"STOP DREAMING & START LIVING THE RV LIFE STYLE"**

**BIG COUNTRY RV**  
"Your Vacation Station!"

Office: 541-330-2495  
Toll Free: 866-800-4505  
Fax: 541-330-2496  
Cellular: 541-408-6435  
Email: dane31252@hotmail.com

**RV BUSINESS TOP 50 DEALER AWARDS**



**Dane Straub**  
Recreational Specialist

63500 NE HWY 97, BEND, OREGON 97701 • www.bigcrv.com

SALESMAN

www.northwoodmfg.com

**Fox Mountain** **NASH**  
**Snow River** **WOLF CREEK**  
**ARCTIC FOX** **NORTHWOOD** **DESERT FOX**  
**FOX CREEK**

**Scott Van Nice**  
Sales Logistics Manager

Arctic Fox ~ Desert Fox ~ Fox Creek ~ Fox Mountain ~ Nash ~ Snow River ~ True North ~ Wolf Creek  
Office 541-962-6274 ~ Fax 541-963-4392 ~ Cel 541.786.8354 ~ scott.vannice@northwoodmail.com  
Plant 800.766.6274 ~ PO Box 3359 ~ 59948 Downs Road ~ La Grande OR 97850

**BIG COUNTRY RV**  
"Your Vacation Station!"

**RV BUSINESS TOP 50 DEALER AWARDS**

**Rick Breeden**  
General Manager

3111 N Canal Blvd  
Redmond, OR 97756  
Office: 541-548-5254  
Fax: 541-548-4981  
Email: rv4fun2001@yahoo.com

63500 N Hwy 97  
Bend, OR 97701  
Office: 541-330-2495  
Fax: 541-330-2496  
Cell: 541-419-8680

BRET C. FROST  
SALES MGR. BIG COUNTRY R.V.  
541-520-8218

ADDENDUM #1

## **List of Addenda**

**#1 List of people involved.**

**#2 Photo of camper ID sticker**

**#3 & 3a Excerpts of the Arctic fox camper brochure.**

**#4 Sales receipt**

**#5 Sales work sheet**

## Complaint Narrative:

On March 24, 2012, my wife and I purchased a 2012 Arctic Fox 811 camper, for a 6' ½" truck box, from Big Country RV in Bend, Oregon. The Arctic Fox 811 is manufactured by Northwood Manufacturing in La Grande, Oregon. The Manufacture's ID sticker indicated that the camper weighed 3293#'s.

I took delivery of the camper on March 28, 2012 at Big Country RV in Bend. Big Country, set up the camper and mated it to my, 2009 Chevrolet 2500 HD short bed pick up truck, and they prepared it for travel on the road. Before I took delivery, I weighed the truck empty. The weight on the back axels recorded 2900#'s. After the truck was loaded with the camper, the rear axel weight was 6900#'s. A difference of 4000#'s. This was with full propane tanks, but with an empty water tank. The water tank is 45 gallons. Water is 8.3#'s per gallon, or 373.5#'s for the 45 gallon tank. 4000 plus 373.5= 4373.5. This is a far cry from the 3293#'s posted On the vehicle ID sticker. This results in my truck, with the camper, being grossly overloaded, dangerous to drive, and not street legal. My truck's rear axel is rated for 6900#'s. The truck's 10 ply tires are rated for 2271#'s and the GVWR is rated at 9200#'s, Max payload of 3480#'s.

Northwood, explains that to get the correct weight of the camper, one needs to go to the camper brochure and extrapolate the extra poundage from the weight options and value pack sections. The Value Pack, at 595#'s, is a mandatory option bundle. The weights do not add up. The people at Big Country RV were duped by the excessive weight and quoted a lower weight, before they knew the real weight of the camper.

It is my opinion, that Northwood is intentionally elusive as to the total weight of their 811 short bed camper for marketing purposes. A search of the internet revealed that there is not a new Ford, Chevrolet, or Dodge, ¾ ton, short bed, truck, that can legally carry the 811 short bed camper at the weight of the unit sold to me. During a visit to the Northwood factory, Sales Logistics Manager, Scott Van Nice, was very elusive when asked, What specific trucks would the 811 short bed camper fit? He evaded the question. The Value Pack, which is a mandatory option bundle, should be added to the included base weight of the camper. This omission, in my view, is convoluting the facts.

On April 22, 2012 I went to Big Country RV and talked to Sales Manager, Bret C. Frost. I related our concerns about the overweight situation and our near roll over experience. Mr. Frost related that his dealership goes by the posted RV weight on the Manufacture ID sticker and he would make things right, if our situation was proven correct. He asked that the truck and camper be brought in the next day for evaluation. We brought the truck and camper in the next day and asked for a full refund. We proved to him that the truck and attached camper were not street legal and obtained the supposed unit weight from Northwood. He would not take the camper back and would not allow us to drop off the camper at Big Country RV. Mr. Frost defended his sale of the camper, obliging us to leave Big Country, with a overweight, unsafe, and dangerous vehicle. To this date, Big Country's idea of making it right, is to trade for another unit or sell the unit on consignment. **Please, do not let this consumer fraud stand.**

**DETAILS OF COMPLAINT**  
(attach additional pages if necessary)

If your complaint is about a cell phone account, please list the cell phone number here: \_\_\_\_\_

SEE ATTACHED NARRATIVE

By my signature below, I understand a) this complaint will become part of DOJ's permanent records and is subject to Oregon's Public Records Law; b) unless I specifically request otherwise, complaints may be released to the business or person about whom I am complaining; c) this complaint may be referred to another governmental agency. By my signature below I authorize any party to release to the DOJ any information and documentation relative to this complaint.

\_\_\_\_\_

/ Signature

5-3-12

Date

**MAIL YOUR COMPLAINT TO:**  
Oregon Department of Justice  
Financial Fraud/Consumer Protection Section  
1162 Court St., NE  
Salem, OR 97301-4096



**OREGON DEPARTMENT OF JUSTICE  
CONSUMER COMPLAINT FORM**

**Please Note the Following:**

Under Oregon Law, the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney.

- 1. Please use dark ink. Type or print clearly.
- 2. Return this form with copies of important papers.
- 3. Keep your original papers.
- 4. Attach any additional explanation.

[Redacted] \_\_\_\_\_  
 First Name Middle Initial Last Name  
 [Redacted] \_\_\_\_\_  
 Mailing Address  
 BEND OR [Redacted]  
 City State Zip  
 [Redacted] \_\_\_\_\_  
 Day Phone Evening Phone Cell phone number Email address

NORTHWOOD MFG CO  
 Name of Business or person about which you are complaining  
 P.O. Box 3359 (59948 Downs Rd)  
 Mailing/Street Address  
 LA GRANDE OR 97850  
 City State Zip  
 541-962-6274  
 Phone

Date of Transaction(s): 3-24-12 How much money, if any, do you believe you lost? \$28,588.50

**Whom have you contacted regarding your complaint?**

Attorney CHRISTIAN MOLONE  
NORTHWOOD MFG.

Business BIG Country R.V.

Other \_\_\_\_\_

**What type of sale was this transaction?**

Door to Door  Seminar  Other

Telephone  Mailer  Mail Order

Fair/Tent Sale  Retail  Internet

I am not requesting action on this complaint. Would you like info on **Veteran's Benefits**?  YES  NO

If you would like to receive **SCAM ALERTS**, print your email address: \_\_\_\_\_

**FOR OFFICIAL USE ONLY**

FF #: \_\_\_\_\_ Rec'd From: \_\_\_\_\_  
 Comp. Code: \_\_\_\_\_ Bus Code: \_\_\_\_\_ Ref'd To: \_\_\_\_\_  
 Comp. Code: \_\_\_\_\_ Bus Code: \_\_\_\_\_ Override S/H:  -Yes  -No  
 Closing Code: \_\_\_\_\_ Ltr Type: \_\_\_\_\_ Display:  -Corp.  -Local  
 Rtn to: \_\_\_\_\_ Notify: \_\_\_\_\_ Mail:  -Corp.  -Local  
 Cc: \_\_\_\_\_ Uncheck:  -Cons.Comp.  -Websrch  
 -ADS  -HJM  -SBL  -MML  -GJD DM#1872911 Rev: 09/21/11

John R. Kroger  
Attorney General



Portland Area (503) 229-5576  
Salem Area (503) 378-4320  
Eugene Area (503) 877-877-9392  
Fax (503) 378-8910  
www.doj.state.or.us

RECEIVED  
MAY 07 2012

OREGON DEPARTMENT OF JUSTICE  
CONSUMER COMPLAINT FORM

CIVIL ENFORCEMENT DIVISION

**Please Note the Following:**

Under Oregon Law, the Attorney General cannot act as your private attorney. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney.

- 1. Please use dark ink. Type or print clearly.
- 2. Return this form with copies of important papers.
- 3. Keep your original papers.
- 4. Attach any additional explanation.

[Redacted] [Redacted] [Redacted]  
 First Name Middle Initial Last Name

[Redacted] [Redacted] [Redacted]  
 Mailing Address City State Zip  
 BEND OR 97707

[Redacted] [Redacted] [Redacted] [Redacted]  
 Day Phone Evening Phone Cell phone number Email address

BIG Country RV  
 Name of Business or person about which you are complaining

63500 N. Hwy 97  
 Mailing/Street Address City State Zip  
 BEND OR 97701

(541) 330-2495  
 Phone

Date of Transaction(s): 3-24-12 How much money, if any, do you believe you lost? 28,588.50

**Whom have you contacted regarding your complaint?** **What type of sale was this transaction?**  
 Attorney CHRISTIAN MOLONE  Door to Door  Seminar  Other  
 Business NORTHWOOD MFR & BIG COUNTRY RV  Telephone  Mailer  Mail Order  
 Other  Fair/Tent Sale  Retail  Internet

I am not requesting action on this complaint. Would you like info on **Veteran's Benefits?**  YES  NO

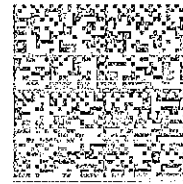
If you would like to receive **SCAM ALERTS**, print your email address: \_\_\_\_\_

FOR OFFICIAL USE ONLY			
FF #: 4649-12	Comp. Code: C210	Bus Code: 441Z1D0J1	Rec'd From: _____
Comp. Code: C106	Bus Code: _____	Override S/H: <input type="checkbox"/> -Yes <input type="checkbox"/> -No	Ref'd To: _____
Closing Code: _____	Ltr Type: _____	Display: <input type="checkbox"/> -Corp. <input type="checkbox"/> -Local	Mail: <input type="checkbox"/> -Corp. <input type="checkbox"/> -Local
Rtn to: Heather	Notify: _____	Uncheck: <input type="checkbox"/> -Cons.Comp. <input type="checkbox"/> -Websrch	
Cc: _____	<input type="checkbox"/> -ADS <input checked="" type="checkbox"/> -HJM <input type="checkbox"/> -SBL <input type="checkbox"/> -MML <input type="checkbox"/> -GJD	DM#1872911	Rev: 09/21/11

5/08/12



STATE OF OREGON  
DEPARTMENT OF JUSTICE  
CIVIL ENFORCEMENT DIVISION  
1162 COURT STREET NE  
SALEM, OR 97301



Master

016H16501570  
\$00.65<sup>00</sup>  
05/23/2012  
Mailed From: 97301  
US POSTAGE

National Highway Traffic Safety Admin.  
Department of Transportation  
4100 7th St SW Room 5232  
Washington DC 20590

*Defects*  
*PA*

