



JUL 10 2018

CL-1111619-7287

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

June 20, 2018

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: Arrotta's Automax & RVs and Clickit RV
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are forwarding you a copy for your information because it may include information of interest to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRCCComplaints@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

ANTHONY OGLE
Consumer Services Coordinator
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

AM
7-13-18
(1)

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]
Colbert, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

[REDACTED]

E-mail Address:

[REDACTED]

Age Group (optional):
59+

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):
Yes

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:
Arrotta's Automax & RVs

Address:
6623 N Division St
Spokane, WA 99208

Phone:
(509) 707-7797

Toll-Free:

Fax:

E-mail:

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Clickit RV
5901 E Sprauge Ave
Spokane Valley, WA 99212

Item or service purchased:

Cost of item or service:

50,469.70

Did you sign a contract?

Date of transaction:

04/15/2018

Salesperson's name:

Was an advertisement involved?

Date and source of advertisement:

About Your Complaint

Have you complained to the business?

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

If YES, please explain:

Explain your complaint in detail:

We purchased a used 2012 Forest River Forester motor home with 20,000 miles on it. When it was delivered the instrument panel was flashing and the slide would not retract all the way. After numerous attempts by Arrotta's to repair the dash, they sent it to a Ford dealer. Apparently the Ford dealership fixed the issue with the dash. After the dash was repaired Arrotta's made attempts to fix the slide before sending it to Clicket RV. The motor home has been at Clicket RV since the week of May 20th. It has been 2 months since we bought this motor home, we are making a second payment on it, and we have had insurance on it since we bought it. The head

mechanic of Arrotta's told us he was aware there were issues before it was sold to us. This has been very frustrating and drawn out. We are always told that they are doing the best they can. The motor home should have been ready to use when we bought it. These are safety issues that should have been resolved before it was put on the market. We have been very patient with Arrotta's but there is always a different story on when it will be fixed. We had planned on doing some camping and doing some traveling. We have asked for the owners Email and have been denied it. We have made on average 3 to 4 phone calls or visits per week. We can provide more detailed information if needed.

What do you think the business should do to resolve your complaint?

Explain if you have circled 'Other':

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

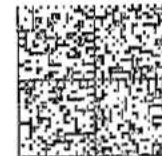
Signature [REDACTED] Date June 14, 2018

Received via the Internet

City and State where signed Spokane, Washington



Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
800 FIFTH AVENUE #2000
SEATTLE WA 98104-3188



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