

NHTSA ccmMercury Routing Slip

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



OCT 04 2018

Printed: 10/3/2018

CL-11138709-4092

NHTSA #: ES18-003632

XREF #:

Delivery: CRT

Rec'd Date: 10/3/2018

Doc Type: GEN

Address To:

Referred By: NAD-200

Doc Date: 9/27/2018

Due Date:

S10 #:

DOT/L #:

RMP #:

Subject: LETTER FROM MR. [REDACTED] REGARDING DEFECTIVE MOTORIZED WINDSHIELD
SHADE ON RV

Ack Date:

Sign Office: AA FOR
ENFORCEMENT

Cleared Date:

File Loc:

Added By: CMCNAIR

Ack By:

Signature: AS APPROPRIATE

Cleared By:

XREF File:

Modified By: CYNTHIA.L.DAVIS

Signed For:

Cleared For:

Closed Date: 10/3/2018

Most Recent Comment:

Author:

[REDACTED]
[REDACTED]
WEIPPE, ID [REDACTED]

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	APPROPRIATE	10/3/2018		10/3/2018

9-27-18

To Whom it May Concern:

This is to inform you of your defective and substandard product, namely the motorized windshield shade.

We've had nothing but problems with this item since we've had our RV. You would think that since you make such a beautiful coach built with class and beauty, that you would take the time to iron out the bugs in this silly windshield shade.

Not only is this shade defective, it is dangerous and could be deadly!

Let me explain. On several occasions, we've taken the coach back to the dealer with complaints that the shade won't go up; it won't go down; or it's just plain "stuck". (See enclosed invoices). The worst time was while driving on a very curvy river road with oncoming log trucks and heavy traffic, THE SHADE DROPPED DOWN!!!! This could have been deadly!. Blue Dog RV explains that it was a minor computer problem, which they say is resolved. REALLY?

Forest River and Blue Dog RV are on notice that this is totally unacceptable and needs to be resolved IMMEDIATELY!

Sincerely,

Copy to: NTSB



JB

ES18-003632

Motorized
DO NOT PULL DOWN

09/22/2018 12:23





Blue Dog RV
514 W. Seltice Way
Post Falls ID USA 83854
Phone #: (208) 457-7256
Fax #: (208) 457-8914

Invoice Number: [REDACTED]

Tag Number: [REDACTED]

Date and Time In: 4/26/2018 - 10:17 AM

Date and Time Out: 4/26/2018 - 10:17 AM

Promised Date Time: 4/26/2018 - 10:17 AM

Cashed Out Date:

Date Appointment Initiated: 4/26/2018

Service Advisor: (522) Shirley Nagrone



CUSTOMER COPY

329484 Home [REDACTED]

Cell: [REDACTED]

Weippe ID [REDACTED]

Veh Info: [REDACTED] 17 Georgetown 31R5 CB - Corner Bed MH

Serial Numbers: 1F66F5DY9H0 [REDACTED]

In-Srv: 8/10/2017 Miles/Hrs In: 2042 Out: Plate #:

Repair	VIN	Requested Repair Description	Mech #	Type	Labor	Discount	Total
1	H0 [REDACTED]	C/S Skylite is broken. CAUSE: I did not find skylight broken but I did find a vent lid broken. CORRECTION: installed new vent lid done	516	Warranty	INC	INC	INC
2	H0 [REDACTED]	C/S Left rear compartment door won't latch. CAUSE: hinge was loose and striker needed to be adjusted out a little done	516	Warranty	INC	INC	INC
3	H0 [REDACTED]	C/S Outside shower valves don't work at all they are wide open. On/Off are backwards. CAUSE: checked outside shower operation and it is working fine, need to push button on shower head it is a on and off switch. done	516	Warranty	INC	INC	INC
4	H0 [REDACTED]	C/S Fresh water fill is missing screws. CAUSE: installed new screws. done	516	Warranty	INC	INC	INC
5	H0 [REDACTED]	C/S Windshield shade goes down but won't go up. CAUSE: checked shade and it seems to be working fine with key off and key on. done	516	Warranty	INC	INC	INC
6	H0 [REDACTED]	Install table, it is in Aaron's bay. CAUSE: swapped out damaged table for and new table, transferred all hardware done	516	Policy Chrg	INC	INC	INC

Repair	Part #	Description	Qty	Selling Price	Extended Discount	Extended Price
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Pay Type CC # Amount

Signature: _____

I AGREE TO PAY THE ABOVE TOTAL AMOUNT

Cashed Out By:

Cash Out Date:

Cash Drawer:

Parts Total: \$0.00

Core Total: \$0.00

Freight Total: \$0.00

Sublet Total: \$0.00

Labor Total: \$0.00

Labor Discount: \$0.00

Other Charges: \$0.00

Shop Supplies: \$0.00

Sub Total: \$0.00

- Parts Discount: \$0.00

Ext Price: \$0.00

Sales Tax: \$0.00

Total: \$0.00

- Deductible: \$0.00

Deposits: \$0.00

Amount Due: \$0.00

Amt Tendered: \$0.00

Chg Returned: \$0.00

CUSTOMER COPY



Blue Dog RV
514 W. Seltice Way
Post Falls ID USA 83854
Phone #:(208) 457-7256
Fax #:(208) 457-8914

Invoice Number: [REDACTED]

Tag Number: DROP

Date and Time In: 7/11/2018 - 10:34 AM

Date and Time Out: 7/20/2018 - 2:25 PM

Promised Date and Time: 7/18/2018 - 12:00 PM

Cashed Out Date: 7/20/2018 - 2:25 PM

Date Appointment Initiated: 7/20/2018

Service Advisor: (522) Shirley Nagrone



REPRINT

Weippe ID [REDACTED]

329484 Home [REDACTED] Cell [REDACTED]

Veh Info: [REDACTED] 17 Georgetown 31R5 CB - Corner Bed MH

Serial Numbers: 1F66F5DY9H0 [REDACTED]

In-Srv: 8/10/2017 Miles/Hrs In: Out: Plate #:

Repair	VIN	Requested Repair Description	Mech #	Type	Labor	Discount	Total
1	H0 [REDACTED]	C/S windsheild shade works intermittently, wouldn't go up all the way today. CAUSE: PER FOREST RIVER: shade programming is not a warranty concern. CORRECTION: re-timed front window shade. DONE	440	Retail	\$0.00	\$0.00	\$0.00

Repair	Part #	Description	Qty	Selling Price	Extended Discount	Extended Price
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Pay Type	CC #	Amount
CASH		\$0.00

Signature: _____
I AGREE TO PAY THE ABOVE TOTAL AMOUNT
Cashed Out By: (173-7) Diana Williams
Cash Out Date: 7/20/2018
Cash Drawer: 1

Parts Total:	\$0.00
Core Total:	\$0.00
Freight Total:	\$0.00
Sublet Total:	\$0.00
Labor Total:	\$0.00
- Labor Discount:	\$0.00
Other Charges:	\$0.00
Shop Supplies:	\$0.00
Sub Total:	\$0.00
- Parts Discount:	\$0.00

Ext Price:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00
- Reducible:	\$0.00
Deposit:	\$0.00
Amount Due:	\$0.00
Am't Tendered:	\$0.00
Chg Returned:	\$0.00



Blue Dog RV
714 W. Seltice Way
Post Falls ID USA 83854
Phone #: (208) 457-7256
Fax #: (208) 457-8914

Invoice Number: [REDACTED]
Tag Number: 914



Date and Time In: 8/14/2017 - 9:42 AM

Date and Time Out: 8/15/2017 - 7:32 AM

Promised Date/Time: 9/15/2017 - 9:12 AM

Cashed Out Date:

Date Appointment Initiated: 9/14/2017

Service Advisor: (522) Shirley Nagrone

CUSTOMER COPY

Weippe ID [REDACTED]

Home: [REDACTED]

Cell: [REDACTED]

Veh Info: [REDACTED] 17 Georgetown 31R5 CB - Corner Bed MH

Serial Numbers: 1F66F5DY9H0 [REDACTED]

In-Srv: 8/10/2017 Miles/Hrs In: Out: Plate #:

Repair	VIN	Requested Repair Description	Mech #	Type	Labor	Discount	Total
1	H0	C/S Driver's seat not working properly, blows fuses. CAUSE: drivers chair blows fuses for customer CORRECTION: i could not find why fuses were blowing checked all the wires they were good and not pinching any where so i replaced fuse with reset able tested all ok DONE	894	Warranty	INC	INC	INC
2	H0	C/S Latch on septic door doesn't want to latch. CAUSE: loose handle and striker needs adjusted CORRECTION: tightened handle and adjusted striker tested after all ok DONE	894	Warranty	INC	INC	INC
3	H0	C/S 2nd drawer in the kitchen won't close. CAUSE: drawer catch not lined up CORRECTION: adjusted drawer catch tested after all ok DONE	894	Warranty	INC	INC	INC
4	H0	C/S Windshield shade will not go up. CAUSE: front shed needs adjusted CORRECTION: adjusted shade and tested after DONE	894	Warranty	INC	INC	INC
5	H0	entry door strut broke CAUSE: broken strut needs replaced CORRECTION: replaced strut DONE	894	Warranty	INC	INC	INC

Repair	Part #	Description	Qty	Selling Price	Extended Discount	Extended Price
1	69-8497	15amp CIRCUIT BREAKER	1.00			INC
5	95-3240	20" GAS PROP 20LBS	1.00			INC

Pay Type CC # Amount

Signature: _____

I AGREE TO PAY THE ABOVE TOTAL AMOUNT

Cashed Out By:

Cash Out Date:

Cash Drawer:

Parts Total:	\$0.00	Ext Price:	\$0.00
Core Total:	\$0.00	Sales Tax:	\$0.00
Freight Total:	\$0.00	Total:	\$0.00
Sublet Total:	\$0.00	- Deductible:	\$0.00
Labor Total:	\$0.00	Deposits:	\$0.00
Labor Discount:	\$0.00	Amount Due:	\$0.00
Other Charges:	\$0.00	Amt Tendered:	\$0.00
Shop Supplies:	\$0.00	Chg Returned:	\$0.00
Sub Total:	\$0.00		
- Parts Discount:	\$0.00		

WEIPPE, ID



7015 1520 0002 6676 1995

ADMINISTRATOR NHTSA
400 SEVENTH STREET SW
WASHINGTON, D.C.
20390



UNITED STATES POSTAGE
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