



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

JUL - 2 2013
26-APR-2013

Repository ☐

Reference No.
10509674

OWNER INFORMATION (Type or Print)

Name

Address

City MARYSVILLE

State WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
51V1M1E24D

Make
R-VISION

Model
TRAIL SPORT

Model Year
2013

Date Purchased

8-2012

Dealer's Name and Telephone Number

Roy Robinson 360-659-6236

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Marysville WA 98270

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

1

Incident Date(s)

25-APR-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 356000 EQUIPMENT ADAPTIVE, 351000 EQUIPMENT: RECREATIONAL VEHICLE

Failure Mileage
400

Failure Speed
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured
0

Number of Deaths
0

Reported to Police
N

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).

TL* THE CONTACT OWNS A 2013 R-VISION TRAIL SPORT TRAILER EQUIPPED WITH A ROTOCAST FRESH WATER TANK. THE CONTACT STATED THAT THE L-BRACKET WAS TWISTED AND BECAME DETACHED, CAUSING THE ROTOCAST FRESH WATER TANK NOT TO HOLD. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 400. *TR

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 to 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.

** Response is Attached **



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

[REDACTED]
Marysville WA [REDACTED]

RE: L-Bracket Failure in Travel Trailer
Reference #10509674

Narrative description of Incident:

- 4-25-13 Fresh water tank was filled to sanitize it, went to drain tank approx. 2 hours later and discovered that entire water tank had fallen out of position and broke through underbelly. Front left side of tank almost on ground.
- 4-26-13 Called NHTSA, as per trailer owner's manual, to report safety issue
- 4-26-13 Called Monaco R-Vision, trailer manufacturer, spoke to a Jim re: fresh water tank falling out and that it appears the bracket holding the tank in twisted & the tank then fell. Per Jim there are 2 brackets holding tank in, 1 is bolted and the other one is welded into place. He stated that maybe the bolted one came loose. Advised him it didn't matter which bracket failed that this was a major safety issue and that thankfully it happened in our yard, not on the freeway. He told me to take to dealer to have them fix. He then advised towing was not part of warranty and that it was our responsibility to get it to dealer. Asked him how I was suppose to transport it as the tank was full of water, with no way to drain it and half on the ground! Again he advised that it was not part of the warranty.
- 4-26-13 Called Roy Robinson RV Service department and advised that the tank was full and half out of the trailer and that Monaco would not pay to have it transported. Roy Robinson sent their repair Manager to my home with another tech, they were able to jack up tank, drain it, and transport it back to the shop.
- 4-26-13 Called Washington State Labor & Industries to report the failure as they have their insignia on the trailer that it had been inspected. L/M on machine requesting a copy of the inspection.
- 4-30-13 Spoke w/Mr. West at Washington L&I, he explained the inspection process of RV's and that they are not done on individual RV's but rather on the RV plant approx. every 3 years and then referred me to Mr Harvey at L&I.
- 5-2-13 Mr Bowman called from NHTSA re: complaint I filed w/NHTSA. He explained the process that he would contact Navistar, however, needed my permission to give the Vin. #, which I gave him. Also explained

the issue w/the trailer as well as previous safety issues we have had re: broken beds, etc. Advised Mr Bowman that we do not have any confidence in the safety of this RV.

- 5-2-13 We contacted Roy Robinson RV Service department and were told they had received authorization to do repairs that day. Brad told them to leave the underbelly off, after repairs were made, so that we could inspect the same.
- 5-6-13 Mr Harvey from Washington state L & I called. I requested a copy of the inspection report that would show bracket & fasteners that were to be used on this RV. He advised the report would not show that. He stated that I needed to contact Navistar and request a copy of the "Quality Control List Check Off Sheet" for this my specific RV. He requested that I e-mail him info on my trailer as well as photos. Advised him of beds previously collapsing as well.
- 5-6-13 Called Navistar, l/m on machine for Ron that I was requesting a copy of the "Quality Control List Check Off Sheet"
- 5-6-13 Ron from Navistar called he stated he didn't know what a "Quality Control List Check off Sheet" was. I advised that Washington L & I told me that was what I needed to request. He stated they cannot give their inspection reports to the public. He acted as though he didn't know what I was calling about, the report as well as my specific trailer issues. Told him I specifically looking for the angle iron size and bolts that were to be used to hold the fresh water tank in place. He stated that bolts were not used that they only use self-drilling screws. Asked if he really thought that the size of self-drilling screws they used would really hold up over 300 pounds of water! He then became upset and kept stating "isn't the dealer fixing this, I don't understand what you want "the dealer is fixing this!" I again requested the Quality Control List and he again told me no.
- 5-8-13 5-8-13 Roy Robinson called to advise trailer was fixed.
- 5-9-13 We went to Roy Robinson to inspect trailer. We were told a new bracket was installed as well as a new trailer jack, as that too had failed. We looked at the bracket and were told that it needed a heavier bracket than was originally put in to hold the water tank and that they put in heavier bolts to hold it in. Upon looking we found severe rust on the entire frame where the underbelly was attached as well as rust around the steps and in other areas. We told the Manager that this trailer was a safety hazard and that the bottom line was it was unacceptable, we didn't trust it for safety and now the rust issue! We talked to the RV Sales Mgr. Mr Madsen about our concerns and he told us he understood our concerns and would contact Navistar to see what could be done. He told that they may come back and

offer to replace our trailer w/a new unit, would we be willing to do that? We told him at that moment no. He said that may be what they offer, we said we would be willing to listen. Mr Madsen told us he would be contacting us.

- 5-11-13 Mr Madsen from Roy Robinson called wanting to know if Navistar called yet, no they had not.
- 5-14-13 Matt from Roy Robinson called wanting to know if Navistar called yet, no they had not.
- 5-16-13 Mr Madsen from Roy Robinson called wanting to know if Navistar had called yet, told him no. He said he had been in contact w/his rep at Navistar and that someone was to contact us by Monday 5-20-13 Mr Madsen asked that we contact him in the afternoon whether or not Navistar had contacted us.
- 5-20-13 No call from Navistar, we went to Roy Robinson spoke w/Mr Madsen advised we have heard nothing from Navistar and that apparently Navistar sold the RV portion of their corporation. He tried to contact his rep again. unsuccessfully. He asked that we wait one more day to see if anyone would call us.
- 5-21-13 An Angie Cox from Monaco called & l/m to call her.
- Called Angie back, l/m on her machine
- Matt at Roy Robinson called to see if we have heard from anyone told him yes, but we were not home & have called back & left Angie a message.
- Received called from someone at Monaco requesting to talk to a Mrs Warren, told him wrong number he asked if we had purchased a trailer from Roy Robinson, stated yes, but that we were not the Warrens, He then stated that, "that's been the problem we have the wrong names and numbers down and that why this hasn't been taken care of!" He then asked if Angie had called us. Told him no that was not the problem as Angie had l/m for Mr or Mrs [REDACTED] I asked who he was and he would not give me a name only that he was a Sales Manager at Monaco.
- Mr Madsen from Roy Robinson called to see if we had heard from anyone told him yes they l/m and we called back & l/m as well as the gentleman who had called.
- 5-22-13 Called Angie & Monaco l/m

We'd had enough of the calls and getting no where and decided to go get our trailer back, we'd had enough back & forth with no results and I was going in for surgery & wanted it settled.

Called Roy Robinson & advised we would be picking it up

Angie from Monaco called back & I advised her of our issues, she stated that "our concerns were not unreasonable." her offer was to "beef up the beds" as well as "beef up the water tank bracket" and give us a 1 year warranty. Advised her that is was also a moral issue for us we had to disclose the issues if we tried to sell or trade the RV. She stated she didn't think we had to legally disclose this and that she would check on the disclosure laws in our state.

Called Angie back, no answer, l/m on machine that we would not accept her offer as these items should have been fixed correctly, or as she put it "beefed up" before and that it didn't matter if the disclosure laws were that we didn't have to disclosure the issues we have had, we would do it anyway because that's the right thing to do.

We went to Roy Robinson & picked up the trailer. Spoke to General Mgr regarding all the issues and that we feel stuck w/this "lemon" of a trailer and that no one stepped up to take responsibility for the safety issues.

5-22-13 General Manager of Roy Robinson called & offered to order new trailer we told him no as we didn't know what "new issues" we would have as we observed a brand new trailer, just like ours, on the lot that had screws sticking out of the exterior walls. We requested an extended warranty on the one we had, as we felt we knew what issues it had instead of starting over.

5-31-13 Received an 84 month warranty for our RV from Roy Robinson

Enclosed: Pictures and E-mails that we received.
Copy Repair Invoices

CUSTOMER #: 52412

485344

Chevrolet-Subaru & Motor Homes

6616 35th Ave, N.E. P.O. Box 168

INVOICE

MARYSVILLE, WA 98270

Marysville (360) 659-6236 • Seattle (425) 743-6999

1-800-722-2868

MARYSVILLE, WA

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 31 MATHEW J BENJAMIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	13	R-VISION TRAIL SPORT	51V1M1E24DH		0/0	T989	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04AUG12 IS							
04AUG12 DD			18:00 26APR13			CASH	10MAY13
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK:TT3871 DLR:114485			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S THAT THE FRESH WATER TANK FELL OUT OF COACH... PLEASE CHECK AND ADVISE...

CAUSE: FAULTY FRESH WATER TANK BRACE

RV18 RV PLUMBING

136 WTRV

- 1 03-0117 94" ANGLED MOUNTING RAIL
- 6 WIRE LOOM
- 3 13-1610 UNDERBELLY TAPE
- 1 WIRE MISC CONNECTOR

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CONFIRMED... INSPECTED AND FOUND THAT THE REAR FRESH WATER TANK BRACE TWISTED AND ALLOWED THE TANK TO DROP ONTO THE UNDERBELLY COVER... REMOVED TANK AND TWISTED BRACE... INSTALLED NEW, THICKER BRACE AS NEEDED AND SECURED WITH BOLTS AND NUTS RATHER THAN PREVIOUSLY INSTALLED SELF-TAPPING FASTENERS... RECHECKED... OK... RE-INSTALLED BELLY MATERIAL AND INSULATED WIRING TO TANK SENSORS TO PREVENT CHAFING...

B C/S THAT THE POWER JACK IS INOPERATIVE... PLEASE CHECK AND ADVISE...

CAUSE: FAULTY JACK ASSEMBLY

RV25 RV APPLIANCE/ELECTRONICS

136 WTRV

- 1 166744 3500# WHITE ELECTRIC TONGUE JA
- LIPPERT ORDER # SO-039-187321
- 1 FREIGHT IN-BOUND

(N/C)
(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CONFIRMED... INSPECTED AND FOUND THAT THE POWER JACK ASSEMBLY WAS FAULTY... REPLACED JACK AS NEEDED AND RECHECKED FOR PROPER OPERATION... OK...

C C/S THAT THE RIGHT SIDE TAIL LAMP IS INOPERATIVE... PLEASE CHECK AND ADVISE...

CAUSE: FAULTY BULB

RV38 RV ELECTRICAL 12-VOLT

136 WTRV

(N/C)

		STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
Service 7:00 am - 6:00 pm - Mon. - Fri. 8:00 am - 4:30 pm Saturday Body shop 7:30 am - 5:30 pm - Mon. - Fri. Closed Sat.		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	
		CUSTOMER SIGNATURE		

CUSTOMER COPY

CUSTOMER #: 52412

485344

Roy Robinson

Chevrolet-Subaru & Motor Homes

6616 35th Ave, N.E. P.O. Box 168

MARYSVILLE, WA 98270

Marysville (360) 659-6236 • Seattle (425) 743-6999

1-800-722-2868

INVOICE

PAGE 2

MARYSVILLE WA

HOME:

CONT:

BUS:

CELL:

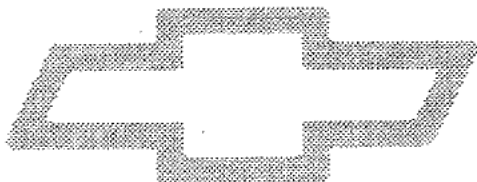
SERVICE ADVISOR: 31 MATHEW J BENJAMIN

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
TAN		13	R-VISION TRAIL SPORT		51V1M1E24DH		0/0		T989
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
04AUG12 IS									
04AUG12 DD			18:00 26APR13				CASH	10MAY13	
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK:TT3871 DLR:114485					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

CONFIRMED... INSPECTED AND FOUND A FAULTY BULB... REPLACED BULB AND
 RECHECKED FOR PROPER OPERATION... OK...

We want you completely satisfied!!
 Please let us know if we don't meet
 any of your expectations!



SUBARU

WINNEBAGO

CLASCA

Service
 7:00 am - 6:00 pm - Mon. - Fri.
 8:00 am - 4:30 pm Saturday

Body shop
 7:30 am - 5:30 pm - Mon. - Fri.
 Closed Sat.

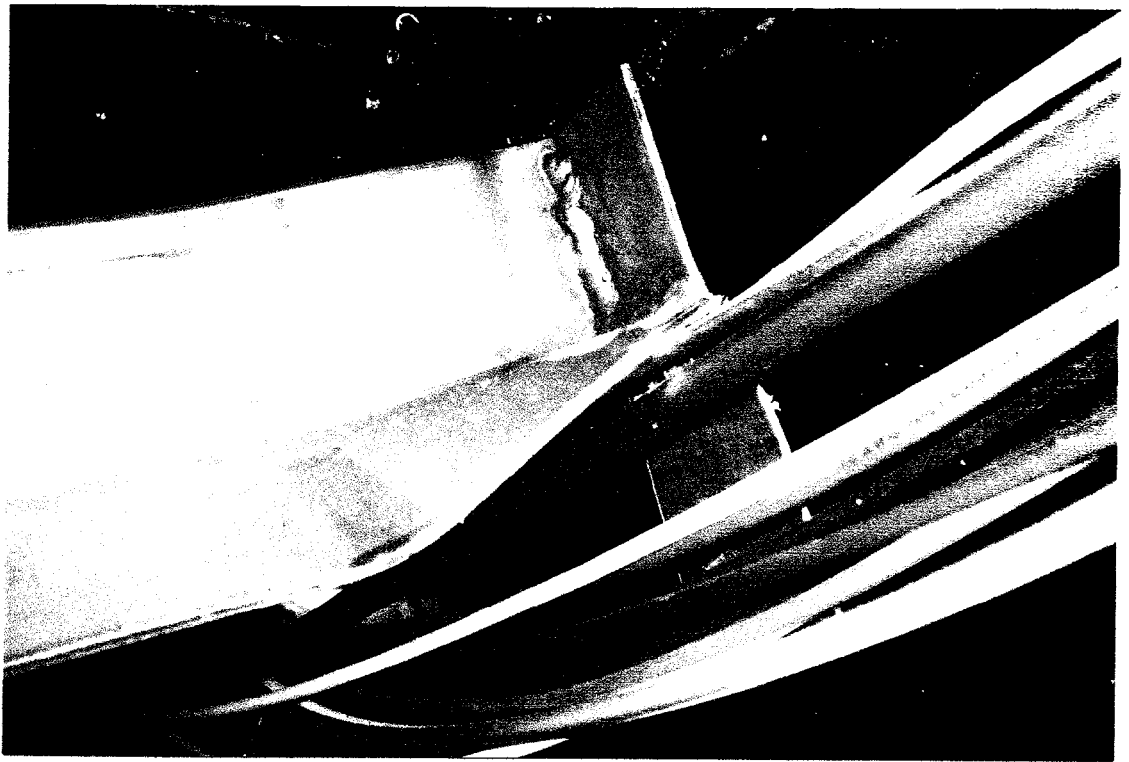
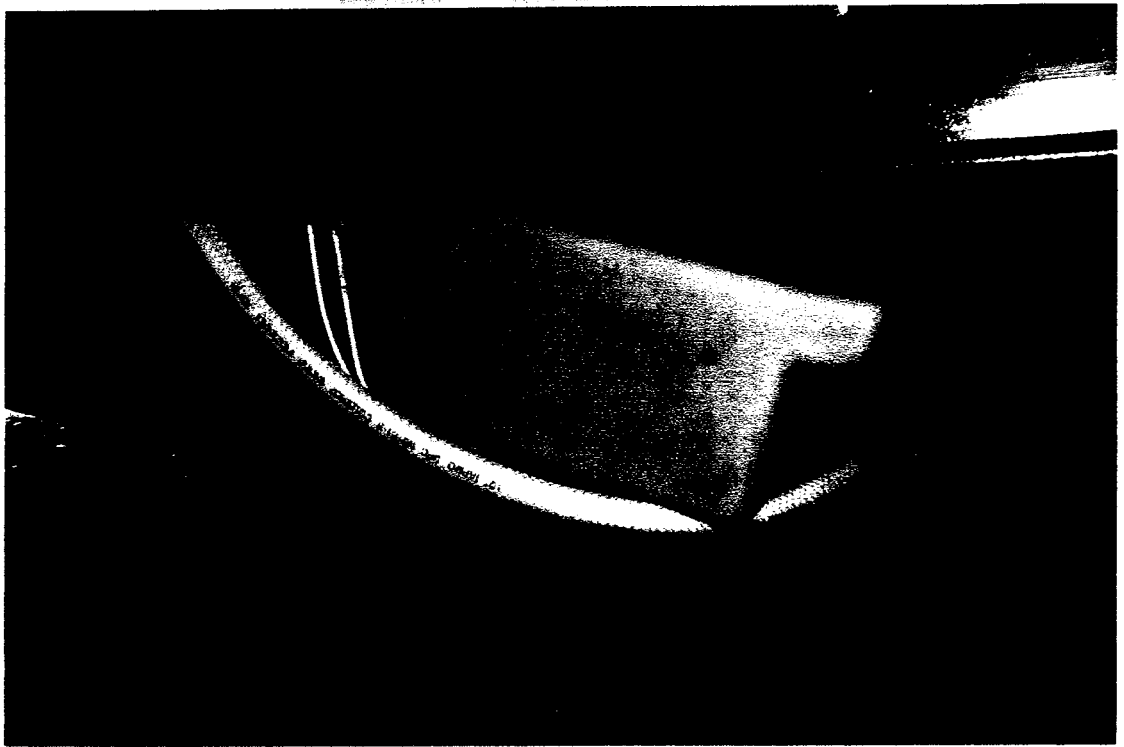
STATEMENT OF DISCLAIMER

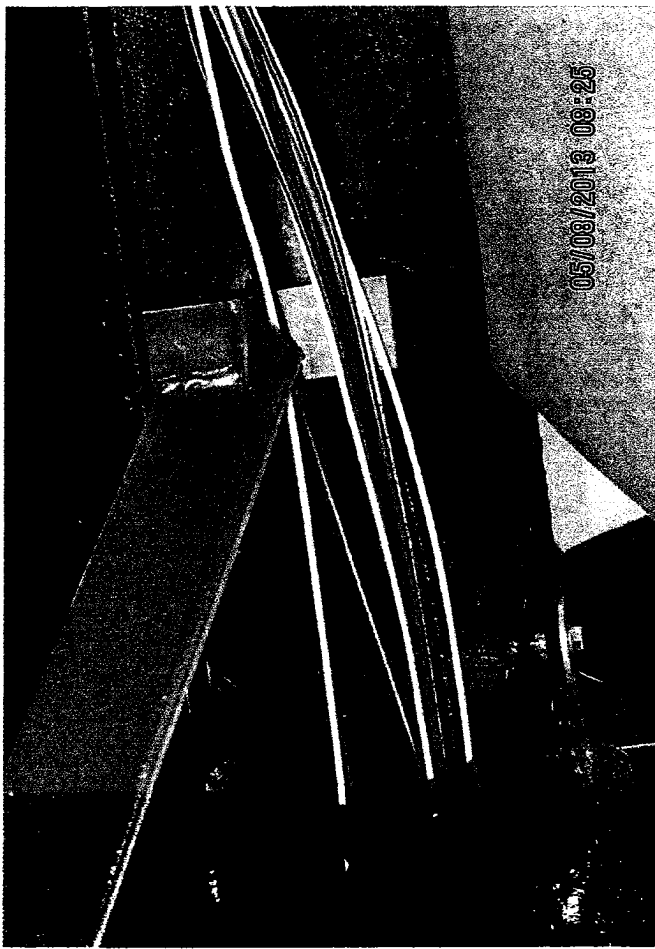
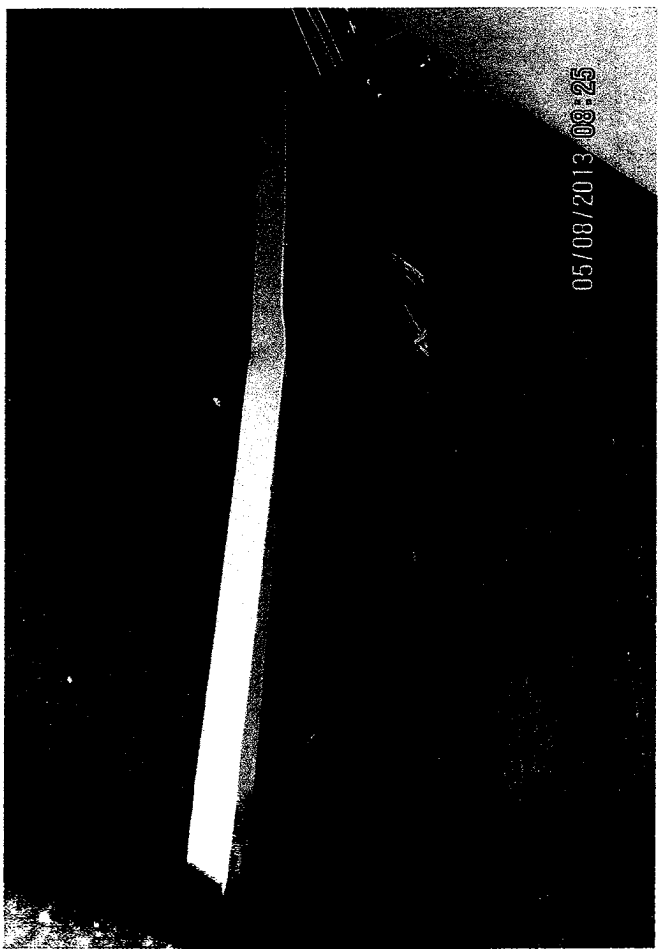
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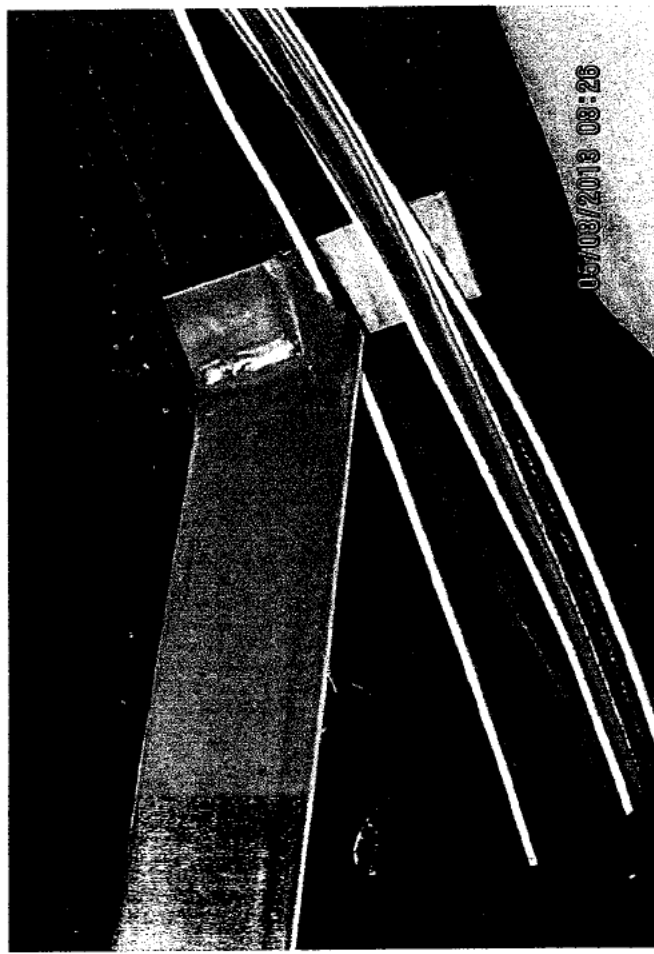
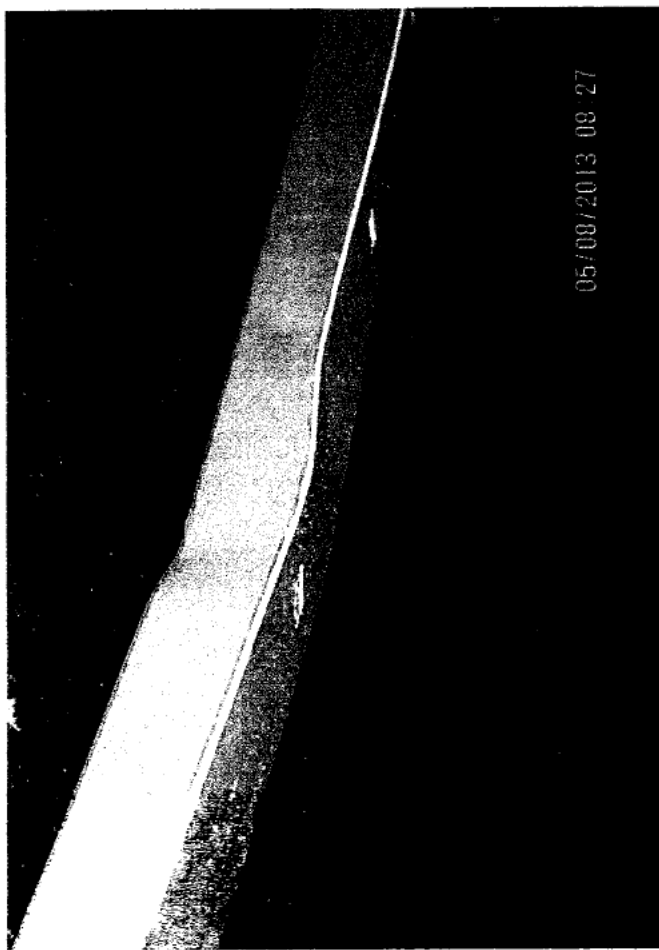
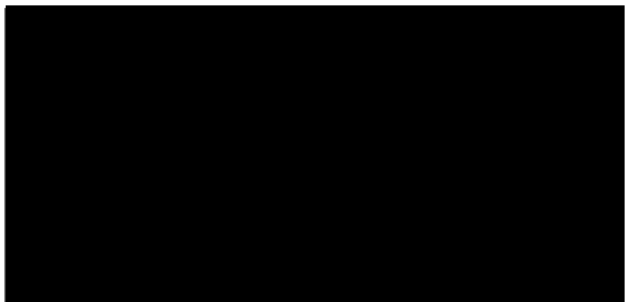
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY







CUSTOMER #: 52412

473665

Roy Robinson
Chevrolet-Subaru & Motor Homes

6616 35th Ave, N.E. P.O. Box 168

MARYSVILLE, WA 98270

Marysville (360) 659-6236 • Seattle (425) 743-6999

1-800-722-2868

INVOICE

PAGE 1

MARYSVILLE, WA

HOME: [REDACTED] CONT

BUS: [REDACTED] CELL

SERVICE ADVISOR: 1 KEN HOPP

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
TAN		13	R-VISION TRAIL SPORT		51V1M1E24DH		0/0		T187
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
04AUG12 IS			18:00 16NOV12				CASH	03DEC12	
04AUG12 DD									
R.O. OPENED		READY		OPTIONS: SOLD-STK:TT3871 DLR:114485					

07:46 14NOV12 10:15 03DEC12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S WATER HEATER INOPERATIVE WILL NOT HEAT WATER

CAUSE: WATER HEATER

RV20 RV WATER HEATER

149 WTRV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

TEST AND FOUND THAT WATER HEATER BY PASS WAS OPEN. CLOSED VALVE AND
TEST OPERATION UNIT WORKING AS DESIGNED. TEST RUN WATER HEATER WORKING
AS DESIGNED.

B C/S BROKEN SUPPORTS FOR TOP BUNK

CAUSE: BUNK SUPPORTS

710 INTERIOR/TRIM GENERAL

149 WTRV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

REMOVED PANEL REINSTALLED CROSS SUPPORTS AND REINSTALL PANEL.

C C/S CAULKING ABOVE TOP BUNK COMING OFF

CAUSE: CAULKING

710 INTERIOR/TRIM GENERAL

149 WTRV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

COMPLETED RESEALED AS NEEDED.

D C/S BROKEN TABLE BED SUPPORT OPPOSITE SUPPORT FOR TABLE BED DAMAGED

DUE TO FIRST ONE BREAKING

CAUSE: SUPPORT

710 INTERIOR/TRIM GENERAL

149 WTRV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00

FABRICATE NEW SUPPORT AND INSTALL.

E C/S HEATER AIR FLOW RESTRICTED NOT BLOWING IN BATHROOM VENT AND VENT

CLOSE TO BED

CAUSE: FUNACE

Service
7:00 am - 6:00 pm - Mon. - Fri.
8:00 am - 4:30 pm Saturday

Body shop
7:30 am - 5:30 pm - Mon. - Fri.
Closed Sat.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

CUSTOMER COPY

R #: 52412

473665

Roy Robinson

Chevrolet-Subaru & Motor Homes

6616 35th Ave, N.E. P.O. Box 168

MARYSVILLE, WA 98270

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1-800-722-2868

INVOICE

PAGE 2

MARYSVILLE, WA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1 KEN HOPP

BUS:		CRL:		SERVICE:		TAG:	
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	13	R-VISION TRAIL SPORT	51V1M1E24DH		0/0	T187	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04AUG12 IS			18:00 16NOV12			CASH	03DEC12
04AUG12 DD							
R.O. OPENED		READY	OPTIONS: SOLD-STK:TT3871 DLR:114485				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	RV35	RV	FURNACE	MISC			(N/C)
			149	WTRV			0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:
 TEST OPERATION AND COMPLETED INSPECTION OF DUCTING ALL IS OPERATING
 AS DESIGNED.

 F C/S WATER COMING IN FROM OUTSIDE RUNS UNDER CABINET BENEATH
 REFRIGERATOR

CAUSE: WATER LEAK

799 BODY - MISC

149 WTRV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:

WATER TESTED AND UNABLE TO DUPLICATE CUSTOMER CONCERN NO LEAK TO
 INSIDE OF COACH DURING INSPECTION DID FIND THAT WATER CONDENSATION HOSE
 FOR REFRIGERATOR WAS NOT ROUTED TO OUTSIDE BUT WAS INWARD LOCATE DRAIN
 HOSE TO OUTSIDE.

 G C/S SUPPORT WOOD UNDER COUCH AGAINST THE WALL CRACKED AND BROKEN
 CAUSE: WOOD SUPPORT

710 INTERIOR/TRIM GENERAL

149 WTRV

1 NPN WOOD

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:

REMOVED FAILED WOOD AND FABRICATE NEW PIECE OF WOOD INSTALLED INTO
 PLACE.

 H METAL SUPPORT FOR COUCH BENT AND IS RUSTING
 CAUSE: SCREWS

710 INTERIOR/TRIM GENERAL

149 WTRV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H:

COMPLETED STRAIGHTEN SUPPORT PREP AND PAINT REINSTALLED.

 I C/S SCREWS UNDER COUCH NOT TIGHTENED

Service
 7:00 am - 6:00 pm - Mon. - Fri.
 8:00 am - 4:30 pm Saturday

Body shop
 7:30 am - 5:30 pm - Mon. - Fri.
 Closed Sat.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

R #: 52412

473665

Roy Robinson
Chevrolet-Subaru & Motor Homes

6616 35th Ave, N.E. P.O. Box 168

MARYSVILLE, WA 98270

Marysville (360) 659-6236 • Seattle (425) 743-6999

1-800-722-2868

INVOICE

PAGE 3

MARYSVILLE, WA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1 KEN HOPP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	13	R-VISION TRAIL SPORT	51V1M1E24DH		0/0	T187	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04AUG12 IS							
04AUG12 DD			18:00 16NOV12			CASH	03DEC12
R.O. OPENED		READY	OPTIONS: SOLD-STK:TT3871 DLR:114485				

07:46 14NOV12 10:15 03DEC12

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

CAUSE: SCREWS

710 INTERIOR/TRIM GENERAL

149 WTRV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I:

(N/C)

0.00

DRILLED DEEPER HOLES AND INSTALLED NEW SCREWS SECURE NOW.

J C/S SCREW TIPS COMING THROUGH VINYL FLOORING DIRECTLY UNDER FRONT OF
COUCH AND UNDER COUCH

CAUSE: NAILS

710 INTERIOR/TRIM GENERAL

149 WTRV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J:

(N/C)

0.00

COMPLETED FILLED HOLES WITH SEALER

K C/S STAPLES COMING THROUGH FABRIC VERY SHARP ALL ALONG TOP OF THE
TABLE SEATING BY THE DOOR

CAUSE: STAPLES

710 INTERIOR/TRIM GENERAL

149 WTRV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K:

(N/C)

0.00

COMPLETED RESET STAPLES SEAT BACK BY DOOR AND BY TV IN DINETTE.

L STAPLE END PROTRUDING UNDER CABINET STRAIGHT ABOVE OUTLET BY BED

CAUSE: STAPLES

710 INTERIOR/TRIM GENERAL

149 WTRV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE L:

(N/C)

0.00

USED NAIL SET TO COMPLETE INSTEAD OF STAPLES.

M C/S UNDER STOVE IN THE CORNER WHERE CABINET MEETS THE FLOOR

DECORATIVE TAPE COMING OFF

CAUSE: TAPE

710 INTERIOR/TRIM GENERAL

149 WTRV

(N/C)

Service

7:00 am - 6:00 pm - Mon. - Fri.

8:00 am - 4:30 pm Saturday

Body shop

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Closed Sat.

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

R # : 82412

473665

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INVOICE

PAGE 4

MARYSVILLE, WA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1 KEN HOPP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	13	R-VISION TRAIL SPORT	51V1M1E24DH		0/0	T187
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
04AUG12 IS						
04AUG12 DD			18:00 16NOV12			CASH
						03DEC12
R.O. OPENED	READY	OPTIONS: SOLD-STK:TT3871 DLR:114485				
07:46 14NOV12	10:15 03DEC12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:				0.00	LABOR:	0.00	OTHER:
				0.00		0.00	TOTAL LINE M:
							0.00

SECURE TAPE AND USED WOOD GRAIN SEAM TAPE TO HELP HOLD.

N PLEASE PROVIDE ESTIMATE FOR WARRANTY AUTHORIZATIONS

CAUSE: INFO

INFO Repair line or RO information only

149 WTRV

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE N:	(N/C)
							0.00

ESTIMATE TIME

We want you completely satisfied!!
Please let us know if we don't meet
any of your expectations!

WINNEBAGO

Subaru

Service 7:00 am - 6:00 pm - Mon. - Fri. 8:00 am - 4:30 pm Saturday Body shop 7:30 am - 5:30 pm - Mon. - Fri. Closed Sat.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
	CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

XFINITY Connect

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RE: Telephone conversation re: travel trailer

From : John Preston Harvey (LNI) <HAJO235@LNI.WA.GOV>
Subject : RE: Telephone conversation re: travel trailer
To : [REDACTED]

Wed, Jun 19, 2013 01:26 PM

2 attachments

If they sent you an questionnaire. You should fill it out and return it to them.

Also I am waiting for the official letter from them that the engineering is complete and notifying NHTSA to conduct a recall on the effected RV's.



Washington State Department of
Labor & Industries

John Harvey
IPTA Administrator, Plan Review Supervisor
Factory Assembled Structures
(360) 902-5218
FAX (360) 902-5229
e-mail: [REDACTED]

From : [REDACTED]
Sent: Tuesday, June 18, 2013 11:46 AM
To: Harvey, John Preston (LNI)
Subject: Re: Telephone conversation re: travel trailer

Good Morning Mr. Harvey,

I recently received a "Vehicle Owner's Questionnaire regarding the complaint I filed on this matter. Since you took the information over the phone do I still need to fill this out and return the same? Also have you heard anything at all regarding this? Navistar has never contacted us and it's my understanding they sold the RV portion of their corporation and Monaco has taken over the RV division. Your attention to this matter is greatly appreciated.

From: [REDACTED]
To: "John Preston Harvey (LNI)" <HAJO235@LNI.WA.GOV>
Sent: Friday, May 17, 2013 10:57:59 AM
Subject: Re: Telephone conversation re: travel trailer

Mr Harvey,

This is just to update you on the status of our trailer. On 5-9-2013 we went to Roy Robinson, the dealer that sold us the unit & repaired the same, to see the repair that was made. We were told by the Service Manager, Matt, that the problem was not the bolts but that the bracket was not large enough and the span was too wide to support the fresh water tank. We observed rust throughout the bottom side of our trailer as well as more severe rust on the frame, at every hole that was made to secure the underbelly. I have attached photos of some of the rust we observed as well as the photos Roy Robinson provided us of the originally damaged bracket. We have been told the Navistar will be contacting us, however, to date, have heard nothing. Have you heard from Navistar? Your attention to this matter is greatly appreciated.

Thank you,
[REDACTED]

From: "John Preston Harvey (LNI)" <HAJO235@LNI.WA.GOV>
To: [REDACTED]

Sent: Tuesday, May 7, 2013 7:49:49 AM

Subject: RE: Telephone conversation re: travel trailer

[REDACTED] sorry for the problems you are having with your new travel trailer.

The enforcement of recreational vehicles as defined in RCW 43.22.335, is through a quality control process outlined in WAC 296-150R-0010 through WAC 296-150R-2030.

I have been in contact with Navistar Inc. The recall administrator for Navistar Inc. is in the process of investigating the root cause of tank bracket failure and preparing a response to me and to NHTSA.

I will forward you a copy of what I receive. I was also told the Roy Robinson has repaired your travel trailer.

I have also requested a copy of the Quality Control Check List and sign off sheet for vin# is 51V1M1E24DH [REDACTED]

Thank You



Washington State Department of
Labor & Industries

John Harvey

IPIA Administrator, Plan Review Supervisor

Factory Assembled Structures

(360) 902-5218

FAX (360) 902-5229

e-mail: hajo235@lni.wa.gov

From: [REDACTED]

Sent: Monday, May 06, 2013 2:04 PM

To: Harvey, John Preston (LNI)

Subject: Telephone conversation re: travel trailer

Hello Mr Harvey:

As per our telephone conversation this morning here is the information re: the travel trailer

It is an R-Vision 24BH Trail Sport. The vin# is 51V1M1E24DH [REDACTED] I have attached a photo showing where the bracket failed. I contacted Navistar and spoke with a Ron Dazio, not sure of spelling on last name. I requested a copy of the "Quality Control List Check off Sheet" for this unit and was advised this was not available for the public and he could not give that to me. I then requested to know specific size of angle iron and type of fasteners that were to be used. He stated he could not give that info.

When I spoke w/you this morning you asked that I send this info to you and that "you will see what you can do." Can you tell me what that means.

The State of Washington Department of Labor & Industries insignia is on the side of my trailer. When we purchased it, we took that insignia as a sign that it was safe and had been inspected. I have since learned differently. It states "Inspection and approval of this unit was performed by the manufacturer as provided for in RCW 43.22.340, .340, and .434 manufacturer certifies to compliance." What exactly does this mean? According to RCW 43.22.340 in (2) it states "the director of labor and industries shall adopt rules governing safety of body and frame design, and the installation of plumbing, heating, and electrical equipment etc., and then it states The rules shall be reasonably consistent with recognized and accepted principles of safety for body and frame design and plumbing, heating, and electrical installations, in order to protect the health and safety of the people of this state from dangers inherent in the use of substandard and unsafe body and frame design, etc.

The brackets and fasteners of this unit are unsafe and based on my telephone calls w/Navistar they don't acknowledge this and w/provide no information. Your help in answering these questions is greatly appreciated.



Washington State Department of
Labor & Industries

image004.jpg
3 KB



image002.jpg
3 KB

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± Font Size ±

RE: NHTSA complaint VOQ 10509674

From : T Bowman <T.Bowman@dot.gov>
Subject : RE: NHTSA complaint VOQ 10509674
To : [REDACTED]

Wed, May 15, 2013 07:06 AM

This is to acknowledge and thank you for your update.
I forwarded your comments to Navistar-Monaco this AM for their review and comment.

Tom Bowman
ODI-NHTSA
202-366-2583

From: [REDACTED]
Sent: Tuesday, May 14, 2013 1:20 PM
To: Bowman, T (NHTSA)
Subject: Re: NHTSA complaint VOQ 10509674

Hello Mr Bowman,

Just wanted to give you an update on this situation. We rec'd a call from the dealership on 5-8 telling us the repairs were done on the trailer. We went to see it on 5-9. According to the Manager of Service the problem was not the bolts but that the angle iron was not strong enough and the span of the placement was too wide to support the fresh water tank. Per our request they left the underbelly off so that we could inspect the underside. We immediately noticed a lot of rust on the underbelly that was lying on the ground and once we looked underneath saw that the frame itself has rust at every hole where they had screwed the underbelly on as well as around the steps. I have attached pics of the rust areas. We then told the Service Mgr that bottom line is that this was not acceptable and that we do not want this unit back. We have only had it 9 months, prior to the tank falling out, and that it was new when we purchased it. He took us to talk to the RV Manager, David Madsen. We explained to him that we have no confidence in the safety of this unit, beds have broken, water tank falling out, and now rust throughout the frame. He told us he would contact Navistar and see what, if anything, could be done. He asked us if Navistar offered to replace the trailer with another one, would that be acceptable, we told him that No, at that moment we would not. He said that may be Navistar's offer. We were told that he would contact us after talking w/Navistar. Mr. Madsen called us on 5-11 asking if Navistar had contacted us, we advised no. So to date that is what has happened and we have not heard from them.

From: [REDACTED]
To: "T Bowman" <T.Bowman@dot.gov>
Sent: Monday, May 6, 2013 11:27:31 AM
Subject: Re: NHTSA complaint VOQ 10509674

It did not stop the show. Roy Robinson stated they had just received authorization to work on the trailer that day and therefore they have not even looked under the underbelly yet. The Sales Manager told my husband they could put in larger bolts if he wanted them too. He, of course, said yes. Have not heard any more about the trailer to date.

From: "T Bowman" <T.Bowman@dot.gov>
To: [REDACTED]
Sent: Friday, May 3, 2013 8:09:19 AM
Subject: RE: NHTSA complaint VOQ 10509674

I reviewed this (handed it off) to Navistar yesterday.
I mentioned that the vehicle was unrepaired at Roy Robinsons so Navistar-Monaco may be contacting that dlrship soon.

So did your husband's comments at the dealer stop the show or ???

Tom B
ODI
202-366-2583

From: [REDACTED]
Sent: Friday, May 03, 2013 11:05 AM
To: Bowman, T (NHTSA)
Subject: Re: NHTSA complaint VOQ 10509674

Good Morning Mr Bowman:

Just an update on repairs for this issue. My husband stopped by Roy Robinson last night and spoke w/the sales manager, Matt. Per Matt, Navistar has authorized the repair of the bracket by simply authorizing a larger "angle iron" to be used. Nothing about the actual bolts to be used to secure it to the frame. My husband told Matt that it was unacceptable to use the current self-drilling screws. Just wanted to let you know what we have heard. Have a great day.

From: "T Bowman" <T.Bowman@dot.gov>
To: [REDACTED]
Sent: Thursday, May 2, 2013 7:08:28 AM
Subject: RE: NHTSA complaint VOQ 10509674

Thank you for the background & photos.
I'd like to talk with you by phone regarding this incident. Maybe later today.

One early issue is obtaining your authorization to release the VIN and your personal information (name, address, etc) to Monaco- Navistar.

Thereafter, my normal practice would be to ask whether Monaco-Navistar whether they are aware of any similar incidents and whether they can make any determinations regarding the causal - contributing factors.

Tom Bowman
ODI-NHTSA
202-366-2583

From: [REDACTED]
Sent: Wednesday, May 01, 2013 5:53 PM
To: Bowman, T (NHTSA)
Subject: Re: NHTSA complaint VOQ 10509674

Mr Bowman,

Attached are the photos I have of the tank.
Photo 1066 shows how we found the tank. As you can see it has fallen completely off the bracket and through the underbelly.
Photo1073 shows a closer side shot.
Photo 1074 shows the two self drilling screws that were used to hold the bracket into place. The company, Monaco claims that a bolts are used to secure it to the frame on one bracket and the other bracket is welded into place. I was not able to see the other bracket because of the underbelly so I am not sure what is holding it up!
Photo 1076 shows the two self drilling screws bent upwards
Photo 1079, 1083 and 1080 all show how the bracket pulled completely away from frame as well as the bent bracket.

I contacted NTSB first regarding this issue and then the Company, Navistar, that made the trailer. They did not appear to be concerned about the safety issue this presents and would not provide any type of compensation or vehicle to tow this to the dealer. The trailer is under warranty, however, transportation is not. We were not able to tow it in this condition, fortunately the dealer we purchased it from stepped up and sent two people to come and get the tank drained, it was full, strap it for towing and then towed it to their shop. We have yet to hear from them about repairs. This is/was a huge safety issue as far as we are concerned, if the bracket had failed while we were towing it, it could have taken us and many more people out on the freeway. This is not the first safety issue we have had w/this new trailer. The first time using it two of the beds collapsed, thankfully, no one was injured. I have contacted Washington L & I re: this as they have an inspection tag on the vehicle. I spoke w/one individual and they explained that they do not inspect each trailer. They inspect the plant approx. once every three years and if all is well during their inspection they give the company the tags to put on the trailers themselves. Seems like the consumer is being deceived again because if we, consumers, knew this was what was happening we wouldn't be so blindly trusting of an official government inspection tag.

Thank you for your time and attention to this matter. Will I be getting any more information regarding this?

Kim

From: "T. Bowman" <T.Bowman@dot.gov>
To: [REDACTED]
Sent: Wednesday, May 1, 2013 11:40:33 AM
Subject: NHTSA complaint VOQ 10509674

Just wanted to reach you to re view the issue pertaining to the water Tank securement in your 2013 R-vision vehicle.

If you have any photos depicting the issue, it would be helpful if you could send some of them via return email.

Tom Bowman

G. T. (Tom) Bowman
ODI-NHTSA
Room W48-330
1200 New Jersey Avenue S.E.
Washington, DC 20590

202-366-2583
toll free 1-877-536-8368 x 62583

Marysville WA



US Dept. of Transportation
NHTSA
Attn: Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation Enforcement
1200 New Jersey Ave SE
Washington DC 20590

Seattle P&DC 981
MON 24 JUN 2013 PM

