



National Transportation Safety Board

Washington, DC 20594 | www.NTSB.gov

OFFICE OF THE MANAGING DIRECTOR

MAR 20 2018

AL-110816491512

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

March 8, 2018

[REDACTED]
Jensen Beach, FL [REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for the copy of your February 20, 2018, letter to the Winnebago corporation regarding a fire that occurred in the junction box of your 2015 Winnebago 24J View.

To provide you some background, the National Transportation Safety Board (NTSB) is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant accidents in the other modes of transportation—railroad, highway, marine, and pipeline. We determine the probable cause of the accidents and issue safety recommendations aimed at preventing future accidents. In addition, we carry out special studies concerning transportation safety and coordinate the resources of the federal government and other organizations to provide assistance to victims and their family members affected by major transportation disasters. The NTSB derives this authority from Title 49 *United States Code* Chapter 11.

The regulation of motor vehicle safety is the responsibility of another federal agency, the National Highway Traffic Safety Administration (NHTSA). As a courtesy, we have forwarded your letter to NHTSA. If you wish to contact NHTSA directly regarding your concerns, you can do so at <https://www-odi.nhtsa.dot.gov/VehicleComplaint>.

I wish you the best.

Sincerely,

Paula Sind-Prunier
Chief
Executive Secretariat

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2018 MAR -9 P 12:04

cc: w/enclosure

Executive Secretariat
NHTSA

Winnebago Corporate Headquarters
PO Box 152
Forest City, IA, 50436

2/20/2018

I Have a 2015 WINNEBAGO 24J VIEW, serial number [REDACTED] and was at an RV campground in Lakeland, Florida when my incoming electricity stopped at 2:30 AM. The feeder box at the campsite was live, all my breakers were fine, and the generator as well did not power the unit.

A call to your customer support folks resulted in a long wait on hold and no promised return call. I found a local very talented RV Mobile repairman, and after much searching, the problem was located which was a fire in the junction box where the external power line comes into the unit. There was a failed wire splice from two poorly connected wires which burned. I have included pictures.

My wife and I have owned at least 5 RVs, including two Airstreams, and all have required numerous repairs for failed quality control and shoddy workmanship, and I am sorry to say that this unit has been no exception. A fire caused by two wires not properly connected is not excusable, even in a junction box. It could have caused a disaster.

I am copying this letter including the pictures to the national Transportation Safety Board, and I am requesting that Winnebago address this issue and reimburse me the \$75 cost of repair.

[REDACTED]
Jensen Beach, FL [REDACTED]
[REDACTED]

COPY NTSB



Don's Mobile RV Repair
1768 Pier y Dr
Akron, OH 44312
330-608-2094
ddonarv@aol.com

☐ ESTIMATE (4% ID FOR 30 DAYS)

DATE: 2-19-19
NAME: [REDACTED]
ADDRESS: LOT 162
PHONE: [REDACTED]
MAKE: [REDACTED]
MODEL: [REDACTED]
SERIAL: [REDACTED]

ITEM TO BE SERVICED: [REDACTED] NATURE OF SERVICE REQUEST: 2nd floor power

QTY	PAID #	DESCRIPTION OF PARTS OR MATERIALS	PRICE	AMOUNT
		checked found power wires at top inside home was burnt off cut off had some out per now wire not out check for operation would be good.		75
LABOR PERFORMED			TOTAL MATERIALS	
Serial # [REDACTED]			TAX	
			TOTAL LABOR	25
			TOTAL AMOUNT	75

EST. WANTED: [REDACTED] RECEIVED BY: [REDACTED]

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL. ☐ SHIP FOR LOSS RISK CONTROL.



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20594

U.S. POSTAGE
PAID
JENSEN BEACH, FL
34957
FEB 20, 18
AMOUNT
\$1.21
R2304N118064-5

National Transportation
Safety Board
490 L'Enfant Plaza SW
WASHINGTON, DC

20594