

July 31, 2021

To Whom It May Concern,

For a year now, I have been trying to get a valid warranty claim processed. I have spent countless hours with emails, phone calls, time going back and forth to Mainline and now on this letter on something that should have been a simple warranty claim.

Summary:

Among other defects, the Right Rear door was warped from the factory the day we bought the truck and this was immediately communicated in person with Scott Cassidy the day I purchased the vehicle from Harry Browns, followed up immediately with an email to Scott then to Latisha at Rockport. As of the day of writing this letter, Rockport refuses to process a valid warranty claim and build and send a new door to Mainline Truck and Trailer, the authorized warranty dealer so they can install a new Right Rear door that is not warped, with Rockport claiming this was a result of normal wear and tear. This was communicated from day one upon purchase several different ways and to several different people/companies so it's beyond absurd, illogical and beyond frustrating to suggest that this was subsequent wear and tear. Supporting documentation attached.

Timeline of events:

6/27/2020 Purchased 2019 GMC Cutaway Van (VIN-1GD07SFG0K1 [REDACTED]) with Rockport /Forest City Work Body Box Truck from Harry Browns in Faribault, Minnesota.

The same day we purchased the truck both my brother [REDACTED] and myself [REDACTED] noticed the Right Rear door of the vehicle was warped. We shared the same with Scott Cassidy in person when we bought the vehicle then we followed up with an email on Monday June 29th, 2020. (Email attached). We included specific details of the issues and pictures.

Scott who is the sales representative assured us it was under warranty and we should be fine as he agreed the door was warped from the factory and that it would be covered under the manufacturer warranty. To make matters worse, there is a design flaw where no front top bumper was installed on the body of the truck, so when the wind blows, there is no stopper to prevent the door from further damage. This also caused the door to warp and bend more.

7/19/20 We received the warranty registration cards and who to contact to open the warranty claim so I opened a claim with rockportwarranty@forestriverinc.com and the claim was assigned to Latisha L. Robinson.

Months went by with countless calls to Kurt at Mainline Truck and Trailer to inquire on the status of the right rear door.

Mid July 2021, after we again called Kurt at Mainline and Trailer and he stated over the phone that Rockport denied the claim as the Right Rear Door warping was due to excessive customer use. This is simply not the case based on all the previous submitted documentation. Based on timeline above, the warped Rear Door was found and identified upon purchase and sent to Latisha at Rockport on August 18, 2020 less than a month after I purchased the truck. It has nothing to do with excessive customer use. This is a blatant deceptive attempt at not honoring the warranty claim and a completely unacceptable business practice. This is a fact that cannot be argued, look at the documentation.

The same emails above were sent to Latisha at Rockport again (on 7/27/21 Email attached) to challenge her assertion that the warping was from customer damage as she states this is the denial reason for the claim. As of the writing of this letter, I have received no response from Latisha.

Please note the deceptive business practices and level of unprofessionalism by Rockport is not acceptable.

Rockport never contacted me directly to tell me they denied the claim. I found out from Kurt at Mainline Truck and from me constantly having to follow up with him.

I called Kurt at Mainline for months inquiring on the status of the rear warped door. They did fix some of the other items, however they are simply unwilling to fix a glaring defect. I bought a brand new truck based on principal and workmanship and warranted asserted, and should NOT have to pay any out of pocket expenses to correct this manufacturers flaw in workmanship.

Rockport simply does not want to pay for a new door to be manufactured and installed and does not stand by their product defects or warranty whatsoever. This needs to be resolved immediately.

Please send a new door to Mainline and approve the work for them to install it. This whole process has been time consuming on my end and completely ridiculous, and now I have to spend countless more hours gathering emails, writing this letter and researching who to complain to. In addition to the new door and install, I would like a \$300 reimbursement check sent to me to compensate me for the countless hours wasted on a warranty claim that should have been processed as soon as it was submitted almost a year ago. We never would have purchased the truck if we had any idea Rockport was not going to honor a valid warranty claim. **Again this needs to be addressed and resolved immediately.**

Cell: [REDACTED]
[REDACTED] Willoughby, OH [REDACTED]

CC: Latisha L. Robinson, Rockport Trucks
2323 Middlebury St., Elkhart, IN 46516 / llrobinson@forestriverinc.com

CC: Caleb Pontius, General Manager, Rockport Trucks
2323 Middlebury St., Elkhart, IN 46516 / cpontius@forestriverinc.com

CC: Rockport Owner Relations
ownerrelations@forestriverinc.com

CC: Rockport Warranty
rockportwarranty@forestriverinc.com

CC: Kurt Jaworski, Mainline Truck & Trailer
360 Solon Road, Cleveland OH 44146 / kurt@mainlinetruck.com

CC: Scott Cassidy, Sales
Harry Brown Automotive
747 Grant St, Faribault, MN 55021 / scott.cassidy@harrybrowns.com

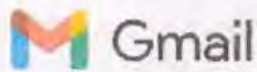
CC: Mike Brown, President/CEO
Harry Brown Automotive
747 Grant St, Faribault, MN 55021 / mike.brown@harrybrowns.com

CC: Federal Trade Commission
Submitted, Report # 137949562

CC: Office of the Indiana Attorney General
Consumer Protection Division, Government Center South, 5th Floor, 302 W. Washington St., Indianapolis, IN 46204

CC: Better Business Bureau of Northern Indiana
4011 Parnell Ave, Fort Wayne, IN 46805

CC: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S.E., Washington, D.C. 20590

**Fw: Trade In Quote - 2017 Chevy Express Extended Cargo G2500**

2 messages

Mon, Jul 26, 2021 at 5:46 PM

To: [REDACTED]

----- Forwarded Message -----

From: [REDACTED]

To: Scott Cassidy <scott.cassidy@harrybrowns.com>Cc: Mike Brown <mike.brown@harrybrowns.com>; Arlene Mueller <arlene.mueller@harrybrowns.com>

Sent: Friday, July 3, 2020, 02:08:58 PM EDT

Subject: Re: Trade In Quote - 2017 Chevy Express Extended Cargo G2500

Hi Scott, sorry for the delay. Here are the pictures. It's the back door, there is a gap as you go toward the bottom. The top the seam (or whatever you'd like to call it) is together but as you go down more it's separates (by the black door handle). Let me know if you need anything else. Also Jason did activate the Onstar. Thanks [REDACTED]

On Tuesday, June 30, 2020, 09:46:39 AM EDT, Scott Cassidy <scott.cassidy@harrybrowns.com> wrote:

[REDACTED]

Can you please have them take some detailed photos of the affected area and forward them to me? I will forward to our vendor to get the ball rolling on getting this corrected. As for the title and check, I am copying our person that does this, and she can let me know when it is sent and I will then email you.

Thanks,

Scott

From: [REDACTED]

Sent: Monday, June 29, 2020 10:33 PM

To: Scott Cassidy <scott.cassidy@harrybrowns.com>

Subject: Re: Trade In Quote - 2017 Chevy Express Extended Cargo G2500

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Scott, [REDACTED] had wanted me to reach out about a few things. The right rear door and one of the side box doors are warped on the body. Do you know who/where he would need to go to get this warranty work done? Can you also email me when you send the check for the taxes and the memo title? Thank you, [REDACTED]

On Friday, June 26, 2020, 02:53:53 PM EDT, Scott Cassidy <scott.cassidy@harrybrowns.com> wrote:

No problem. Keep me posted so that I can re-schedule him for later in the day. Our business office gets very busy on Saturday, so an appointment is needed.

From: [REDACTED]
Sent: Friday, June 26, 2020 1:50 PM
To: Scott Cassidy <scott.cassidy@harrybrowns.com>
Subject: Re: Trade In Quote - 2017 Chevy Express Extended Cargo G2500

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Scott, [REDACTED] is running a little behind and hasn't left OH yet, not sure he will get there by 9am tomorrow. Is this your cell 612-290-8717? Can I text you later this evening (probably a lot later) when I have a better idea of the time? Thanks, [REDACTED]

On Friday, June 26, 2020, 09:41:24 AM EDT, Scott Cassidy <scott.cassidy@harrybrowns.com> wrote:

Hi [REDACTED]

Just bring his driver's license and proof of insurance to carry with him in the vehicle. Looking forward to meeting them tomorrow morning.

Scott Cassidy

From: [REDACTED]
Sent: Friday, June 26, 2020 8:09 AM
To: Scott Cassidy <scott.cassidy@harrybrowns.com>
Subject: Re: Trade In Quote - 2017 Chevy Express Extended Cargo G2500

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thanks. [REDACTED] and my brother are still planning on being there tomorrow at 9am. Does he need to bring anything? I am getting him insured today on the vehicle.

On Thursday, June 25, 2020, 11:16:47 AM EDT, Scott Cassidy <scott.cassidy@harrybrowns.com> wrote:

[REDACTED]

Purchase agreement attached. Call me at 612-290-8717 if you have questions.

Scott

From: [REDACTED]
Sent: Thursday, June 25, 2020 8:19 AM
To: Scott Cassidy <scott.cassidy@harrybrowns.com>
Subject: Re: Trade In Quote - 2017 Chevy Express Extended Cargo G2500

2 attachments

image0.jpeg
527Kimage1.jpeg
582K

to: lrobinson@forestriverinc.com

Tue, Jul 27, 2021 at 8:25 AM

Hello Latesha,

This is [REDACTED] I am following up on the warranty claim for [REDACTED] new box truck he bought. Here is evidence that we turned in a claim that the door was warped. We noticed it the same day we bought the truck from Harry Brown's. The warping of the door was like that as soon as we bought it and has nothing to do with customer wear and tear. Please process the claim and provide a new box truck back door. Also there is a design flaw of not enough hinges on the door. The only way to remedy this is for you to provide us a new door that Mainline can install. I am forwarding you another email so you can see the date and time stamps of the email. Please call me if you have any questions or concerns.

2 attachments

image0.jpeg
527Kimage1.jpeg
582K

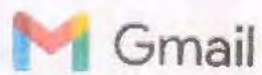
7/28/2021

Gmail - Fw: Trade In Quote - 2017 Chevy Express Extended Cargo G2500



7/30/2021

Gmail - Fw: Warranty Registration / Claims [REDACTED] Chasis Vin K1313389)



Fw: Warranty Registration / Claims [REDACTED] Chasis Vin K1313389)

4 messages

To [REDACTED]

Fri, Apr 16, 2021 at 8:52 AM

----- Forwarded Message -----

From [REDACTED]

To: [REDACTED]

Sent: Sunday, July 19, 2020, 05:01:17 PM EDT

Subject: Fw: Warranty Registration / Claims [REDACTED] Chasis Vin K1313389)



Willoughby, OH [REDACTED]

----- Forwarded Message -----

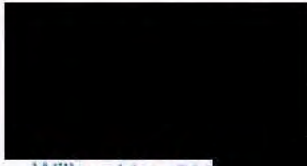
From [REDACTED]

To: "rockportwarranty@forestriverinc.com" <rockportwarranty@forestriverinc.com>

Sent: Sunday, July 19, 2020, 05:00:35 PM EDT

Subject: Warranty Registration / Claims [REDACTED] Chasis Vin K1313389)

Hello, I'm mailing my warranty registration card and claims tomorrow but wanted to make sure you got it so attached everything. Thank you.



Willoughby, OH [REDACTED]

2 attachments



Warranty Card.jpg
882K

Claim Mailed 7.20.20.docx
1137K



7/30/2021

Gmail - Fw: Warranty Registration / Claims [REDACTED] Chasis Vin K1313389)

Reply-To: [REDACTED]

To: [REDACTED]

Mon, Jul 26, 2021 at 5:53 PM

[REDACTED]
Willoughby, OH [REDACTED]

----- Forwarded Message -----

From: [REDACTED]

To: [REDACTED]

Sent: Wednesday, August 19, 2020, 01:46:23 PM EDT

Subject: Fw: Warranty Registration / Claims [REDACTED] Chasis Vin K1313389)

[REDACTED]
Willoughby, OH [REDACTED]

----- Forwarded Message -----

From: Latisha L. Robinson <lrobinson@forestriverinc.com>

To: [REDACTED]

Sent: Tuesday, August 18, 2020, 09:46:23 AM EDT

Subject: RE: Warranty Registration / Claims [REDACTED] Chasis Vin K1313389)

[REDACTED]

Yes we will pay Mainline they have my contact information and know to send me the estimate for approval and the final invoice for payment. Please let me know if you have any other questions.

Latisha L. Robinson

Rockport
QUALITY TRUCK BODIES

2323 Middlebury St, Elkhart, IN 46516
Phone: 574-327-2393 / Fax: 574-295-3974
rockporttrucks.com

Division of Forest River, Inc. - A Berkshire Hathaway Company

DELIVERING A HIGHER STANDARD

ALL WARRANTY CLAIMS ARE CLOSED AFTER 60 DAYS

[REDACTED]

From [REDACTED]
Sent: Tuesday, August 18, 2020 9:38 AM
To: Latisha L. Robinson <lrobinson@forestriverinc.com>
Subject: Re: Warranty Registration / Claims [REDACTED] Chasis Vin K1313389)

CAUTION: This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

Hi Latisha, can you tell me the process for getting this warranty work done after I make an appt (i.e. do you pay Marine Truck and Trailer directly). Thank you.

[REDACTED]
Willoughby, OH [REDACTED]

On Thursday, July 30, 2020, 02:39:51 PM EDT, Latisha L. Robinson <lrobinson@forestriverinc.com> wrote:

[REDACTED]

Please contact Kurt at Mainline Truck & Trailer to schedule your service. Their contact information is as follows.

MAINLINE TRUCK & TRAILER
360 SOLON RD.
CLEVELAND, OH 44146
440-439-7777

I apologize for the delay.

Latisha L. Robinson

2323 Middlebury St. Elkhart, IN 46516
Phone: 574-327-2393 / Fax: 574-295-3974

[REDACTED]

7/28/2021

Gmail - Fw: Warranty Registration / Claims ([REDACTED] Chasis Vin K1313389)



rockporttrucks.com

Division of Forest River, Inc. - A Berkshire Hathaway Company

DELIVERING A HIGHER STANDARD

ALL WARRANTY CLAIMS ARE CLOSED AFTER 60 DAYS

From [REDACTED]
Sent: Wednesday, July 29, 2020 12:35 PM
To: Latisha L. Robinson <lrobinson@forestriverinc.com>
Subject: Re: Warranty Registration / Claims ([REDACTED] Chasis Vin K1313389)

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Hello, I just wanted to follow up on this to see when/where I can get this warranty work done. Thank you.

[REDACTED]
Willoughby, OH

On Thursday, July 23, 2020, 02:51:15 PM EDT [REDACTED] wrote:

Thank you. The current mileage is 3,194.

[REDACTED]
Willoughby, OH

On Thursday, July 23, 2020, 12:19:22 PM EDT, Latisha L. Robinson <lrobinson@forestriverinc.com> wrote:

Good Afternoon [REDACTED]

I wanted to update you on where we are at with your warranty claim. I have contacted a repair facility near you and I am in the process of getting them set up for Warranty payment. Once we have that finished up I

[REDACTED]

7/30/2021

Gmail - Fw: Warranty Registration / Claims [REDACTED] Chasis Vin K1313389)

will send you the information to schedule your repair. In the meantime can you please let me know the current mileage on your truck. Please let me know if you have any questions.

Thank you kindly,

Latisha L. Robinson

2323 Middlebury St. Elkhart, IN 46516

Phone: 574-327-2393 / Fax: 574-295-3974

rockporttrucks.com

Division of Forest River, Inc. - A Berkshire Hathaway Company

ALL WARRANTY CLAIMS ARE CLOSED AFTER 60 DAYS

-----Original Message-----

From: [REDACTED]

Sent: Sunday, July 19, 2020 5:01 PM

To: Rockport Warranty <RockportWarranty@forestriverinc.com>

Subject: Warranty Registration / Claims ([REDACTED] Chasis Vin K1313389)

CAUTION: This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

Hello, I'm mailing my warranty registration card and claims tomorrow but wanted to make sure you got it so attached everything. Thank you.

[REDACTED]
Willoughby, OH

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[REDACTED]
Mon, Jul 26, 2021 at 5:57 PM

----- Forwarded Message -----

From: [REDACTED]

To: [REDACTED]

Sent: Sunday, July 19, 2020, 05:01:17 PM EDT

Subject: Fw: Warranty Registration / Claims ([REDACTED] Chasis Vin K1313389)

7/30/2021

Gmail - Fw: Warranty Registration / Claim [REDACTED] Chasis Vin K1313389)

440-213-4190
A & J Group LLC
814 Tioga Trail
Willoughby, OH 44094

----- Forwarded Message

From [REDACTED]
To: "rockportwarranty@forestriverinc.com" <rockportwarranty@forestriverinc.com>
Sent: Sunday, July 19, 2020, 05:00:35 PM EDT
[Quoted text hidden]

2 attachments



Warranty Card.jpg
882K

 Claim Mailed 7.20.20.docx
1137K

To: lrobinson@forestriverinc.com

Tue, Jul 27, 2021 at 8:27 AM

Here is the clearly warped door that was already sent to you for processing.. Please replace the warped door and provide to Mainline so we can fix this obvious manufacturing defect.

[REDACTED]
[Quoted text hidden]

2 attachments



Warranty Card.jpg
882K

 Claim Mailed 7.20.20.docx
1137K

[REDACTED]

Claim #1 – Back doors have a gap, close at the top and come apart as it goes down



Claim #2 – floor is squeaking, not sure if there are screws or something else missing

Claim #3 – latch metal piece is bent and it opened 2x while driving

Bent one



What it looks like not bent



Location – drivers side, second to end



7/31/2021



Compe

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Start

7/31/2021

Fw: Trade In Quote - 2017 Chevy Express Extended Cargo G2500 [REDACTED] - Gmail

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Compose

9 of 1,001

Sent

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Meet

New meeting

Join a meeting

[REDACTED]

No recent chats
Start a new one

+

[REDACTED]
----- Forwarded Message ----- From: [REDACTED]

[REDACTED], Jul 26, 5:46 PM (5 days ago)
To: Scott Cassidy <scott.cassid

[REDACTED]
to lrobinson

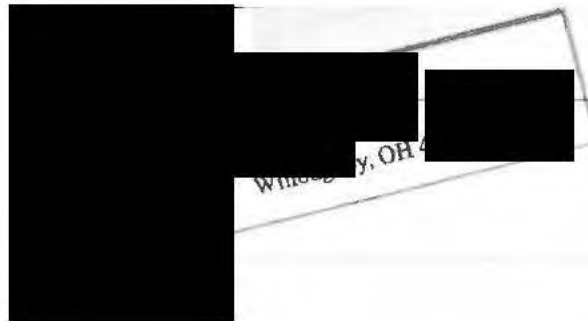
Tue, Jul 27, 8:25 AM (4 days ago)

Hello Latesha,

This is [REDACTED] I am following up on the warranty claim for [REDACTED] new box truck he bought. Here is evidence that we turned in a claim that the door was warped. We noticed it the same day we bought the truck for Harry Brown's. The warping of the door was like that as soon as we bought it and has nothing to do with customer wear and tear. Please process the claim and provide a new box truck back door. Also there is a design flaw of not enough hinges on the door. The only way to remedy this is for you to provide us a new door that Mainline can install. I am forwarding you another email so you can see the date and time stamps of the email. Please call me if you have any questions or concerns.

[REDACTED]

[REDACTED]



National Highway Traffic
Safety Administration
Attn: Administrator
1200 New Jersey Ave, SE
Washington DC 20590-