

EQ-10631909-6973

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

Date Purchased	Dealer's Name and Telephone Number				Engine: No: Cylinders	Fuel type:
Original Owner ☐	Dealer's City		State	Zip Code		
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-AUG-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Codes: 162000 STRUCTURE: BODY, 354400 EQUIPMENT: MECHANICAL: SLIDE-IN CAMPER					Failure Mileage 19000	Failure Speed
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:				

OCT 23 2014

MURRIETA, CA

DOT
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE., S.E.
WASHINGTON, D.C. 20590-0001

TO WHOM IT MAY CONCERN

THIS IS THE FOURTH MOTORHOME I HAVE OWNED. I HAVE HAD A MOTORHOME FOR APPROXIMATELY THIRTY-FIVE YEARS. I USE MY MOTORHOME AT LEAST ONE WEEKEND A MONTH. I HAD ONE MOTORHOME FOR FOURTEEN YEARS.

AWNING PROBLEM

ALL MY MOTORHOMES HAD AWNING. THIS WAS THE FIRST I EVER HAD A AWNING FALL OFF MY MOTORHOME.

I WAS DRIVING MY MOTORHOME ON I-5 AT 60 TO 65 MPH WHEN THE FORWARD EDGE OF THE AWNING STARTED SEPARATING FROM THE MOTORHOME. I WAS IN THE #2 LANE. I QUICKLY PULLED INTO THE FAR RIGHT LANE (LANE #1) WHEN THE COMPLETE AWNING CAME OFF THE MOTORHOME AND ROLLED OFF THE HIGHWAY.

I HAD DRIVEN THE MOTORHOME OVER FIVE HUNDRED MILES SINCE THE AWNING WAS DEPLOYED. THERE WAS NOT ANY NOTICEABLE SIDE WIND EITHER OF THE TWO DAYS OF DRIVING. MY WIFE AND TWO OF HER DAUGHTERS WITNESS THE AWNING FALLING OFF. THE AWNING MANUFACTURE (DOMETIC) LIMITED WARRANTY IS TWO YEARS. I HAD THE ORIGINAL AWNING FOR OVER NINE YEARS ON ONE OF MY MOTORHOME.

I TALKED WITH THE PEOPLE REPAIRING MY MOTORHOME AND THEY TOLD ME THAT IT LOOKED LIKE THE THREAD ON THE AWNING HAD BECOME ROTTED DUE TO THE SUN. IF THIS IS TRUE THEN A LOT OF MOTORHOMES SOLD IN THE LAST FEW YEARS SHOULD BE LOSING THEIR AWNING.

SLIDE OUT PROBLEM

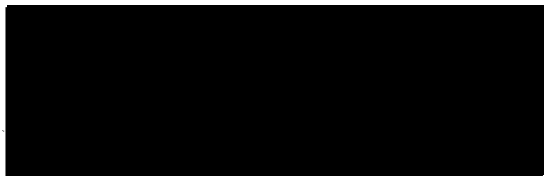
ENCLOSED IS AN E-MAIL I SENT TO BILL SAUER A CUSTOMER SERVICE REPRESENTATIVE OF THOR MOTORHOME CORPORATION.

McMAHON IS THE DEALER I BROUGHT THE MOTORHOME FROM IN NOVEMBER 2010. THE IRS SHUT THEM DOWN SEVERAL MONTHS AGO.

THE SLIDE OUT HAS COME OUT TWICE SINCE THE ENCLOSED E-MAIL WAS SENT (7-10-211) MY MOTORHOME IS IN A REPAIR SHOP NOW WAITING FOR A PART TO FIX THE DRIVE MECHANISM. THERE IS NO REASON FOR A SLIDE OUT TO COME OUT WHILE THE RV IS TRAVELING DOWN A HIGHWAY.

I AM A MEMBER OF A CAMPING CLUB THAT HAS APPROXIMATELY TWENTY-FIVE RV'S. MOST OF THESE RV'S HAVE MULTIPLE SLIDEOUTS. AS FAR AS I KNOW THEY HAVE NOT HAD ANY PROBLEM WITH THEIR SLIDEOUT COMING OUT ON ITS OWN.

SINCERLY YOURS



[REDACTED]

From: [REDACTED]
To: [REDACTED]
Sent: Wednesday, July 20, 2011 9:29 AM
Subject: Fw: Motorhome Slideout

--- On Wed, 7/20/11 [REDACTED] wrote:

From: [REDACTED]
Subject: Motorhome Slideout
To: bsauer@tmcrrv.com
Date: Wednesday, July 20, 2011, 9:19 AM

The main slideout came out approximately two feet on Interstate 215 when we first took possession of the motorhome in November, 2010. The slideout has continuously come out several inches even when parked. I have had to tie the slideout so it would not deploy while traveling in the motorhome.

McMahon tried three times to fix the slideout from coming out and failed to fix the problem.

Our motorhome has been at Murrieta Valley RV for a total of six weeks waiting on parts to fix the slideout. As of now they have been given no indication of when they will have the needed parts.

Meanwhile we are making monthly motorhome payments and storage payments and our motorhome is not always available for us to use.

7/21/2011

CUSTOMER #:

WORKORDER

MCMAHON'S RV

345 West H. Street

Colton, CA 92324

(909) 825-5880 · FAX (909) 825-5598

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HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 681 WILSON, STEVEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	FOUR WINDS HURRICANE	1F65F5DY9B0 [REDACTED]		3048/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21OCT10 IS							
09NOV10 DD			17:00 21JAN11		0.00	CASH	

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:H474

21JAN2011 14:34

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A RS100 WFW SLIDE TRAVELING OUT WHEN DRIVING

COMPANY NAME FIRST EXTENDED

COMPANY PHONE

POLICY NUMBER MRVA123731

POLICY TERM 84

EFFECTIVE DATE 09 NOV 2010

DEDUCTIBLE 50.00

MILEAGE LIMIT

BEGIN MILES 2602

END MILES 85000

COMPONENTS

DE

EXCLUSION OF WARRANTIES

PRELIMINARY ESTIMATE \$

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			



McMahon's RV

"Home to the World's Finest Motorhomes"

A Division of the Mega RV Corp.

1313 RV Center Drive - Colton, CA 92324

(909) 422-8970

FAX (909) 422-8975

BAR# AA-243219

CAL 000302527

MURRIETA, CA

SERVICE ADVISOR **STEVEN WILSON**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
23FEB11	14MAR11	H474	1F65F5DY9B0				14MAR11	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SJA
11:53	10:22	11	FOUR WINDS HURRICANE		0.00	09NOV10	681	681
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
3112	3112							

A C/S SLIDE STILL OPENS IN TRAVEL
RS100 TROUBLESHOOT WITH MFG AND BLEED
SYSTEM AND TESTDROVE UNIT SEVERAL
TIMES AND LET SIT WITH SLIDE NOT
MOVING OUT
673 WFW (N/C)

B C/S DASH STEREO DOESNT SELECT AM STATIONS, HE
IS TRYING TO GET AM1070
RS117 TROUBLESHOOT AND FOUND POOR
ANTEANNA CONNECTION, RESET PROPERLY
AND TESTED
673 WFW (N/C)

IRVINE
6441 Burt Road #10
Irvine, CA 92688
(949) 559-7534
BAR# AK-218856
EPA# CAL000302559

COLTON
1313 RV Center Drive
Colton, CA 92324
(909) 422-8970
FAX (909) 422-8975
BAR# AA-243219
EPA# CAL000302527

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

ORIGINAL
ESTIMATE

AUTHORIZED
ADDITIONS

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X

X

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED
OTHERWISE.

MURRIETA VALLEY RV SERVICE INC.**27882 DEL RIO****TEMECULA, CA 92590****951 676 8990****FAX: 951 676 8910****Date****19 APR 11****09:26****WRITTEN BY:****001****Inv. #****MAX****MURRIETA****CA****() - ext****MAKE****THOR****MODEL****HURRICANE****YEAR****2011****LICENSE****VIN#1****1F65F5DY9B0****VIN#2****TRAILER****CLASS A****ACCOUNT****2226****D.O.P.****NOV 9 10****MILES 6007**

TECH. LABOR DESCRIPTION
002 BACK UP CAMERA NOT WORKING
SCREEN BAD REPLACE
RETURN CAMERA UNIT NOT NEEDED

TOTAL \$**\$ 100.00****LABOR \$/hr****100.00**

002 SLIDE OUT CREEPS OUT
EQUALIZER ISSUE WARRANTY
FREIGHT TO EXPEDITE RAM FROM EQUALIZER
RECIEPT ATTACHED

\$ 130.00**LABOR \$/hr****130.00**

002 WINDSHIELD REPLACE AND GLUE EXTERNAL MOLDING INTERNAL GASKET
IN PROPER SETTING

\$ 200.00**LABOR \$/hr****100.00**

002 MAIN AWNING COLOR NOT GOOD IN FRONT
PENDING

\$ 0.00**LABOR \$/hr****0.00**

002 RIGHT HAND SIDE OF SLIDE OUT INTERIOR MOLDING FALLING OFF.
REMOVE 6" MOLDING RESECURE SCREWS ON BRACKET ADD SCREWS TO
SUPPORT .
RENAIL AND PUTTY TRIM ON.

\$ 100.00**LABOR \$/hr****100.00**

I HEREBY AUTHORIZE YOU TO DO THE ABOVE LISTED WORK AND OBTAIN THE NECESSARY MATERIALS TO THE THE VEHICLE. I ACKNOWLEDGE AN EXPRESSED MECHANICS LIEN TO SECURE PAYMENT ON THIS WORK ORDER. I HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE VEHICLE ON STREETS, ROADS AND HIGHWAYS FOR THE PURPOSE OF TESTING.

X

LABOR SOLD
PARTS SOLD
SUBLET SOLD

\$ 530.00**\$ 0.00****\$ 0.00****SALES TAX****\$ 0.00****DISCOUNT****\$ 0.00****1st Estimate: \$ 0.00 X: _____****2nd Estimate: \$ 0.00 X: _____****3rd Estimate: \$ 0.00 X: _____****TOTAL SALE****\$ 530.00****DEPOSIT RECEIVED****\$ 0.00****HOW PAID:**

RECOMMENDATION: REFER ALL TO BILL FAUERE
PARTS RETURN REFER TRACKING # (9612137)8978325
50303816 SHIPPED 7/18/11

