

July 17, 2021

CL-11427139-5430

RE: Entegra Odyssey 1FDXE4FN7M [REDACTED]

La Mesa RV
1740 South Mesa Drive
Mesa, Arizona 85210
Attn: General Manager

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

In the last 6 years, I have purchased 3 RVs from La Mesa RV in Mesa, Arizona. The sales experience has always been very positive. But I can't say the same for the service department. Our current RV, a 2021 Entegra Odyssey, has been in for service on 2 occasions. Our first appointment was set up by the sales department for 12/10/20. It is common for them to set up an appointment at delivery to take care of concerns experienced in the first 2-3 months of ownership. I took the coach in on my scheduled appointment date for minor warranty issues. It took 1 month for these repairs to be completed. At that time, the advisor, Lance Larson, also ordered flooring.

In February, I received recall 20V-780 letter for the leveling jacks. I called Shantel Weaver, who replaced Lance Larson, and ask if she could have the parts ordered so that the recall could be performed at the same time as the flooring. She said she would order the necessary parts.

On or about 5/3/21, Shantel called to let me know the flooring was in. I asked about the recall and she told me she would check on it. The appointment was made for 5/17/21. In addition to the flooring and the recall, I requested that the interior overhead lights be repaired. Only 1 of 6 were working. On 5/28/21, Shantel notified me that the coach was ready. I picked it up on 5/29/21. At that time I was told the recall part needed to be ordered, AGAIN!. Upon returning home, I discovered that the front window shade was damaged. I immediately emailed pictures to Shantel Weaver. I received no response to my email. I took the coach out for a 5-day trip at which time, I discovered there was a water leak under the bathroom vanity and the trim on the vanity was damaged. I assume the vanity had to be removed to install the flooring. Surely, this damage would have been noticed at the time and should have been repaired. It is a complete disregard for the customer.

My complaint is 1) the time it takes to complete repairs after an appointment is made, and 2) the advisors do not return phone calls, emails, or texts after several attempts. I believe that the practice of the service department, even with an appointment made 2 weeks in advance, is that warranty is secondary to customer pay and it is just fill-in work.

The lack of communication from 2 different advisors leads me to believe this is standard practice at this dealership. I have not contacted the service manager because he apparently condones this attitude, and he has set the tone for the service department.

All I'm asking for is that the recall be performed and the damage caused by the service department be repaired in a timely manner and the common courtesy of being informed of the progress from the advisors. I understand that parts are difficult at this time, but communication from the advisor would go a long way to relieve my frustration.

[REDACTED]
Fountain Hills, AZ
[REDACTED]

Cc: La Mesa RV Corporate headquarters
Entegra Coach Customer Service
National Highway Traffic Safety Administration

