

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

Prime Time Manufacturing
Attn: Sara Hankins – Service Representative
200 SR 19 North Bld. #2
Wakarusa, IN 46573

RE: 2017 Crusader Lite – 275RK Soft Spots on Floor (Quality and Safety Issue)

Dear Ms. Hankins;

I am writing to document what must be considered an issue of poor manufacturing design and fabrication leading to what has become an issue of personal safety. The 'soft floor' issue has been documented at least as far back as September 6, 2017 on www.rvforum.net and also on the Forest River forum www.forestriverforums.com/forums/f210/soft-spot-in-floor-2015-crusader-96175 at least as far back as October 11, 2015.

We purchased the 2017 Crusader Lite (mfg date of 5/2/2016) from PleasureLand RV Center, Inc. (Ramsey MN 55303) on 6/28/2018. We understood the trailer was a one-owner unit. I requested from PleasureLand the previous owner's name and phone number as I wished to make contact, prior to our purchase, to find out if the previous owner had dealt with any issues with the trailer during their ownership and a best guess of the miles put on the trailer during their use. We never received the previous owner information. We went ahead with the purchase of the trailer without full disclosure of the soft floor issue.

We used the RV trailer for two short weekend local camp outs during 2018 and another two such camp outs during 2019. During the 2019 local area outings we began to notice signs of soft floor issues between the kitchen island and the dining/entertainment slideout. Initially the problem was in one specific area about midway between the island and the slideout.

In November 2019 we headed south to Texas for our first Winter out of the Minnesota snow storms. We remained in the same Texas RV park until mid-February 2020. After a short time in Texas the soft floor area began to expand beyond the single small area noted earlier. The floor problems expanded into most of the kitchen and further out in front of the slideout to a point where the floor squeaks and bounces when walked upon. At this point I fully expect that the soft floor issue will continue to expand into the other areas of main level and possibly up to the elevated bathroom and bedroom areas.

So here we are, owners of a Crusader Lite with this well-known and well-documented (by other owners) flooring and structural issue and we have the following concerns:

- We own an RV trailer, which we are still paying for on a credit union loan secured through the dealer, while the resale value I'm sure must be next to nothing as either a trade-in or outright sale to another unsuspecting customer
- We are concerned that if we continue to utilize the trailer we may very well end up stepping through the poorly designed and poorly constructed floor with the ¼-inch subfloor. I can only imagine what type of injuries we might suffer when the floor fails completely.
- Another concern that is implied in some of the forum user provided feedback is the possibility that when the floor system totally fails we might very well be traveling down the freeway, with unsuspecting traffic following us, and create a deadly scenario not only for us but everyone else in close proximity. Imagine the lawsuits!

- And we are concerned that in order to continue utilizing the trailer for what is what intended for, the costs of removing the defective floors and the poorly designed subfloor and supporting structure and then costs of redesign and rebuilding the floors to meet safety norms would be cost prohibitive.

We purchased the Crusader Lite 5th Wheel RV as means of enjoying our retirement and escaping the brutal winters of the upper mid-west. At this time we believe we have wasted part of our retirement funds to purchase the RV and with little chance of ever recouping our investment. We are also faced with the real possibility that we may not be able to further utilize the RV and remain safe on the roads and during our trips for which we made the investment.

It is our hope that you will take this issue and our concerns to Prime Time and Forest River management to develop a plan for resolution of this matter. Please feel free to contact us for further information or to discuss options for resolution of these issues.

Thank you for your assistance.

[REDACTED]
Cell: [REDACTED]
Email: [REDACTED]

Copy: 1
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National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590

PleasureLand RC Center
Attn: Sales Manager
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