

EQ-10845983-8772

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Case Escalation
Date: Monday, May 23, 2016 11:04:56 AM
Importance: High

Subject: FW: Case Escalation
Importance: High

From: NHTSAHotline@ [mailto:telesishq.com NHTSAHotline@telesishq.com]
Sent: Thursday, May 12, 2016 10:36 AM
To: hotline-inquiries, NHTSA (NHTSA)
Subject: Case Escalation
Importance: High

Notification of Case Escalation (All times are GMT-0400)

Workspace ID:12

Case: EVOQ: TRAVEL TRAILER TIRE BLOWOUT- ODI 10845983

Case Number: [REDACTED]

Escalation: NHTSA **Status:** Closed
Date: 2016-05-12 **Time:** 10:36:07
Creation Date:2016-04-27 **Creation Time:**12:35:50

Symptom:

Entered on 05/12/2016 at 10:36:07 AM EDT (GMT-0400) by [REDACTED]:

The contact would like to use the attached documents to be associated with her complaint filed under ODI NUMBER: 10845983. The contact was unable to mail the documentation in and wanted to send electronically. The original complaint is listed below:

TL- THE CONTACT OWNS A SET OF ROAD RIDER S/T TIRES, SIZE 205/75/R14 THAT WERE PURCHASED ON A 2010 COACHMAN FREEDOM EXPRESS 24 TRAVEL TRAILER. THE CONTACT STATED THAT WHILE TRAVELING AT 55 MPH, THE FRONT DRIVER'S SIDE TIRE ON THE TRAILER EXPERIENCED A BLOW-OUT. THE CONTACT MOVED OFF THE ROADWAY AND REPLACED THE FAILED TIRE WITH A SPARE TIRE. THE SPARE TIRE WAS NOT MADE AVAILABLE WITH THE TRAVEL TRAILER. THE FAILURE CAUSED ADDITIONAL DAMAGE TO THE INSIDE PANEL AND FRACTURED A WATER LINE. THE CONTACT TOOK THE FAILED TIRE TO AN RV DEALER AND WAS TOLD THAT THE TIRES WERE DRY-ROTTED AND RECOMMENDED TO BE REPLACED EVERY 5 YEARS. THE TIRES WERE MANUFACTURED IN 2009, SEVEN YEARS PRIOR TO THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE TRAILER DID NOT REGISTER MILEAGE INFORMATION HOWEVER, THE APPROXIMATE FAILURE MILEAGE OF THE TIRE WAS 400. [REDACTED]

Entered on 05/12/2016 at 10:35:52 AM EDT (GMT-0400) by [REDACTED]:

The contact would like to use the attached documents to be associated with her complaint filed under ODI NUMBER: 10845983. The contact was unable to mail the documentation in and wanted to send electronically. The original complaint is listed below:

TL- THE CONTACT OWNS A SET OF ROAD RIDER S/T TIRES, SIZE 205/75/R14 THAT WERE PURCHASED ON A 2010 COACHMAN FREEDOM EXPRESS 24 TRAVEL TRAILER. THE CONTACT STATED THAT WHILE TRAVELING AT 55 MPH, THE FRONT DRIVER'S SIDE TIRE ON THE TRAILER EXPERIENCED A BLOW-OUT. THE CONTACT MOVED OFF THE ROADWAY AND REPLACED THE FAILED TIRE WITH A SPARE TIRE. THE SPARE TIRE WAS NOT MADE AVAILABLE WITH THE TRAVEL TRAILER. THE FAILURE CAUSED ADDITIONAL DAMAGE TO THE INSIDE PANEL AND FRACTURED A WATER LINE. THE CONTACT TOOK THE FAILED TIRE TO AN RV DEALER AND WAS TOLD THAT THE TIRES WERE DRY-ROTTED AND RECOMMENDED TO BE REPLACED EVERY 5 YEARS. THE TIRES WERE MANUFACTURED IN 2009, SEVEN YEARS PRIOR TO THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE TRAILER DID NOT REGISTER MILEAGE INFORMATION HOWEVER, THE APPROXIMATE FAILURE MILEAGE OF THE TIRE WAS 400. KMJ

Entered on 04/27/2016 at 12:35:50 PM EDT (GMT-0400) by

[REDACTED]
Sent from my T-Mobile 4G LTE Device

Case Information:

Did you contact the manufacture:No

Contact Information:

Last Name: [REDACTED] **First Name:** [REDACTED]
Address:
[REDACTED]
City: MIAMI BEACH **State/Province:** FL Florida
Zip: [REDACTED] **Country:** United States
Phone: [REDACTED] **Email Address:** [REDACTED]
Contact Source: Owner **ODI #:** 10845983

Attachments: 20160427_122347_001.jpg 20160427_122406.jpg 20160427_122424_002.jpg

ATTN [REDACTED]

ODI# 10845983

To Whom It May Concern:

We bought an RV from Camping World December 15th, 2015 in Lake Park, GA. We drove from Miami, FL to GA to pick it up. Supposedly, the RV was to have been ready at 1:00pm. Upon our arrival at 2:00 pm we saw that it was not ready. Please keep in mind that we are 1st time RV owners. Gene was supposed to do a walk through with us to go over the 45 point inspection so that we may go over anything that needed to be address. We were unable to complete this walk through, because we were constantly interrupted by another employee because of another customer's issue. It was not until they finally turned in the RV to us at exactly 5:30 pm that we noticed the rear and break light were not in working order. At that time they gave us a complementary one night stay at their RV resort. Meanwhile, my husband and Gene with other two employees worked on the RV lights until 1:00am the next morning. We left the camping resort at 3 am and while traveling down the highway we were almost rear ended by an 18 wheeler, and stopped because out of of concern and being all shaken up we saw that the light were not working at all. We got to Miami and immediately we phoned JJ at Camping World to let him know of the issue in hand. We also sent him pictures of the dirty RV, dirty electric awning, something so simple like the kitchen drawer that needed repair with a screw was repaired with tape. We told him about the brake lights issue and almost being rear ended and he without any concern of our safety in turn replied; that he has over spent money and time on us all ready. He went on to say that if it was found to be Camping World at fault he would take responsibility for the repair of the lights. This concerns me and in doubt; was anything ever done to this RV to prepare a customer for the pick of such a sale? It is to my finding as that such a sale should have been properly pre inspected. Therefore, we proceeded in taking the RV to a professional electrician. After, a full inspection and the opening of the actual lights (something not done back at the Camping World) the electrician found corrosion in the wiring. He corrected the issue and sent JJ at Camping World the bill and which he paid for. At that time we expressed our distress of how he sold us this filthy RV and other issues and in turn he asked us what he could do to compensate the dirty RV and issues. We said we needed a ladder and a surge cord. However, we have received the power surge and that was fine, but the ladder box arrived damaged via carrier service. We proceeded to call JJ of this issue and at that time he said "He could longer do anything for us that he has not already done" till this day we have not received the ladder box replacement.

ATTN [REDACTED]

ODI# 10845983

Because a proper walk through was never conducted we started to experience and finding more issues along the way. One issue was we never received the keys to the outside locks for the RV. We had no choice but to break the locks; costing us extra time and expense.

Also, we had never received the title to the RV therefore causing late fees for the tag. It was not until we called Debbie whom transferred us to the correct department. Upon speaking with that department they felt badly because they couldn't even find us in the system. After some time they were able to resolve and found the information, sent us the title expedited along with a \$ 20.00 check to compensate the expenses for the expired tag in Florida.

Finally, we left to start our journey with our RV in hand February 25th, 2016. An hour and 38 min into our travels we had blown out tire on I-75 north mile marker 78. We were approached by DOT and only to find upon his inspection: that we had dry rotted tires. He went on not to give a citation because he took in kind consideration and gave us only warning and directed us to inform Camping World what they sold us. We noticed that the blown tire had caused extensive damaged to the tire panel and internal damaged to water lines in the kitchen; yet again finding ourselves wasting more time and money.

We proceed to go to the Camping World in Tampa Florida, requesting that they please inspect out RV and they did. Confirming what the DOT officer originally told us; that these tires were dry rotted, needing to be replaced and is very dangerous to drive on the road with the tires in this condition. The manager went on to tell us that RV was a 2010 model. The tires were from 2009 and making the tires 7 years old and that these tires should be replaced approximately 5 years. Then we told them we had bought this RV at Camping World in Lake Park, GA. We then went to Walmart to buy all 4 brand new tires. We called JJ and told him of the happenings and that we needed to be reimbursed for the tires and he asked to give him a couple days and he get back to us, he never did. So we called again and at that time JJ proceeded to tell us "he could not do anything for us". So we followed up by calling the corporate office and spoke with Thomas O'Connor and that time he proceeded to tell us that he would get his investigative team to look into this issue. A few days later we received a call from JJ advising us that he had been contacted by Thomas O'Connor via email of this complaint. JJ proceeds to tell us again that he and his partner can "no longer do anything else for us". Therefore the corporate office did not send an investigative team properly investigating our issue.

Thomas O'Connor knowing we had severe issues with the store he took it upon himself to contact JJ at the same store in Lake Park, GA instead of them being contacted by the investigating team as told by Mr. Thomas O'Connor. There I feel this was not properly investigated or reported.

ATTN [REDACTED]

ODI# 108 45983

This has been a very hard lesson learned but I have to say that professionalism of Camping World of GA treated us unethically rude and with no consideration, morals or compassion.

It is with great discouragement, I find ourselves writing this letter of such magnitude and without truly being able to express the situation we found ourselves to have to endure.

Respectfully Yours

[REDACTED]

cc: National Hwy Traffic Safety

Federal Trade Commission Response Center

Consumer Protection Unit of GA Dept. of Law

Better Business Bureau
