

CL-10515255-3654

[REDACTED]
Santa Rosa Beach, FL [REDACTED]

May 21, 2013

Mr. Marcus Lemonis, Chairman & CEO
Good Sam Club and Camping World
P.O. Box 6888
Englewood, CO 80155-6888

JUN -3 2013

Dear Mr. Lemonis,

This letter concerns our negative experiences after purchasing a 2013 Thor Palazzo 33.2 Motor Coach (VIN 4UZAAJDT7DC [REDACTED]). We purchased from Camping World of Gulf Breeze, FL, on December 5, 2012. During our initial trip in the Palazzo there were a few big problems and many small ones. There are two issues we feel were most serious.

- In the first four months of ownership of the Palazzo, the coach spent a total of almost three months in one repair shop or another.
- The coach was delivered with dangerously out-of-round tires installed.

An immediate break in the water line on our first trip (December 18, 2012) led us to spend two nights at Camping World in Dothan, AL, and temporary repairs were made. With Camping World of Gulf Breeze and of Dothan, we inquired of the service managers and technicians about how to keep the residential refrigerator doors shut during travel. No one had any answers. We resorted to bungee cords and packing tape during travel. This went on our punch list and we finally learned that Thor had solved this problem with a small part that screws into the fridge and holds both doors shut. Apparently that information did not get passed to the Camping World salespeople, service managers, technicians and then, of course, to the customer.

One of the most frustrating and dangerous problems was when driving the Palazzo at highway speeds. The ride was horrible, rough, and extremely noisy and the coach was hard to handle. To later learn from two separate commercial tire dealers that the tires were terribly out-of-round was confirmation about the rough ride as well as confirmation about how dangerous it was.

We returned the Palazzo for warranty service at Camping world of Gulf Breeze on January 14, 2013. There were 18 items (enclosed) on our warranty repair punch list. The most important ones being the water system, the large slide, and the rough ride. Camping World of Gulf Breeze informed us that they were not a tire dealer and would take no responsibility for the rough ride and possible tire problems. The warranty repairs (except for the rough ride/tire problems) took seven weeks to complete. However, all items (except for the rough ride/tire problems) seem to have been repaired or replaced satisfactorily.

During the seven weeks we waited, a recall notice was sent to us from Freightliner. Fleet Maintenance in Ft. Walton Beach, FL, completed the inspection and recommended a truck tire business in Milton, FL, for tire balancing. We drove to Commercial Truck and

NM
6313
SMD

Tire on March 7 and left the Palazzo with them for tire balancing. Commercial Truck and Tire called within a few hours to inform us they had checked the tires and found them to be out-of-round.

We phoned Camping World of Gulf Breeze who reminded us they did not handle tires and they called Thor. Thor also was not responsible for tires and suggested Freightliner. Camping World contacted Freightliner and learned we were to call Goodyear. Also, Camping World recommended Dave Howell Tire in Pensacola, FL, a Goodyear dealer and one that Camping World of Gulf Breeze uses for tire work. We contacted Goodyear, were assigned a reference number, and drove the Palazzo to Dave Howell Tire in Pensacola, FL, on March 8, 2013.

Between March 8 and April 1 we heard various reports from Dave Howell Tire regarding the Goodyear tires they had inspected and found to be out-of-round. Goodyear had to authorize; Goodyear had to order the tires; Goodyear had to ship the tires; etc. On April 2 we called Goodyear and learned that the order for our tires to be shipped to Dave Howell Tire for the Palazzo had been cancelled! We were told there was a business dispute between Goodyear and Dave Howell Tire.

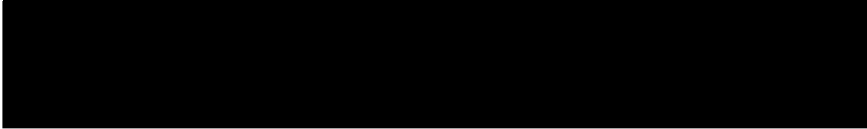
We want to compliment the Goodyear Customer Service representative, Cathy (last name Nixon, maybe?). On April 2 Cathy talked to us and to Dave Howell Tire several times and researched what could be done. Cathy called us on April 3 and offered us new Michelin tires that Goodyear would pay for as replacements for the tires that were out-of-round. This was astonishing and the best thing to happen to us regarding the Palazzo since its purchase on December 5, 2012. Dave Howell Tire had the Michelin tires in stock and installed them that day. We picked up the Palazzo on April 4. The new tires made for a much, much smoother ride.

Along this arduous route, we did have some good customer service. The Camping World of Gulf Breeze service advisor may have been naïve about how long things would take but overall did get everything (but tires) on the punch list completed nicely. The Goodyear customer service representatives were not very helpful until Cathy solved the tire problem. The service manager and technicians at Camping World of Dothan were exceptional to us and we thank them for the extra "holiday" service they gave us at the beginning of our trip. We also had a couple of very helpful technicians from Camping World of Gulf Breeze that talked us through operational problems including the jacks being stuck half-way down.

As new coach owners, we would like to know if this long period of warranty service repair (including the tires) is normal. Also, we are upset that we put over 1000 miles on the Palazzo with very unsafe tires that were installed and approved throughout the entire manufacturing and delivery process that involved Camping World, Thor, Freightliner and Goodyear. Thank you, Goodyear, but we still had to pay \$425.70 to have the new tires installed and balanced and that does not seem right to us.

We are obviously not pleased with our buying experience and feel that most of the problems we encountered should have been corrected prior to delivery. Now we will always be wondering "what will go wrong next".

Sincerely,



Enclosures (3)

Cc:

Mr. Jeff Kime, President
Thor Motor Coach

Mr. Richard J. Kramer, Chairman, President & CEO
The Goodyear Tire & Rubber Company

Freightliner Custom Chassis Corporation

✓ NHTSA Headquarters

Mr. John Schuster, General Manager
Camping World of Gulf Breeze

Mr. Dave Chavers, General Manager
Camping World of Dothan

2013 Thor Palazzo PUNCH LIST ---- 1/14/2013

- ✓ 1. Water line: Found water on coach floor when traveling (slide in) both with and without the pump ON. Also, a quick repair was done in Dothan for a (main?) water line (to repair a ruptured fitting). Repair work needs to be permanent; parts were to be ordered based on work done in Dothan Camping World.
- ✓ 2. Large Slide: does not close properly; meets at the top but not at bottom; one day would not come in without physical pushing from outside; shakes and rattles while driving down road. Small slide works perfectly.
- ✓ 3. Refrigerator door flies open when turning corners; we fixed freezer door with Velcro but cannot figure out how to stabilize the refrigerator door *Latch*
- ✓ 4. Deep, bottom drawer under 3-burner stove will not stay shut when driving the coach; falls open upon turning corners
- ✓ 5. Fresh water tank-level indicator not working properly
6. Is there a Remote Control device for the Jensen audio and camera system?
- ✓ 7. ~~Day shade and night shade too short: narrow window to the left of dinette TV has both the day and night shades about 12 inches too short~~
- ✓ 8. (a) the overhead bunk is not level, left side is lower than right side; (b) the folding shade next to driver is impeded by part of the overhead bunk installed too low along shade track; (c) also on the left, the Velcro circle is missing at the top
- ✓ 9. Ceiling trim above dinette: trim is too short and does not cover ceiling seam
- ✓ 10. Automatic step override is not operational
- ✓ 11. Light for the water pump ON is not functioning
12. Wheel balancing may be needed: coach shakes and rattles quite a bit, please check wheel balancing
- ✓ 13. Fuel cap in pieces
- ✓ 14. MISSING: bunk bed air mattress
- ✓ 15. Shower stalls needs additional caulk; leaks in places and separated from wall
- ✓ 16. Invisible Bra: places not installed correctly; water and dirt have seeped under bra
- ✓ 17. Please show us how to change a light bulb. Really, how do you get into the overhead "can" lights?

X 18. *Wood scratched - bath door*

Commercial Truck and Tire, LLC
9218 Highway 87 S
Milton, FL 32583
Phone - 850-623-0940 Fax - 850-623-9486

INVOICE

849

Org. Est. # 001296

MV# 85884

INVOICE

Print Date 03/08/2013

Santa Rosa Beach, FL

Home --- Spouse

Cust ID : 243

2013 Thor - Palazzo

Lic # :

Odometer In : 2984

Unit # :

Vin # : 4UZAAJDT7DC

Hat # :

Ref # :

Part Description	Qty	Sal	Extended	Labor Description	Extended
				1. Balance all 6 tires. Checked tires, tires are out of round.	0.00

[Technicians : Greenough, Josh 215]

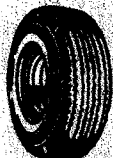
Org. Estimate \$ 0.00 Revisions \$ 0.00 Current Estimate \$ 0.00

Labor:	\$0.00
Parts:	\$0.00
Sublet:	\$0.00
Sub:	\$0.00

Tax:	\$0.00
Total:	\$0.00
Bal Due:	\$0.00

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

BFGoodrich**VO TIRES****Howell**

W.O. # 67778

THIS IS NOT AN INVOICE

HOWELL'S TRUCK & GIANT
9890 PENSACOLA BLVD
PENSACOLA, FL 3253404/04/2013 13:41:31
MID: 000000002674256
TID: 03962349
287203148997FAX:
(850) 477-2383TIRE COMPANY INC.
P.O. BOX 341 • GONZALEZ, FL 32560PHONE:
(850) 476-7026

Date

4-3-13

CREDIT CARD

CARD: XXXXXXXXXXXX
INVOICE 1006
Batch #: 00 155
APP Code: 03989C
Entry Mode: Swiped
Mode: Online

SALE AMT \$425.70

CUSTOMER COPY

Name

Address

City

Job Site

QTY

STOCK #

MERCHANDISE

6

61737

255/70R22.5 Michelin

XZE LRH

6

FET

6

FRT

6

FRT

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N/C

N/C

N/C

1.00

6.00

27.00

162.00

2.500

150.00

6.50

39.00

6.50

39.00

6.50

39.00

6.50

39.00

6.50

39.00

6.50

39.00

Invoice #

P.O. #

Tractor #

Trailer #

Mileage / HUB

Tire Size

Tag #

Arrive Time

Depart Time

Return Time

Mileage Out

Mileage In

Serviced By

TRAILER

Goodyear - Kathy - 330-796-5095

Mike - 352-226-4768

Print

Date

Signature

X

IT IS THE CUSTOMER'S RESPONSIBILITY TO HAVE ALL LUG
NUTS CHECKED AND RETORQUED TO MANUFACTURER'S
SPECIFICATIONS AFTER 25 TO 100 MILES OF SERVICE.The State of Florida requires a \$1.00 fee to be
collected for each new tire sold in the state
[s.403.718]. The State of Florida requires a \$1.50
fee to be collected for each new or remanufactured
battery sold in the state [s.403.7185].

Subtotal: \$ 396.00

Tax: \$ 29.70

Total: \$ 425.70

All claims and returned goods MUST be accompanied by this bill.

All goods herein remain the property of DAVE HOWELL TIRES, INC., until paid in full. Buyer agrees to pay 1 1/2% finance
charge on all past due balances and all cost of collecting payments including reasonable attorney fees and court costs.

[REDACTED]
Santa Rosa Beach, FL [REDACTED]

23 MAY 2013 PM 2 L



NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

20590

