 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>Date Received AUG 31 2012</p>	<p>Repository <input type="checkbox"/></p>
		<p>26-JUL-2012</p>	<p>Reference No. 10467870</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name</p>		<p>Daytime Telephone Number</p>	<p>E-mail Address</p>
<p>Address</p>		<p>Evening Telephone Number</p>	
<p>City ROCHESTER HILLS</p>	<p>State MI</p>	<p>Zip Code</p>	
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>			
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5RXTD2828D1</p>	<p>Make CRUISER RV</p>	<p>Model SHADOW CRUISER</p>	<p>Model Year 2013</p>
<p>Date Purchased 6/13/2012</p>	<p>Dealer's Name and Telephone Number AAS RV CENTER 248-375-5811</p>	<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City AUBURN HILLS</p>	<p>State MI</p>	<p>Zip Code 48326</p>
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 25 JUN 2012 23 JUL 2012</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 072200 FUEL SYSTEM, GASOLINE, DELIVERY: HOSES, LINES/PIPING, AND FITTINGS</p>		<p>PROPANE</p>	<p>Failure Mileage 1000</p>
<p>Failure Speed 55</p>			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>	<p>Installation System:</p>		
<p>Child Seat Component Code:</p>	<p>Failed Part:</p>		
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>
		<p>Reported to Police N</p>	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).</p>			
<p>TL* THE CONTACT OWNS A 2013 CRUISER RV 280QBS. THE CONTACT STATED THAT WHILE DRIVING 55 MPH, HE NOTICED THAT THE PROPANE FUEL LINE WAS DETACHED FROM THE TRAILER. THE FUEL LINE WAS SEEN DRAGGING FROM THE REAR OF THE VEHICLE. THE CONTACT PULLED OVER AND TIED THE FUEL LINE BACK ONTO THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS HOWEVER THE DEALER WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS CONTACTED AND STATED THAT THEY HAD NEVER RECEIVED ANY COMPLAINTS SIMILAR TO THE CONTACT'S AND PROVIDED NO ASSISTANCE. THE FAILURE AND THE CURRENT MILEAGE WAS 1,000. WAS NOTICED BY ANOTHER DRIVER</p> <p>THE DEALER WAS ALSO CONTACTED. THE CAMPER WAS REPAIRED BY THE MANUFACTURER AT THEIR FACTORY. ADDITIONAL CUPS WERE ADDED TO SECURE THE PROPANE LINES TO THE CAMPER.</p> <p>PLEASE SEE ATTACHED PHOTOS.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>			
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>			

July 23, 2012

██████ – 2013 280QBS Shadow Cruiser Propane Line Disengagement

VIN #5RXTD2828D1██████

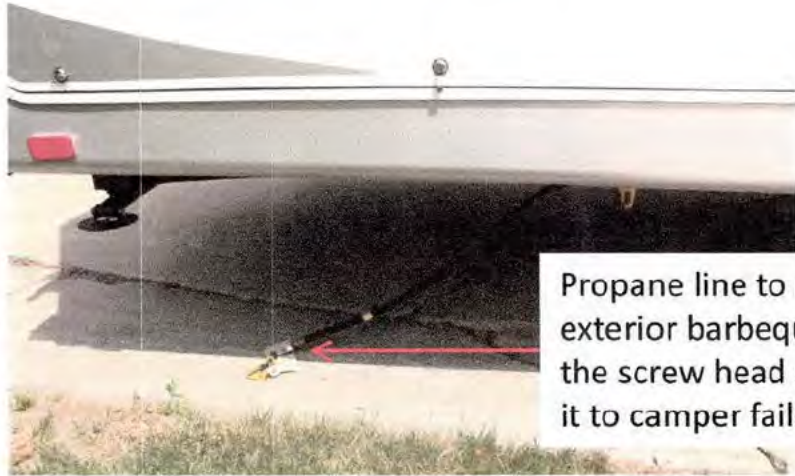
- Camper was purchased at A&S RV Center, Auburn Hills, MI. on June 13, 2012.
- On July 23, 2012 while driving home from a camping trip (second camping trip with camper,) we were notified by a Good Samaritan that something was dragging from our camper. (Approximately 1000 miles on unit at time of issue.)
 - Found the single bolt head holding the rear barbeque propane line and valve had broken off. The body of the bolt/screw was still secure in the camper frame.
 - The broken off bolt head allowed the propane valve and line to fall off the camper and drag on the pavement.
 - The propane valve was "ground down" allowing propane to freely escape from the valve at the contact location with the ground.
 - The camper's propane tanks were shut off preventing any further propane feed to the camper.
 - The manufacturer was immediately contacted. Spoke with Gentry McConnell; Cruiser RV Warranty Representative and Chad Olinger; Director of Customer Relations.
 - The dealer; A&S RV Center was contacted. Spoke with Mike Andree.
- Returned the camper to the dealer on July 24, 2012
 - Met with Larry and Mike Andree; Owner and Son (Salesman,) and reviewed the propane line/valve disengagement along with numerous other issues with the camper.
 - As requested, sent email reply to Gentry McConnell; Cruiser RV Warranty Representative regarding the issues. (powerpoint presentation with photos were sent to Gentry McConnell and Mike Andree.)
- July 25, 2012
 - Received email from Gentry McConnell requesting we allow Cruiser RV to return it to their factory for repair.
 - Camper was picked up from A&S RV Center and returned to the Cruiser RV Factory in Howe, IN for repairs.
- August 10, 2012
 - ██████ and ██████ traveled to Cruiser RV Factory in Howe, IN to pick up the camper.
 - Camper repairs not complete, but Cruiser RV had replaced the rear barbeque propane line valve and re-secured it and the propane feed line to the camper with numerous additional clips.

Please see attached photos of issue with Camper's propane line from the July 23, 2012 disengagement.

This line should be secured with multiple bolts/clips – not just one bolt at each valve. There was nothing to prevent the valve from contacting the ground when the bolt failed. This could have been a flammable situation.

July 23, 2012

██████ – 2013 280QBS Shadow Cruiser Propane Line Disengagement
VIN #5RXTD2828D1 ██████

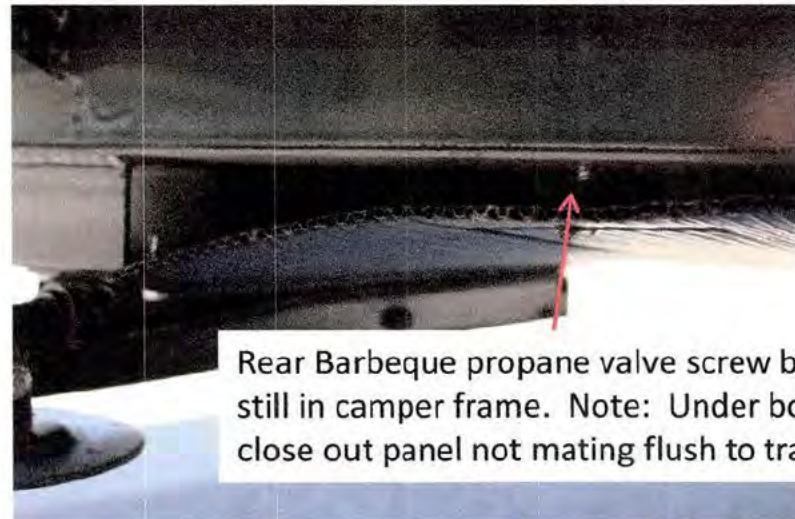


Propane line to rear exterior barbeque after the screw head securing it to camper failed.

Area from which propane was leaking from damaged valve.



Temporary secure to travel home.



Rear Barbeque propane valve screw body still in camper frame. Note: Under body close out panel not mating flush to trailer.



Additional damage to valve assembly.

July 23, 2012

██████ – 2013 280QBS Shadow Cruiser Propane Line Disengagement

VIN #5RXTD2828D1 ██████

Note: other than the single bolts securing the rear exterior kitchen propane valve and the rear barbeque propane valve, there are no additional fasteners to secure campers propane line to underbody should the screw holding the valve fail. The unsupported span of fuel line allowed the valve to contact the ground with the bolt failure.



Rear barbeque propane valve

Propane line to rear barbeque



Exterior kitchen propane valve

SEE ITEM #5 IN ATTACHED
EMAILS LIST

From: Gentry McConnell <GentryMcConnell@CruiserRV.com>
Sent: Wednesday, July 25, 2012 8:50 AM
To: [REDACTED]
Cc: 'Ed Fry'; 'Chad Olinger'
Subject: RE: [REDACTED] 2013 Shadow Cruiser 280QBS Warranty Issues - July 24, 2012
Importance: High

Good Morning [REDACTED]

We appreciate your concerns with your RV and thank you for the detailed information you have submitted to us clearly showing the areas in need of repairs. I read your email below that you have both decided to have A&S Rv do the repairs, but we would highly recommend it comes back to the factory for the warranty authorization for the repairs. I think with the extent of areas needed repair it would be best. The reason we feel this way is, we can show our quality team what has happened. We are a company that always wants to improve and learn from mistakes. We also want to apologize that you have had these problems. Cruiser Rv would be willing to pick up the unit at A&S and bring it back here, which we feel this would help you out to not have to endure that cost. On that note, we would like for you to come to the plant to pick it up to look at it when it is completed. I have talked to our service dept and we could get it in next week. ☺

*Gentry McConnell
Warranty Administrator
Cruiser RV LLC.*

*Email: gentrymcconnell@cruiserrv.com
Phone: 260-562-1225-----Monday--Wednesdays
260-562-1125-----Thursdays and Fridays*

From: [REDACTED]
Sent: Tuesday, July 24, 2012 10:14 PM
To: mike@asrvcenter.com; gentrymcconnell@cruiserrv.com
Subject: [REDACTED] 2013 Shadow Cruiser 280QBS Warranty Issues - July 24, 2012

July 24, 2012

2013 Shadow Cruiser 280QBS

VIN #5RXTD282&D1 [REDACTED]

Purchased on June 13, 2012 from A & S RV Center

[REDACTED]
Rochester Hills, MI [REDACTED]

Home: [REDACTED]

Cell: [REDACTED]

Mike and Gentry

As discussed with Larry Andree and Mike Andree this afternoon from A&S RV Center, the lists below are the items that require repair at this time under warranty. Based upon the meeting with Larry and Mike, we have decided to have A&S RV Center perform the repairs; with the understanding that Larry would follow the progress and repair procedures to ensure they are completed properly and in a timely manner.

The following lists are the known items that require repair as of today's date. The attached file contains images of most of the repair issues:

Warranty Issues requiring repair/replacement during June 25, 2012/July 3, 2012 Service Appointment that were NOT completed:

- A. When slide out is not extended (in) daylight is visible in the upper left corner nearest the pantry cabinet/bathroom door exposing the interior to the elements. Upper right corner of seal nearest front of unit appears to be torn/ragged. Check and repair/replace slide out seal.
- B. Water pump did not want to prime/pump much water when fresh water tank was 1/3 full as noted on the gauges. Once the water tank was 2/3 full the pump started to prime/pump water at a reasonable rate. Do not know if the fluid monitor gauges are accurate or if the pump is not working properly. Please check and repair/replace as needed.
- C. Struts which hold open the queen size bed storage lid do not hold it open. Adjust or replace struts.
- D. Exterior kitchen pull handle is loose around lock. Tighten/repair.

Warranty Issues requiring repair/replacement as discussed during the July 24, 2012 meeting with Larry Andree and Mike Andree.

1. Slide out does not operate. Slide out controller indicated a short in motor 2. Front motor was disengaged to allow the manual retraction of the slide out for transport. Slide out seal was damaged and locking screw removed during motor disengagement. Repair/replace slide out motor(s)/short in wiring and entire slide out seal. NOTE: Front of slide out is blocked with 2 x 4s to prevent slide out from extending during travel. (see image in attached powerpoint presentation.)
2. Upper bracket on front edge of slide out was damaged when slide out motor failed. (see image in attached powerpoint presentation.) Replace.
3. Slid out upper rear corner square trim lower left screw is loose. Tighten/Replace all as required. (see image in attached powerpoint presentation.)
4. Top left entertainment cabinet door was damaged when slide out improperly extended. Replace door.
5. Propane gas line to rear exterior barbeque grill fell off the unit and dragged during travel. Replace the valve and re-secure the assembly to the trailer frame. Entire gas line needs additional fasteners to prevent reoccurrence. (see images in attached powerpoint presentation.)
6. Door to camper has "spider" cracks in gel coat at bottom corner. Replace door. (see image in attached powerpoint presentation.)
7. Replace under body shield or repair holes in shield (previously sealed as warranty repair by duct tape.) Ensure it is fully secure to trailer. (see images in attached powerpoint presentation.) NOTE: Multiple areas of duct tape are on underbody shield – only two areas are shown in images.)
8. Secure miscellaneous electrical and gas lines that are protruding from under body shield/hanging from underside of camper. (see image in attached powerpoint presentation.)

9. Replace kitchen cabinet side panel or cabinet (with electric controls, fire extinguisher and carbon monoxide detector on it.) There are previously factory miss-drilled holes patched with wood filler. Replace the side panel. (see image in attached powerpoint presentation.) NOTE: carbon monoxide detector is currently loose in panel.
10. Secure the slide out outside wall panel behind the fold out sofa and dinette. Panel is loose at the seam tape. Re-secure. (see image in attached powerpoint presentation.)
11. Repair/replace the outside wall panel behind the bunk beds (above the outside kitchen.) The panel has multiple drill holes just below the window in both corners. (see image in attached powerpoint presentation.)
12. Replace the ceiling trim piece (joint) molding which is located just rearward of the air conditioning unit by the refrigerator. The trim piece is split. (see image in attached powerpoint presentation.)
13. None of the kitchen drawers stay latched during travel. Repair/replace the latching mechanisms and ensure drawer faces close flush to the base cabinet. (No images in attached presentation.)
14. Audio system has a clicking noise from interior speakers (speakers A) when only the exterior speakers (speakers B) are on (noticed when using an MP3 Player in Aux Jack.) Repair/Replace as required. (No image in attached presentation.)
15. Front left exterior cabinet "slam" latch/handle does not open properly. It requires significant effort to open. Repair/replace the latch/handle. (No image in the attached presentation.)
16. Secure bunkroom cable jack to cabinet. Cable "switch plate" is loose. (No image in the attached presentation.)
17. Dinette top trim by sofa is loose/buckling. Re-secure trim (see image in attached powerpoint presentation.)

Please call with any questions concerning the above list of repairs and an estimated repair completion date.

It is expected that all of the above listed items are covered by the units 1 year warranty. Should any of the items not be covered by the warranty, it is expected that A&S RV Center will contact [REDACTED] with the estimated repair cost and receive approval prior to proceeding with the repair.

Best Regards,

[REDACTED]

~~SEE~~ FROM #5 (FROM PHOTOCOPY USE)
WHICH DESCRIBES CRUISER RV'S
REPAIRS TO PREPARE ONE.

From: [REDACTED]
Sent: Tuesday, August 07, 2012 3:11 PM
To: [REDACTED]
Subject: Fw: [REDACTED] --UPDATE :-) [ATTACHMENT REMOVED]
Attachments: [REDACTED] 280 QBS.docx

- CREATED BY ED FRY CRUISER RV
QUALITY MANAGER & EMAILED BY
GENTRY MCCONNELL TO US.

Mobile Phone: [REDACTED]
Fax: [REDACTED]

----- Forwarded by [REDACTED] on 08/07/2012 03:10 PM -----

From: "Gentry McConnell" <GentryMcConnell@cruiserv.com>
To: [REDACTED]
Cc: [REDACTED]
Date: 08/07/2012 03:06 PM
Subject: FW: [REDACTED] --UPDATE :-) [ATTACHMENT REMOVED]

Good afternoon [REDACTED]

I have been told your RV repairs are completed. Please see the attached above from the service dept. on what was done. The rain tested your slide and said it did not leak after the repair to the slide. You are welcome to pick it up anytime between 5:00 a.m. -to 2:00 p.m. on Friday, or even tomorrow if you like. ☺

Gentry McConnell
Warranty Administrator
Cruiser RV L.L.C.

Email: gentrymcconnell@cruiserv.com
Phone: 260-562-1225-----Monday--Wednesdays
260-562-1125-----Thursdays and Fridays

From: Ed Fry [mailto:edfry@cruiserv.com]
Sent: Tuesday, August 07, 2012 1:35 PM
To: Gentry McConnell
Subject: [REDACTED]

Gentry,

The unit rain tested fine. I added a line to the above document. Please forward this one to [REDACTED]

Thank you,

Ed Fry
Quality Manager
Cruiser RV, LLC

edfry@cruiserrv.com
260.562.3500 Ext 116

This attachment was removed from this location in this message.

Name: image001.png
Type: image/png
Size: 9979

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

280 QBS #

Please refer to sheet sent by A&S for corresponding #'s to repairs they had listed. (Several Items were already done by A&S RV)

1. Replaced seal and re-caulked.
2. Re-ran water line to alleviate problem.
3. Already done.
4. The dent in the skylight is the line that is molded into every skylight.
5. Already done.
6. Repositioned bed struts to hold up bed.
7. Already done.
8. Already done.
9. Already done.
10. Already done.
11. Tightened lock and handle assembly.
12. Already done.

Items from picture list slide show provided by customer.

1. Item #1 we secured loose areas of the under belly.
2. Item #2 we installed new roof molding and re-sealed.
3. Item # 3 is a different size screw. We checked it and it is secure.
The size may have made it appear loose.
4. Item #4 we replaced the cabinet door.
5. Item #5 We installed a new manifold and RV hook up. We also installed two fasteners in the manifold and additional P clamps.
6. Item #6 We repaired the door.
7. Item #7 Cleaned up areas underneath and added foam sealant where needed.

8. Item #8 We secured all loose lines and wires.
9. Item #9 We replace the panel and re-secured the items to it. The putty you observed is present on every unit to fill staple or nail holes.
10. Item #10 we replace the seam tape with battens to secure the wall panel more tightly for customer.
11. Item #11 We repaired the holes.
12. Item #12 We changed the ceiling batten.
13. Item #13 We added screws with button covers to secure the dinette trim in a tighter fashion.

Finally we rain tested the unit with the slide in for 5 minutes and then an additional 5 minutes with the slide in the out position.

A & S RV CENTER
 2375 N. OPDYKE
 AUBURN HILLS MI
 US
 48326
 248-373-5811

SHOP WORK ORDER # 25766

Completed: Customer: 26406 - [REDACTED]
 Invoice #: Address: [REDACTED]
 Author: EPD ROCHESTER HILLS, MI
 Stock No: 10714
 Year/Make: 2013 TT CRUISER RV SHA Home Phone: [REDACTED]
 Model: 280QBS Work Phone: [REDACTED]
 Serial No: Purchase Date: 14 JUN 12
 Chassis No: 5RXKD2828D1 [REDACTED] Date In: 25 JUN 12
 Mileage: 000 Promise Date:
 Key No: 1836 Schedule Date:
 Location: IH License No:
 Regn No: Trim:
 Warr. Date: 14 JUN 12 Promise Time:

Job #	Description	Work Required	Type
1	CUSTOMER STATES THAT THE SLIDEOUT WREN NOT EXTENDED YOU CAN SEE DAY LIGHT IN UPPER LEFT HAND CORNER IT APPEARS THERE IS AN ISSUE WITH THE SEAL, IT APPEARS TO BE TORN.		W - 0.00
2	CUSTOMER STATES THAT THE WATER PUMP WOULD NOT PRIME AND OR PUMP WATER WHEN TANK GAUGES READS 1/3 AT 2/3 IT STARTED PUMPING, IS THE GAUGE WRONG OR IS THERE AN ISSUE WITH THE PUMP.		W - 0.00
3	CUSTOMER STATES THAT THE REAR EXTERIOR SPEAKER LEFT ONE CLOSEST TO THE EXTERIOR KITCHEN DOES NOT WORK.		W - 0.00
4	CUSTOMER STATES THAT THE SKY LIGHT OVER QUEEN SIZE BED HAS A DENT IN IT.		W - 0.00
5	CUSTOMER STATES THAT THE QUEEN SIZE BED IS MISSING ONE BUTTON COVER.		W - 0.00
6	CUSTOMER STATES THAT THE STRUTS FOR BED WILL NOT HOLD BED OPEN.		W - 0.00
7	CUSTOMER STATES THAT THE REAR RED MARKER LIGHT COVER BLEW OFF WHILE DRIVING.		W - 0.00
8	CUSTOMER STATES THAT THE BUNK ROOM DRAWERS DO NOT WORK PROPERLY THE TOP DRAWER DOES NOT CLOSE FLUSH, THE BOTTOM DRAWER DOES NOT OPEN FULLY.		W - 0.00
9	CUSTOMER STATES THAT THE BOTTOM KITCHEN DRAWER DOES NOT CLOSE FLUSH WITH CABINET.		W - 0.00
10	CUSTOMER STATES THAT THE CAULKING AROUND KITCHEN DOOR IS MISSING TOP LEFT.		W - 0.00
11	CUSTOMER STATES THAT THE EXTERIOR KITCHEN PULL HANDLE IS LOOSE AROUND THE LOCK.		W - 0.00
12	CUSTOMER STATES THAT THE ENTRY DOOR DOES NOT SEAL AT BOTTOM CORNER ON HANDLE SIDE.		W - 0.00

13 SLIDE OUT SLIPS OFF OF IT, WHICH REMAINS AREA

Continued on page 2