

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

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 11/5/2012

## Incident Details

VQ-10484381-7572

Document Number: I12B0096A

Report Number: 20121105-35DF2-2147462213

Report Submitted Date: 11/5/2012

Who You Are: Consumer

Incident Description: On May 18th, I purchased a 25 foot Crossroads Sunset travel trailer. I had owned the trailer for approximately 43 days before the slide out stuck in the out position. I had a service technician fix the slide out.

The trailers slide out stuck two more times, once in my possession and once at the dealers when they stated it was repaired. I was unable to use the trailer from mid July 2012 until October 19th when I picked it up after it had allegedly been repaired again.

There is no manual override for emergency situations but rather an electrical bypass system that is not accessible because it is hidden on a sidewall inside a cabinet next to the floor. To make the slide out "travel ready" by pushing it back in requires a step ladder, tools, specific mechanical knowledge of the Schwintek/Lippert slide out system and three people to push it back in.

The internet is full of complaints about this slide out system without a manual override. (Crossroads Ramily Forum has numerous complaints about this system.) People are experiencing significant problems with it. Some people report being stranded. The potential of being stranded in remote locations is very real.

The solution Crossroads and the dealer use is to reinstall the same unreliable system. To reiterate, my slide out broke twice in the in the first 43 days of ownership and once at the dealer. I was unable to use the trailer from mid July until mid October.

Aside from my problems, this unsafe and potentially hazardous product needs to be changed nationwide. Do not take my word for it---CHECK THE INTERNET. THERE ARE NUMEROUS COMPLAINTS ABOUT THIS SLIDEOUT/TRAILER.

Incident Date: 7/14/2012

Incident Location: Farm/Ranch - [REDACTED], Chattaroy, Washington, [REDACTED] United States This is my home address

## Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Incident, No Injury

Victim is of Hispanic/Latino origin? No

Race: White

Other Race/Ethnicity:

Source of Race Information: Respondent - Self/Family

My Relationship to Victim: My Spouse

Gender: Female

Age when: 66 Years

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incident  
occurred:

Address: [REDACTED], Chattaroy, Washington, [REDACTED] United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

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#### Product Details

Product Description: Crossroads Sunset Travel trailer. Model #ST25RB

Product Category: travel trailer

Product Type:

Brand Name: Sunset Trail

Manufacturer / Importer / Private Labeler Name: CrossRoads

Model Name or Number: Model ST25RB

Serial Number: 4VOTC2527CB [REDACTED]

Date Manufactured: 10/12/2011

Manufacturer Date Code: 10-212-2011

Manufacturer Address: Not specified

Manufacturer Website URL:

Manufacturer Phone Number:

Retailer: NorthWest RV's

Retailer State: Spokane, WA

#### Additional Details

Purchase Date: 5/18/2012

I still have the product in my possession. Yes

The product was damaged before the incident. Yes

The damage was repaired prior to the incident. N/A

The product was modified before the incident. N/A

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Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: The slide out system is problematic for numerous owners. Crossroads was contacted and sent a repair man out to the dealer. The system is the same with no manual override, allowing owners to get stranded.

#### Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED], Chattaroy, Washington, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

#### Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? No, do not release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

OMB Control Number 3041-0146

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