

[REDACTED]
Lake Preston, SD [REDACTED]

[REDACTED] Home
[REDACTED] - Cel

January 21, 2014

JAN 29 2014

NHTSA
Office of Defects Investigation
NSA-10.01, 400 7th Street SW
Washington DC 20590

RE: KZ-SportsmanS280RL Camper

Inv#: C8014611
VIN#: 4EZTS2822C8 [REDACTED]
Cert. of Origin: 0088556
Inv. #: C8014611
Date Dealer Received : 2/3/2012
Distributor: Jerry's Trailers & Campers Inc.
Monte Glaser & Jerry Glaser
2601 S 13th Street
Norfolk, NE 68701

Dear Sir/Madam:

I purchased the above trailer from Jerry's Trailer's & Campers, Inc. on March 17, 2012. We were told it was just delivered and an inspection/walk-through was given of the interior of the trailer by Jerry, himself. We were made to feel everything was in top form. We picked the trailer up on March 29, 2012.

We went to a campsite in the Black Hills in South Dakota, in June 2012, for five days. We encountered major problems with the camper, the slide was very difficult to slide out and would not go in. We called Jerry's and were told to bring it back. They thought they fixed it, but when we went for a three day get away at Lake Madison, 40 miles from home, we had the same problem. We called Jerry's and were given the OK to take the camper to a Sportsman dealer, Fireside Campers, Watertown, SD, where it was repaired.

We had to take it back to Fireside in 2012, as the pump kept running day and night, but they didn't have the right size pump. We brought it home because it would take so long for it to be repaired there, and the dealer didn't want it setting there so long.

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SMD

We took it to Fireside Campers three (3) times and to Jerry's four (4) times, since we purchased the camper. It sat for repairs as much as we had it in our possession.

At this point we have only used the camper four (4) times since we purchased it, because every time we used it something else would go wrong with it.

My son, [REDACTED] asked if he could use the camper the end of July 2013 for a vacation, I agreed and they took it July 26, 2013 for a trip to the Black Hills, SD and Yellowstone to meet with friends.

They stopped at a waterfall to take pictures and rest. [REDACTED] walked around the camper to check it and when he got to the rear left wheel, he discovered *it was very hot*. He got his mechanic tools to test the wheel and discovered it was *over 300 degrees*. He let it cool for awhile, before driving. When he got to the campsite he contacted Jerry's Campers and was told they would find someone to come to the campsite and repair the camper.

The person Jerry's Campers hired by phone, refused to come to the site, and [REDACTED] would not pull it any farther because of how hot the wheel was and the danger of pulling it through mountains possibly without brakes.

[REDACTED] is qualified to work on vehicles, he has his own tools and he has twelve years experience working for Western Auto in Minneapolis, MN.

[REDACTED] spent the whole first day of his camping trip taking the wheels off and checking each one to find the problem. At one point he discovered that *three of the brake cables were completely cut through (not torn or ripped) and the fourth one, the rear left wheel was cut almost completely through except for two (2) wires of the cable*. Evidently this was enough wire for electricity to flow to the left rear wheel when the brakes were applied.

[REDACTED] told me three of the brake pads looked new (barely used) and the fourth was completely burned off. He kept me current on what was going on with the camper. They never moved the camper until they left for home five days later.

We got an appointment with Jerry's Campers and took it to Norfolk, NE the day after [REDACTED] and family arrived home, August 7th, 2013. [REDACTED] *told us to make sure it was repaired properly as he considered his repair temporary*.

When we got to Jerry's Campers, they looked at it and said there wasn't anything wrong with it. We had to get under the camper and show them where [REDACTED] had repaired it, so he could get it home. They said it looked fine and wouldn't do anymore repairs. We tried to insist on proper repairs, but they said the only thing they were responsible for was the one brake shoe and pad.

They proceeded to look for a brake shoe from three other campers on the lot, that would fit this camper, but, when they attempted to replace the brake shoe, none of them fit.

Our camper evidently has a larger/different sized axle and wheel on it than it should have for this particular camper. They told us that Sportsman normally has a Dexter Axle. When we questioned why it didn't have the correct size axle, we were told "the companies did this all the time". They didn't have the correct size parts, so we had to leave it again (for three (3) weeks) while they ordered the correct size shoe/pad for the axle and wheel that is on the camper.

Jerry's Campers did finally replace the water pump August 2013, the last time they worked on the camper.

We requested a new couch seat for the interior as the one that came with the camper was coming apart after four (4) uses. The seat didn't come while they had the camper, so they sent it to Fireside in Watertown, SD. The dealer at Fireside suggested we install it ourselves, otherwise we would have to haul the camper to Watertown and wait again to have it installed and go back to get the camper, so we installed it ourselves.

We purchased wheel covers, in August, and when we attempted to put them on the tires, the left side covers went on fine. When we tried to put the right side on they kept catching on something so we looked under the camper to see what was catching the cover. To our **horror** we found that the ***wheel wells of both right side wheels were completely torn out, including all of the cover, insulation clear up and into the base plywood floor!!*** The plastic from the ***torn wheel well, approximately 12 to 14 inches long*** hangs down from where it is torn on both wheels, right side. This is what was stopping the cover from going on. We checked the left side again and they are perfect, hardly any dirt on them. If this hadn't happened we would never have known about the wheel well damage. We called Jerry's about this damage and they tried to tell us this happens all the time just traveling and bumps.

We drove back down to Jerry's again, to visit about this situation and to hopefully get the wheel wells repaired, and an answer on this issue, but we were told ***"this happens all the time to campers"***, and did not get repairs again!

We know we did not do this damage to the camper. This camper has always been driven on Interstate highways (Black Hills and Yellowstone), and three trips to Walkers Point, 40 miles each, state black top road. It has never been pulled on a gravel road since we have owned it. We take excellent care of our equipment and have a cover for when it sits. Jerry's Campers holds fast to the idea that it is ***normal damage***.

We decided to ask other dealers in the area what their thoughts were on such damage. We were told by **all of the dealers** that they never heard of such damage unless it was in an accident of some kind.

1. This camper is still **under warranty until March 29, 2014.**
2. We feel we were unwittingly sold a camper that was damaged. The fact that it was **sold to us as new with 0 miles, and it was actually damaged and repaired with a**

different size axle, and parts and has cut brake cables, torn out wheel wells and other issues that had to be repaired, after we purchased it. It was not sold as a damaged/repared camper. Jerry's didn't disclose the size/brand axle that is on it now, they just said larger. I know they pull them from Shipshewana, IN to Norfolk, NE, (roughly seven hundred miles) because in conversation with Jerry's Campers, this was revealed to us. I feel it was damaged en route from Indiana to Nebraska

3. I feel we should be reimbursed for the cost of this camper plus compensatory damages, or at least, the camper be replaced plus compensatory damages, as it is not damage from our use. I don't trust Jerry's anymore and prefer to go somewhere else for replacement of the camper, if that is what happens.
4. The fact that we pulled this camper **with cut brake cables for a year and a half** before it was discovered by my son, and they refused to repair it correctly for us.
5. My son, [REDACTED] his wife and two children, **pulled this camper with no brakes** from Lake Preston SD to Yellowstone, through the Black Hills and Mountains. He had to make the repairs to be able to return home to South Dakota on their trip July 26 through August 5, 2013.
6. We had **no brakes** on dangerous mountain travel in the Black Hills and Interstate travel.
7. We pulled it three times to Lake Madison with **no brakes**, at 80 miles each trip.
8. We pulled it four times to Jerry's Campers in Norfolk, NE for repairs **without brakes**, at 368 miles round trip each.
9. We pulled it three times to Fireside in Watertown, SD for repairs **without brakes** at about 100 miles round trip each.

I have contacted KZ-RV at 0985 North 900 West, Shipshewana, IN 46565, requesting information on this particular camper, I have received the information and it shows that a Dexter 3500 lbs axle straight was on this trailer when it left KZ-RV factory on 2/3/12. See enclosure.

Sincerely,

[REDACTED]

Owner

Attachments: E-mail from Joe Miller, KZ-RV
Map of distance pulled to Norfolk, NE
Certificate of Origin for Vehicle

Joe Miller
to holmg4@gmail.com

Thu, Jan 2 7:02 AM

FW: 2012 KZ Sportsman S280RL

Good morning
The camper has 205r/14
And Dexter 3500 lbs straight

Thanks joe miller
Customer Service, KZRV
866-472-5460 Ext: 193
jmill@kz-rv.com

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: December 30, 2013 at 5:45:14 PM EST
To: <kz@kz-rv.com>
Subject: Re:2012 KZ Sportsman S280RL

Attn: Management

Model #: S280RL

Serial/Motor #: 4EZTS2822C8 [REDACTED]
Purchase Date: 3/29/12
Invoice #: C8014611
Stock #: C8014611
Certificate of Origin: 0088556 signed by Nikki Carpenter
Year: 2012
Color: White
Type: TT

I need to know the exact size and type of axle and and tire size that this particular Sportsman camper was equipped with when it left your facility in 2012.

I need the size and brand name of the axle that this S280RL left your facility with.

Please let me know as soon as possible.

Sincerely,

[REDACTED]
Lake Preston, SD [REDACTED]
[REDACTED]

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CERTIFICATE OF ORIGIN FOR A VEHICLE



DATE
FEBRUARY 3, 2012

INVOICE NO.
C8014611

VEHICLE IDENTIFICATION NO.
4EZTS2822C8

YEAR
2012

MAKE
KZ-SPORTSMEN

BODY TYPE
TRAVEL TRAILER

SHIPPING WEIGHT
5390 LB

H.P. (S.A.E.)

G.V.W.R.
7000 LB

NO. CYLS.

SERIES OR MODEL
S280RL
SPORTSMEN

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

JERRYS TRAILERS & CAMPERS INC.
2601 SOUTH 13TH ST.
NORFOLK, NE 68701

If the vehicle described hereon is a motor home the undersigned certifies that it is equipped with at least four of the following life support systems; cooking, refrigeration or ice box, self-contained toilet, heating and/or air conditioning, a potable water supply system including a faucet and sink, separate 110-115 volt electrical power supply and/or an LP gas supply, all of which meet the ANSI A119.2 standards

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

KZRV

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

0985 NORTH 900 WEST
SHIPSHEWANA, IN 46565

CITY-STATE

0088556

REPORTING SAFETY DEFECTS

If you believe that your vehicle has a defect which may cause injury or death, you should immediately notify the manufacturer and file a report with the National Highway Traffic Safety Administration (NHTSA).

Your information will be entered into NHTSA's vehicle owners complaint database and compiled with other complaints to determine if a safety-related defect trend exists. If a safety-related defect exists in a motor vehicle or an item of motor vehicle equipment, the government can request or order the manufacturer to remedy the situation and/or initiate a recall.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free at 1-888-DASH-2-DOT (1-888-327-4236), or visit their website at www.nhtsa.dot.gov/hotline/ or write to:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street, SW.
Washington, DC 20590

You can obtain additional information about motor vehicle safety from the Hotline and website.

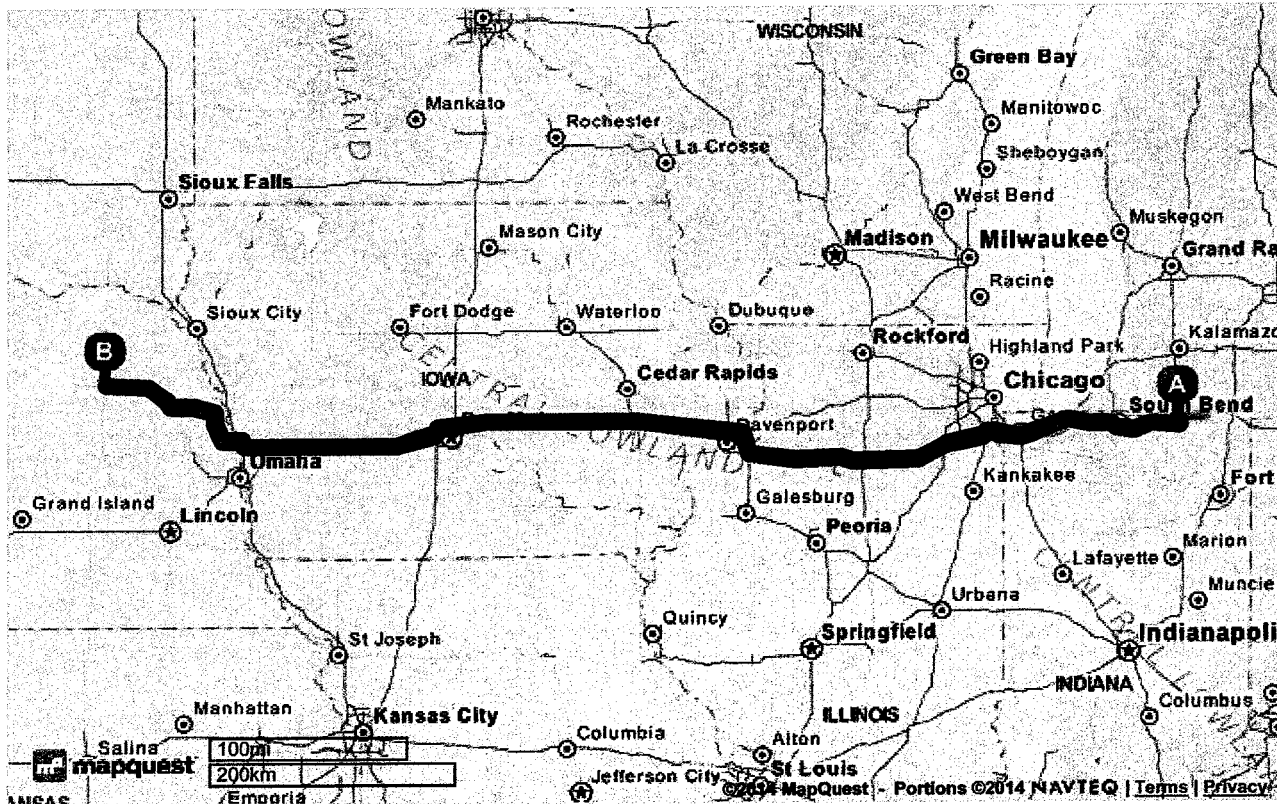
KZRV 0985 NORTH 900 WEST, SHIPSHEWANA, IN 46565

Total Travel Estimate: **672.29 miles - about 11 hours 27 minutes**

FREE NAVIGATION APP

SELECT: ☐ IPHONE ☐ ANDROID

Enter your mobile number



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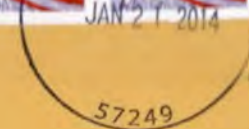
From 183 miles from L.P.S.D.
To: Norfolk NE



Lake Preston, SD



UNITED STATES POSTAGE
02 1P
\$ 004.82⁰
0001919554 JAN 21 2014
MAILED FROM ZIP CODE 57249



PRIORITY
MAIL



PRIORITY
MAIL

Priority

NHTSA
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NSA-10.01, 400 7th St. SW
Washington DC. 20590