

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

NAUGATUCK, CT

COMPLAINT LETTER , NAUGATUCK 09/01/2021

CASE # [REDACTED] PHONE # [REDACTED]

FOR INFORMATION :

- Camping World of Uxbridge – 865 Quaker Hwy, Uxbridge, MA 01569 – 833580-1622
- Marcus Lemonis Chairman and CEO – MarcusVIP@campingworld.com (866-232-8990)
- Fleetwood RV -1420 Patterson Street, Decatur. IN 46733 (800-509-3417)
- NHTSA Safety report -1200, New Jersey Avenue SE. -West Building – Washington DC 20590
- Ann L. Deleone -Legal assistant, Burdge Law Office -www.RVLemonlaw.com

On May 25th, 2021, we purchased from Camping World Uxbridge MA the NEW 2021 RV Fleetwood Fortis 33HB class A - Vehicle ID Number 1F66F5DN6M [REDACTED] with odometer reading 920 miles.

-First trip to New Orleans, we experienced multiples issues.

1 – The front AC on chassis was not working instead cold air we had very hot hair (this problem is common on Fleetwood RV looking to the reviews from others and Camping World customer service in Uxbridge pointed this out

We had to run the generator wen traveling to cool d inside.

2- Elevated noise on dashboard and under the front floor, massive vibration on road (missing screws washers and nuts) poor assembly and very bad quality control. Needs to place all the missing parts attach the dashboard correctly. Some parts are completely loose.

3- Outside storage doors not closing properly, with vibration they open, wen driving and falling objects from storage with liability for us in the case of accident (again bad assembly and bad quality control)

Locks needs to be adjusted or replaced to keep the doors safe closed on road.

4- Back support for awing is loose with vibration wen driving very danger if detaches from RV needs to be correctly attached to (very bad assembly and very bad quality control

5- Trim on entrance corner is not glued and falls all the time

6- closet floor was broken at deliver with a promise to be fix ASAP (no answers on that)

7- Front table leg missing on deliver promised to be sent by UPS ASAP (no answers on that)

8- Loose and damaged top hinge entry door (poor installation and quality control)

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- 9- Master bathroom in the back, doors detached from the track very bad installation and quality control
- 10- Front license plate support and plate missing on road (very bad installation)
- 11- Front AC on roof no efficient and leaking water inside (very bad quality control)
- 12- Driver front seat not swiveling
- 13- Water leaking under kitchen cabinets flooding the floors damaging kitchens cabinets, floor plywood and tile
- 14- Water leaking in top the electronic circuits for the water heater damaging electronic circuits and started smoke and spark fire
- 15- Draws on kitchen cabinets open wen driving (locks not installed correctly (very por quality control)

TO ALL THE PARTS INVOLVED

We offer two options:

OPTION 1-

All the issues to be fix by professionals in acceptable way by a technician requested by us. in a very short time possible,

The RV is at the Dealer in Uxbridge since July 26th, 2021, with no answers from them.

We had programed our summer vacation from August 9th to August 26th, because Camping World was not able to fix the problems we had to cancel resulting in a loss for us.

OPTION 2-

We move forward with a lawsuit requesting full refund of the total paid plus the 5 years warranty, taxes and other expenses incurred by us at our attorneys and court judgments.

SINCERELY



NAUGATUCK, CT

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WHISA SAFETY REPORT

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