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OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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**FAX**To : NHTSA

From: [REDACTED]

Company: Office of Defects Investigations

Phone number [REDACTED]

Fax Number: 202-366-1767

Fax Number: _____

Date: 3/19/18Total Pages: 7

(Including Cover Sheet)

Reference:

PACK SHIP MAILBOX RENTAL PRINT COPY FAX NOTARY AND MORE

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March 16, 2018

US Department of Transportation
National Highway Traffic Safety and Administration
Office of Defects Investigation, Room NVS-210
1200 New Jersey Avenue, SE
Washington, DC 20590

Case Number: 11074314

I need to update the claim I filed with NHTSA on 2/22/2018. I am updating my claim with the information that Winnebago and Nielson RV sold me a brand new vehicle under an open recall the consequence of which is fire or explosion.

On 11/7/2017 I purchased a brand new 2017 Winnebago Travato 59G, with 1,564 miles. I was not provided a written warranty at the time of purchase, the dealer Nielson RV, 341 East Sunland Drive, St. George, UT 84790 stated they did not have a warranty in writing from the manufacturer. I checked my manuals, paperwork and there was no warranty.

On 1/17/2018 the Class B Travato caught on fire. It was parked at Willow Winds RV in Hurricane, UT connected to shoreline power. The Zamp Solar Controller was melting and burning, when I removed the panel from the wall a flame was visible on the wiring attached to the controller. The wiring was wrapped with electric tape.

On 1/18/2018 at approximately 10am I turned the vehicle back into Nielson RV for repairs and investigation of the electrical fire. The vehicle was in the repair shop 29 days.

On 2/16/2018 the vehicle was ready for pick up by approximately 4:30pm, I retrieved it one hour later. Upon turning on the refrigerator using shoreline power it did not work, I performed the user trouble shooting recommended in the owners manual. The fridge still did not operate. I turned the fridge to liquid propane, it functioned for two days but shut off frequently and then ceased working. I reported this issue to George Buzoianu, Service District Manager at Winnebago Industries. George stated I needed to bring the vehicle in again for more repairs.

George Buzoianu, 714-473-7014, gibuzoianu@wgo.net

On 2/22/2018 I reported the electrical fire to National Highway Traffic Safety Administration and the responding agent stated, "Ma'am, there are two open recalls on 2017 Travato's you need to check your vehicle to ensure yours is not under one the recalls."

On 2/23/2018 Larry Bell Service Manager of Nielson RV responded to an email asking about any correlation between the current fridge issues and the fire damage to the wires/controls. He stated its possible there is some correlation. Email attached.

On 2/22/2018 I emailed George Buzoianu asking about both recalls and he responded stating there was one open recall on my vehicle which was opened on below date. Cori Condi of Nielson RV sold me the 2017 Travato without disclosing this open recall and without providing me written manufacturers warranty. The recall notice is below, email proof also attached. At the time I negotiated for this vehicle in late October 2017, Mr. Condi indicated his dealership had possession of the vehicle for eleven months. **This dealer failed to screen my vehicle for an open recall the consequence of which is possible fire or explosion.** I immediately cancelled my second trip while in S. California, in my 2017 Travato and drove the vehicle for two days back to Vancouver, WA, where I reside.

On 2/22/2018 on the phone I informed George that my emergency brake light was coming on during driving in spite of it not being set. He said I needed to get my vehicle into Winnebago's facility as soon as possible and to notify him of my arrival so he can schedule the service. The brake light had not come in previously unless I was parked and set the brake.

Vehicle

2017 WINNEBAGO TRAVATO

Manufacturer Winnebago Industries, Inc

Manufactured between 4/17/2015 - 1/24/2017

Recalled on 2/22/2017

Influenced by Winnebago Industries, Inc

Owners Notified on 3/6/2017

Affected 1,058

Recalled for EQUIPMENT:RECREATIONAL VEHICLE:LPG LINES AND FITTINGS

Description

Winnebago Industries, Inc. (Winnebago) is recalling certain 2016-2017 Travato recreational vehicles. The liquid propane (LP) hose may contact the emergency brake cable, potentially damaging it and causing it to leak propane.

Consequences

A propane leak can increase the risk of a fire or an explosion.

Corrective action

Winnebago will notify owners and dealers will inspect the vehicles, repositioning and securing the LP hose to avoid contact with the brake cable, free of charge. The recall began on March 6, 2017. Owners may contact Winnebago customer service at 1-800-537-1885.

On 2/28/2018 George Buzoianu told me to drive the vehicle to a dealer for repairs. He stated to leave it in Junction City, OR, three hours or more from my home, with no replacement vehicle and no compensation. I refused to drive it further for fear of another fire or explosion. Finally on 3/15/2018 my vehicle which has sat in storage since 2/24/2018 was inspected by Patrick Tuia, Service District Manager for Winnebago. Patrick Tuia, 360-490-7777, pttuia@wgo.net

On 3/16/2018 Patrick issued a work order, attached, stating the LP hose did not touch the brake cable per the open recall but he did a minor modification anyway ensuring the hose will not touch the brake cable.

On 3/16/2018 Patrick emailed me referring me to take the vehicle to Roberson RV Center, 3780 Turner Rd SE, Salem, OR 97302 approximately a 90 min drive from my home. I called Duane Bedell as instructed by Patrick at 503-485-3984 duane@robersonmotors.com and asked him when I could bring the vehicle in for repairs. His first available opening is April 3, 2018, two and half weeks from now. I informed him I am out of town 3/30-4/4 and he stated to deliver the vehicle on 3/29/2018.

Dear Sir or Madam of the Office of Defects Investigation. I paid \$20,000 cash for this brand new vehicle and over \$7,000 in tax and licensing and **would have never purchased it had I known about the open recall. This is fraud.** Winnebago should have ensured all open recalls on all affected vehicles were closed properly and safely. The vehicle has been unusable for 29 days and now again from 2/24/2018 until well past 3/29/2018 because I must deliver it and leave it for at minimum several days or longer at Roberson RV Center.

I am requesting that you perform a full investigation into my claim and charge Nielson RV and Winnebago with fraud. The United States has a structured society we have processes in place to prevent issues like this happening, from protecting innocent consumers. Nielson RV performed a gross negligence of duty when they failed to screen and repair this new vehicle before selling it to me. I am preparing for retirement and my plan was to retire and use this RV full time in 3-4 years. I used part of my retirement for this purchase and have been making payments on this vehicle without the use of it.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

 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 22-FEB-2018	Repository ☐ Reference No. 11074314
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City VANCOUVER	State WA	Zip Code [REDACTED]	
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 3C6URVJG2HE [REDACTED]		Make WINNEBAGO	Model TRAVATO
		Model Year 2017	
Date Purchased 11-20-17	Dealer's Name and Telephone Number Nielson RV		Engine: No: Cylinders
Original Owner ☐	Dealer's City 3411 Sunland Dr	State UT	Fuel Type: Gas
	Zip Code 84790		
Transmission Type ☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 17-JAN-2018 and Recall 3/2017
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage 1400	Failure Speed Ø
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make N/A	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: N/A	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 N/A	Number of Deaths Ø
		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 2017 WINNEBAGO TRAVATO. WHILE THE VEHICLE WAS PARKED, THE RV EXPERIENCED AN INTERNAL COACH ELECTRICAL FIRE. THE CONTACT WAS ABLE TO EXTINGUISH THE FIRE. THE RV WAS TAKEN TO NIELSON RV (341 E. SUNLAND DR, ST GEORGE, UT 84790, (435) 652-1111) WHERE IT WAS DIAGNOSED THAT THE FIRE WAS CAUSED BY THE DAMP SOLAR CONTROLLER. THE RV WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 1,400.			
3/19/18 update to this claim. on 2/22/18 I found this brand new 2017 Travato was sold to me under an open recall. All proof attached. [REDACTED]			
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.			

**NHTSA Safety Recall 17V-108**

TO: Winnebago Industries, Inc. Dealers

SUBJECT: Campaign #144 LP Hose

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owners may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the enclosed copy of the letter which is being sent to owners, the owners are being instructed to contact Winnebago Industries, Inc. if you do not remedy the condition within five days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

REASON FOR THIS RECALL

Winnebago Industries, Inc. has decided that a defect which relates to motor vehicle safety exists on certain 2016 - 2017 model year Winnebago® Touring Coach™ Travato® motorhomes. These motorhomes were manufactured April 17, 2015 through January 24, 2017.

The LP hose may be in contact with the emergency brake cable potentially resulting in a propane leak. A propane leak, in the presence of an ignition source, could result in a fire causing injury and/or damage to property.

OWNER NOTIFICATION

Owners will be notified of this campaign on their vehicles by Winnebago Industries, Inc. For all units in your inventory, the notification will be mailed to you. **DO NOT DELIVER TO A CUSTOMER ANY SUBJECT UNIT UNTIL CORRECTIVE ACTION HAS BEEN TAKEN.** Enclosed is a list of vehicles shipped to you.

DEALER CAMPAIGN RESPONSIBILITY

Dealers are to service all vehicles subject to this campaign at no charge to owners regardless of mileage, age of vehicle, or ownership from this time forward.

Whenever a vehicle subject to this campaign is taken into new or used vehicle inventory or it is in your dealership for service in the future, you should take the steps necessary to be sure the campaign correction has been made before reselling or releasing the vehicle. Owners of vehicles recently sold from your new vehicle inventory are to be contacted by the dealer and arrangements made to make the required correction according to instructions contained in this campaign.

SM104 US/1

MEMORANDUM

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INSTRUCTION TO PERFORM CAMPAIGN #144**Affected Models:**

Certain 2016 - 2017 model year Winnebago Touring Coach Travato motorhomes.

Repair Procedure:

Refer to the instruction sheet for inspection and repositioning of LP hose, if necessary.

REIMBURSEMENT

When the service has been completed, submit the labor amount and labor operation number listed below.
Your repair order must be properly signed by both the dealer and the owner.

	<u>OPERATION NUMBER</u>	<u>TIME ALLOWANCE</u>
INSPECT AND REPOSITION THE LP HOSE	24440101	0.3

Thank you for your cooperation.

Winnebago Industries, Inc.
Forest City, Iowa 50436

SM104 US/2

Enclosures