

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

From: [ArtemisSupport](#)
To: [NHTSA ODI CED](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: ArtemisSupport Inbox - VOQ# 11562891, [REDACTED] - Add photos to Complaint - Thanks for Letting Us Know About Your Safety Problem.
Date: Friday, January 5, 2024 6:26:45 PM
Attachments: [REDACTED]

Hello CRD Inbox,
And the trend continues but this consumers indicates he was unable to upload photos via the complaint site. (see below & attached)

Thanks,
Cameron Olson
Artemis Help Desk
artemis@dot.gov

From: [REDACTED]
Sent: Monday, January 1, 2024 1:08 PM
To: ArtemisSupport <ArtemisSupport@dot.gov>
Subject: NHTSA - tracking number 11562891

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Attached are the documents I could not attach vis the website.

Reference tracking number 11562891

Our Contact Information:

[REDACTED]
Pullman, WA
[REDACTED]

From: NHTSA-ODI-Consumer-Communication@service.govdelivery.com <NHTSA-ODI-Consumer-Communication@service.govdelivery.com>
Sent: Monday, January 1, 2024 9:10 AM
To: [REDACTED]
Subject: Thanks for Letting Us Know About Your Safety Problem

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can

save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11562891](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](#) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](#), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

|



SUNSET
TRAIL



We purchased a new travel trailer in 2023. We took the RV out for 6 weekend camping trips in the summer of 2023. We returned from each trip with a list of problems that needed to be fixed.

We identified 42 problems with the RV in the short time that we used the RV during the summer months of 2023. As a result of these problems, the RV has spent 5 ½ months of the first 7 ½ months since we took possession of the RV, in a service center getting repairs. Many of the problems deal with items coming apart or detaching from their mounting surface due to vibration.

The following are examples of things that came apart or detached due to vibration. I highlighted those items on the outside of the RV that came loose, and posed a safety concern while traveling.

- The AC ducting came apart above the ceiling panels (as a result – no AC flow through vents)
- The structure that holds the window blinds pulled away from the wall
- The ladder used to access roof came loose making it unsafe to use
- The spare tire came lose 6 times! And, each time it was on the verge of detaching from RV
- A 6' x 3' bunk bed detached from the wall
- The aft wall of the RV separated from the floor such that daylight could be seen along the separation in the bunkhouse.
- The forward wall of the RV separated from the floor such that daylight could be seen along the separation in the master bedroom.
- A vent cap located on the forward part of the RV roof came off of a vent pipe
- A vent cap located on the aft part of the RV roof was on the verge of detaching from a vent pipe
- Numerous screws / nails have come out in multiple locations

LIST OF REPAIRS

Item	Severity	Description	Resolution
1	Moderate	Both doors out of alignment, making it difficult to open and close both entry doors. Discovered during delivery inspection	Both doors fixed at Liberty Lake Service Center on May 19, 2023
2	Low	Cover for outside water faucet missing. Discovered during delivery inspection	Replacement part order. Eventually fixed by Liberty Lake Service Center
3	High	Right rear sheet metal damaged (appears someone backed into RH rear corner of RV)	Replacement part order. Eventually fixed by Lewiston Service Center

		The damage occurred sometime between when we purchased it, and when we arrived to take delivery. Damage was not reported to us, but was left for us to discover. Discovered during delivery inspection	
4	High	Spare tire loose on spare tire mount. Spare tire could have come off during travel. Discovered during delivery inspection	Bolts tightened to secure spare tire to mount at Liberty Lake Service Center
5	High	Aft AC unit was not cooling the inside of the RV. It was 85 deg F outside / 95 deg F inside the RV during the inspection. There was little to no flow coming out of the AC ceiling vents throughout the RV. Discovered during delivery inspection	Not fixed. Individual providing the orientation said that the AC unit takes time to cool the RV down. We would confirm later that the rear AC unit works, but there was no flow coming out of the ducts because ducting had come apart above the ceiling.
6	High	Confirmed that aft AC unit was not capable of cooling down the RV because there is virtually no flow coming out of the AC ceiling vents. We asked the service center to check the ducting. It is hotter inside the RV than outside the RV when camping. Discovered 5/20/2023 – 6/5/2023	Not fixed. Lewiston RV Service Tech confirmed that little flow was coming out of the AC ceiling vents but said that was normal. Lewiston Service observed that with both AC units running for hours, the units were not capable of cooling the RV. Ducting was NOT checked. The service tech suggested talking to Keystone RV since it was design issue.
7	High	Discovered that forward AC unit was not blowing any cold air. Cannot cool down master bedroom. Discovered 5/20/2023 – 6/5/2023	Lewiston Service Center confirmed that forward AC unit was not working. A replacement AC unit was order. It was eventually fixed by Lewiston Service Center
8	Low	“L” bracket on upper RH corner of bunkhouse pop-out was bent and missing screws. Discovered 5/20/2023 – 6/5/2023	Fixed by Lewiston Service Center
9	Low	Missing screw on forward main entry door. Discovered 5/20/2023 – 6/5/2023	Fixed by Lewiston Service Center
10	Low	Furring strip around forward main entry coming off. Discovered 5/20/2023 – 6/5/2023	Fixed by Lewiston Service Center
11	Low	Lower right corner of slide protective edging coming off for kitchen pop-out near refrigerator. Discovered 5/20/2023 – 6/5/2023	Fixed by Lewiston Service Center
12	Low	Rubber gaskets missing where hose connects to clean out forward and aft black water tanks. Discovered 5/20/2023 – 6/5/2023	Fixed by Lewiston Service Center
13	High	Spare tire came loose <u>twice</u> during the period 5/20/2023 – 6/5/2023. Spare tire could have come off during travel.	Lock Tight applied by Lewiston Service Center
14	Low	Corner on bunkhouse needs caulking inside Discovered 6/14/2023 – 6/16/2023	Fixed by Liberty Lake Service Center
15	Low	Face of LH drawer near dining table loose Discovered 6/14/2023 – 6/16/2023	Fixed by Liberty Lake Service Center
16	Moderate	“U” part of kitchen faucet head is loose Discovered 6/14/2023 – 6/16/2023	Tightened by Liberty Lake Service Center (but faucet head is still a little loose - should have been replaced)
17	High	Water backs up in shower with little use of shower . Limits use of shower when not connected to sewer. Discovered 6/14/2023 – 6/16/2023	Though this issue was pointed out to the Service Advisor for the Liberty Lake Service Center, it was not addressed
18	High	No air flow out of the AC ceiling vents. RV gets very hot inside. Discovered 6/14/2023 – 6/16/2023	Liberty Lake Service Center found that AC ducting above ceiling had come apart. Ducting repaired.
19	Moderate	Cannot connect water hose to quick disconnect water valve on back of trailer Discovered 7/1/2023 – 7/23/2023	Replacement part ordered. Eventually fixed by Lewison Service Center
20	High	Spare tire came loose <u>twice</u> during the period 7/1/2023 – 7/23/2023. Spare tire could have come off during travel.	Lewiston Service Center tightened bolts. They said that there was nothing more that they could do.
21	Low	Several of the blue strip of LED lights on front of RV not working. Discovered 7/1/2023 – 7/23/2023	Replacement part ordered. Eventually fixed by Lewison Service Center

22	High	Water backs up in shower with little use of shower . Limits use of shower when not connected to sewer. Discovered 7/1/2023 – 7/23/2023 (reported previously - nothing was done)	Fixed - Vent piping depth in grey holding tank was adjusted by Lewison Service Center
23	Moderate	LED lights for holding tanks do not appear to be functioning correctly Discovered 7/1/2023 – 7/23/2023	Fixed - Wiring for display panel had been installed incorrectly by manufacturer. Wiring was fixed by Lewison Service Center
24	High	The aft wall in the bunkhouse had separated from the floor. As a result, there is a gap between the two surfaces, and daylight is visible through the gap. Discovered 7/1/2023 – 7/23/2023	Fixed by Lewison Service Center
25	Moderate	Sink stopper/plug missing after shower issue was fixed (Item #22)	Replacement part ordered by Lewiston Service Center
26	High	Scratch / crease discovered on large pop out after getting home from having the RV serviced at the Lewiston Service Center. Damage not reported to us. Left for us to discover. Discovered 8/9/2023	To be fixed in September when RV is no longer being used by Lewiston
27	High	Lower front cable for large pop-out found to be frayed as a result of body damage to large pop-out (see item #26). The Cable very close to breaking. Damage not reported to us. Left for us to discover. Discovered 8/9/2023	Cable replaced by Lewiston RV Service Center
28	Moderate	Black diamond plating on front of RV coming loose Discovered 8/10/2023 – 8/13/2023	Fixed by Lewison Service Center
29	High	New forward AC unit not blowing cold air. It appears to have frozen up after running for 2 hours. It started working again hours later. Unable to cool down bedroom when forward unit was not working Discovered 8/10/2023 – 8/13/2023	Lewiston Service Center was going to check forward AC unit. I cannot confirm that actually happened.
30	High	Never received the tool to crank in pop-out if the motor fails. Service tech says we should have received this tool. There is no way to bring in the pop-outs without this tool if the motor fails. Discovered 8/10/2023 – 8/13/2023	Service tech said he would put on in the RV. Tool never received.
31	High	Spare tire loose again (6 th time). Spare tire could have come off during travel. Discovered 8/26/2023 – 9/13/2023	In-work
32	High	Large blind on large pop pulling away from wall due to excessive shaking. This is a large piece that could cause additional damage if were to completely separate. Discovered 8/26/2023 – 9/13/2023	In-work

33	High	The small bunk on passenger side of bunkhouse had become unhinged from wall as result of the excessive shaking. Bunk was unusable, and there no access to the upper bunk as well - making both bunks unusable. Discovered 8/26/2023 – 9/13/2023	In-work
34	Moderate	Forward vent cap missing from vent pipe that worked on previously (see item #22) Discovered 8/26/2023 – 9/13/2023	In-work
35	High	The forward wall in the master bedroom (at master bed headboard) had separated from the floor. As a result, there is a gap between the two surfaces, and daylight is visible through the gap. Discovered 8/26/2023 – 9/13/2023	In-work
36	High	The area above large pop-out does not seem right when viewed from within the RV Discovered 8/26/2023 – 9/13/2023	In-work
37	High	The ladder used to access the roof had begun to detach from RV. Unable to use ladder to access roof. VERY UNSAFE Discovered 8/26/2023 – 9/13/2023	In-work
38	Moderate	A 2 nd vent cap on another vent pipe on the RV roof was also coming off. Discovered 8/26/2023 – 9/13/2023	In-work
39	High	An access hole on front of RV for passing through wiring for the blue light strip was never sealed when blue light strip was replaced (see item #21). Water can get inside the wall. Discovered 8/26/2023 – 9/13/2023	In-work
40	Moderate	Inside ceiling panels are blistering / bubbling in various areas throughout RV Discovered 8/26/2023 – 9/13/2023	In-work
41	High	Cable that was replaced on the large pop-out is now loose. See item #27 Cable is critical to opening / closing pop-out Discovered 8/26/2023 – 9/13/2023	In-work
42	Moderate	Solar panel control was set up for 'AGM' lead acid batteries rather than 'flooded' lead acid batteries. Asked Lewiston Service Center to verify type of batteries, and fix controller if it is set-up incorrectly.	In-work

ADDITIONAL INFORMATION

Trailer Information: 2022 Keystone Crossroads Sunset Trail 331BH
VIN: 4YDTSSR23N5 [REDACTED]

RV Dealer (place of purchase): RnR RV
23203 East Knox,
Liberty Lake, WA 99019
766-386-4875
www.rnrrv.com

Manufacturer: Keystone RV
2642 Hackberry Drive
PO Box 2000
Goshen, IN 46526
574-535-2100

Service Center: RnR RV
4040 N&S Hwy
Lewiston, Idaho 83501
208-748-7070

Dealer Contacts: Wayde Foster, RnR RV Sales Manager
wfoster@rnrrv.com , 406-890-4581 (cell)

Patrick Nagrone, RnR RV Service Manager
PNagrone@rnrrv.com , 509-927-9000

Michelle Loop, RnR RV Service Advisor
mloop@rnrrv.com , 208-748-7070

Bob Sandeno, RnR RV Sales Consultant
bsandeno@rnrrv.com , 509-220-1586 (cell)

Manufacturer Contacts:

Amber Gardner, Keystone Customer Service Rep
garda@keystonerv.com , 866-425-4369

Key Dates:

Purchase Date: April 22, 2023

Delivery Date: May 19, 2023

Service Dates:	May 19, 2023	1 day
	Jun 7, 2023 – Jun 13, 2023	6 days
	Jun 19, 2023 – Jun 30, 2023	11 days
	July 24, 2023 – Aug 8, 2023	15 days
	Aug 14, 2023 - Aug 29, 2023	15 days
	Sep 14, 2023 - Jan 8, 2023 *	117 days *

* This date is an estimate. This RV is currently at RnR RV for service (since Sep 14, 2023). We were told on Dec 13, 2023 by Michelle Loop that repairs to the RV should be completed the first week on January 2024.

Our Contact Information:

[REDACTED]

Pullman, WA [REDACTED]

[REDACTED]



MAX LOAD SINGLE 1500 KGS (3300 LBS)
MAX LOAD DUAL 3000 KGS (6600 LBS)
MAX LOAD 1500 KGS (3300 LBS) AT 100% LOAD



23203 E. Knox Ave., Liberty Lake, WA 99019

Sales: 1-509-927-9000

Service: 1-509-462-9000

Parts: 1-509-340-9000

Repair Order Invoice

Doc Number: [REDACTED]

Service Writer: WAGAR, ABBIE @

Date Printed: 12/14/2023

Date Promised: 05/19/2023

Date In: 05/19/2023

Cashier: HOOK, CHERYL #

Cashier Date: 07/24/2023

Customer Information

Home Phone: [REDACTED]

Cell Phone: [REDACTED]

Email [REDACTED]

Unit 2022 SUNSET TRAIL 331BH 331BH

Color: HD STEELY
GREY

Keyboard: R066 1-2 NO KEYS

VIN/Serial No: 4YDTSSR23N5 [REDACTED]

Plate: [REDACTED]

Odom/Hrs In: 0

Out: 0

c3452397 - Job 2 - Outside Kitchen

Description: repair loose trim at outside kitchen

Resolution: siliconed trim back into place and left it taped
DONE 5/19/23

Recommend: 7/11/2023 pre -auth PA03481721 LH
7/12/2023 Auth hrs .20

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY
Job Subtotal		WARRANTY
Approve: ☒		Decline: ☐

Job 6 - Pass. side rear metal

Description: Lower transition metal damaged. Need to ordered get replaced.

Recommend: 7/11/2023 pre -auth PA03481721 LH
7/12/2023 auth hrs .30
unit went to lewiston - we did not do this job

Labor

Description	Total
	\$0.00
Labor Subtotal	\$0.00
Job Subtotal	\$0.00
Approve: ☒	Decline: ☐

c3452397 - Job 7 - Upper outer slide fascia corner trim

Description: Corner trim broken. needs to be replaced.

Resolution: R&R corner piece of exterior fascia and sealed it up
DONE 6/21/23

Resolution:

Recommend: 7/11/2023 pre -auth PA03481721 LH
7/12/2023 auth hrs .20

Parts

Part #	Qty	Description	Price	Discount	Total
516262	1.00	ENDCAP, SLIDE OUT - 4 3/4"	WARRANTY	WARRANTY	WARRANTY
Parts Subtotal					WARRANTY

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY

Job Subtotal **WARRANTY**

Approve: ☒ **Decline:** ☐

c3452397 - Job 5 - Entry Doors

Description: rear entry door binds difficult to open.
front entry door binding and hard to close

Resolution: lubed both doors and flattened strike plate on rear door that was binding
DONE 5/19/23

Recommend: 7/11/2023 pre -auth PA03481721 LH
7/12/2023 auth hrs .10

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY

Job Subtotal **WARRANTY**

Approve: ☒ **Decline:** ☐

All Jobs Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

Customer understands that they are responsible for any diagnosis or repair costs that are not covered by their factory or extended warranty. X_____

STORAGE FEE of \$35.00 PER DAY will be charged for vehicles left an RnR RV beginning on the seventh business day after notification that work is completed and vehicle is ready for pick up unless prior arrangements are made with Management. Storage Fees for Insurance Estimates/Repairs will be calculated daily on vehicles deemed total loss or if work is not performed by RnR RV. X_____

ESTIMATE FEE: I understand that I will be charged an Estimate Fee if work is not performed by RnR RV. X_____

TERMS: "I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft, or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

DISCLAIMER OF WARRANTIES ON PARTS: All warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the said products. Any limitation contained herein does not apply where prohibited by law.

By signing this invoice you are acknowledging that the work that was requested, was completed unless otherwise noted, and was done to your satisfaction at the time of pick up.

R'nR RV Center will warranty all labor and parts associated with repairs if caused by a defect in workmanship for the period of 90 days or 4000 miles if applicable.

R'n R RV Center is your one stop RV Super Store! If you have any questions or comments feel free to call or email Dennis Garrett - Service Manager 509 927-9000 ext. 185 / email: DGARRETT@RNRRV.COM

Thank You For Your Business!

Signature:_____



4040 N & S Hwy, Lewiston, ID 83501

Sales: 1-208-413-6773

Service: 1-208-748-7070

Parts: 1-208-748-7075

Repair Order Invoice

Doc Number: [REDACTED]

Service Writer: BOLON, SAMANTHA

Date Printed: 12/13/2023

Date Promised: 06/12/2023

Date In: 06/07/2023

Cashier: ALICE, MORSE

Cashier Date: 06/19/2023

Customer Information

Home Phone: [REDACTED]

Cell Phone: [REDACTED]

Email: [REDACTED]

Pullman, WA [REDACTED]

Unit 2022 SUNSET TRAIL 331BH 331BH

Color: HD STEELY
GREY

Keyboard:

VIN/Serial No: 4YDTSSR23N5 [REDACTED]

Plate: [REDACTED]

Odom/Hrs In: 0

Out: 0

C3431342 - 01 Rear ac

Description: Customer states the rear ac is just trickling air through the ducting. please make sure the air is cooling correctly

Resolution: 6/12

Verified the rear air conditioner divider was installed correctly. Placed a thermometer in the output register at the entry door. (see photo) Placed another thermometer in the input (ambient) air side of the air conditioner. I photographed and recorded input air temp of 70 degrees and an output temp of 52 degrees. This is within the specifications for the Coleman mach air conditioner. The customer insists the air conditioner is not installed correctly as he has stated he is an engineer. I have stated repeatedly the air conditioner is operating correctly. I have stated the air flow issue he is referring to is due to the type of register used in the unit. The air flow is flowing from the registers but not in the manor the customer feels it should based on information gathered from friends and other campers. I have opened the air conditioner air distribution box again with the customer present as he insisted I did not check the air divider and he was told that was the likely issue. I presented evidence he was in fact wrong, the divider was installed as I stated.

Jericho

Recommend: 48204-069

s#220123765

PA03461310 pend auth 6/13/2023 ajm pend 1.0 auth

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY
Job Subtotal		WARRANTY
Approve: ☒		Decline: ☐

C3431352 - 03 Rear r/s slideout

Description: Customer states the slideout corner cap is missing a screw

Resolution: 6/12

Screw has been replaced.

Jericho

Recommend: PA03459933 pend auth ajm 6/13

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY

Job Subtotal WARRANTY

Approve: ☒ Decline: ☐

C3431352 - 04 Front entry door

Description:Customer states a screw is missing on the front entry door

Resolution:6/12

Customer installed replacement screw removed and a matching screw installed.
Jericho

Recommend:PA03459933 pend auth ajm 6/13

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY
Job Subtotal		WARRANTY
Approve: ☒		Decline: ☐

C3431352 - 05 Front entry door

Description:Customer states the gasket on the inside of the entry door is loose

Resolution:6/12

Lower inside entry door gasket glued to door with rubber cement.
Jericho

Recommend:PA03459933 pend auth ajm 6/13

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY
Job Subtotal		WARRANTY
Approve: ☒		Decline: ☐

C3431352 - 07 Refer slideout

Description:customer states the lower right edge of the reinforcement next to the refer is popping out

Resolution:6/12

The lower right fascia decorative corner has been reattached. This is a decorative piece and in NO WAY a reinforcement of any kind.
Jericho

Recommend:PA03459933 pend auth ajm 6/13

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY
Job Subtotal		WARRANTY
Approve: ☒		Decline: ☐

All Jobs Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

6.13 Ro to JJ wall file.sB

6/13 FLAGGED TECH,RO TO SB (AMACY)

6/13 FLAGGED TECH, RO BACK TO JJ (AMACY)

6.8 Ro to trailer. Per jeff. SB

Customer understands that they are responsible for any diagnosis or repair costs that are not covered by their factory or extended warranty. X _____

STORAGE FEE of \$35.00 PER DAY will be charged for vehicles left an RnR RV beginning on the seventh business day after notification that

work is completed and vehicle is ready for pick up unless prior arrangements are made with Management. Storage Fees for Insurance Estimates/Repairs will be calculated daily on vehicles deemed total loss or if work is not performed by RnR RV X_____

ESTIMATE FEE: I understand that I will be charged an Estimate Fee if work is not performed by RnR RV. X_____

TERMS:" I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree:that you are responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire,theft, or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and /or inspecting such vehicle.

DISCLAIMER OF WARRANTIES ON PARTS: All warranties on the products sold hereby are those made by manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the said products.Any limitation contained herein does not apply where prohibited by law.

By signing this invoice you are acknowledging that the work that was requested, was completed unless otherwise noted, and was done to your satisfaction at the time of pick up.

RnR RV Center will warranty all labor associated with repairs for the period of 90 days or 4000 miles if applicable.

RnR RV Center is your one stop RV Super Store! If you have any questions or comments feel free to call or Email Jeff Kulczyk - Service Manager. 208-748-7070 ext. 423
Email: JKULCZYK@RNRRV.COM

Thank You For Your Business!

Signature: _____



23203 E. Knox Ave., Liberty Lake, WA 99019

Sales: 1-509-927-9000

Service: 1-509-462-9000

Parts: 1-509-340-9000

Repair Order Invoice

Doc Number: [REDACTED]

Service Writer: WAGAR, ABBIE @

Date Printed: 12/14/2023

Date Promised: 06/28/2023

Date In: 06/19/2023

Cashier: HOOK, CHERYL #

Cashier Date: 07/19/2023

Customer Information

Home Phone [REDACTED]

Cell Phone: [REDACTED]

Pullman, WA [REDACTED]

Unit 2022 SUNSET TRAIL 331BH 331BH

Color: HD STEELY
GREY

Keyboard: R066 2-2 NO KEYS

VIN/Serial No: 4YDTSSR23N5 [REDACTED]

Plate: [REDACTED]

Odom/Hrs In: 0

Out: 0

C3455935 - Job 1 Roof AC Units

Description: cust states the front ac does not blow cold at all and the rear ac is barley blowing any air, Lewiston looked at unit we will check here. they tested and it got 16 degree drop at the vent, cust states there is barley any air coming out though, front ac needs replaced and that possibly issues with ducting

Resolution: at the front a/c found that the fan on roof under cover was not installed, motor was working but fan was right next to the shaft, removed the black cover in order to push the fan onto the fan then installed the cover/guide back in place. without this fan on the roof the a/c could not dissipate the heat from the radiator and unit will not cool, once the fan was in place tested and a/c was cooling as it should
model#94300715
serial#211200218

Recommend: 6/26/23 sent to alicia to input cdh
Model-48203-669
S/N- 229016142

7/10/23 submitted pa03480460 cdh
7/14/23 send email to tech and advisor asking for pics showing issue cdh
7/19/23 Approved 1.0 to repair send email to advisor / parts cdh

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
	Labor Subtotal	WARRANTY
	Job Subtotal	WARRANTY
	Approve: ☒	Decline: ☐

C3455935 - Job 2 Kitchen Faucet

Description: cust states the upper U part on kitchen faucet is loose and needs tightened

Resolution: tightened kitchen faucet with allen key but it is already fully tightened, sink is as designed no further adjustment can be made
DONE

Recommend: 7/10/23 submitted pa03480460 cdh
7/19/23 Approved .3 to repair send email to advisor / parts cdh

Labor

Description	Hours	Total
	WARRANTY	WARRANTY

Labor Subtotal WARRANTY

Job Subtotal WARRANTY

Approve: ☒ Decline: ☐

C3455935 - Job 3 Storage Drawer Face

Description: cust states the front face of storage drawer under the left dinning seat area is loose

Resolution: drawer face was loos because it did not have any staples at the sides, stapled it down,
DONE 6/21/23

Recommend: 7/10/23 submitted pa03480460 cdh

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY

Job Subtotal WARRANTY

Approve: ☒ Decline: ☐

C3455935 - Job 4 Corner Seam

Description: cust states the corner seam in the bunkhouse needs sealed there is an exposed hole

Resolution: sealed corner wall
DONE 6/21/23

Recommend: 7/10/23 submitted pa03480460 cdh

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY

Job Subtotal WARRANTY

Approve: ☒ Decline: ☐

C3455935 - Job 5 Shower

Description: cust states there is water collecting into the plastic area outside the shower, no water gets on the floor is this normal or does the metal part of the shower need to be sealed to the shower basin?

Resolution: sealed the bottom frame of the glass door to prevent water from pooling at the outside of the door
note. water still might make it pass since there are still gaps present in doors and gliding mechanism, this is normal
DONE 6/21/23

Recommend: 7/10/23 submitted pa03480460 cdh

Labor

Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY

Job Subtotal WARRANTY

Approve: ☒ Decline: ☐

C3455935 - rear a/c no air flow

Description: customer states that the ducted a/c is not sending any air flow to vents throughout unit.

Resolution: removed the interior shroud and found that the ducts were not installed into the a/c there was a 2 inch gap from the duct to the a/c so air was being blowing into ceiling rather than into ducts, got both ducts as close as possible and taped them down with foil/duct tape, installed shroud and tested, unit is getting proper air flow from ducts now
DONE 6/21/23

Model-48203-669
S/N- 229016142

Recommend: 7/10/23 submitted pa03480460 cdh

Labor		
Description	Hours	Total
	WARRANTY	WARRANTY
	Labor Subtotal	WARRANTY
	Job Subtotal	WARRANTY
	Approve: ☒	Decline: ☐

All Jobs Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

Customer understands that they are responsible for any diagnosis or repair costs that are not covered by their factory or extended warranty. X_____

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ESTIMATE FEE: I understand that I will be charged an Estimate Fee if work is not performed by RnR RV. X_____

TERMS:" I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree:that you are not respons ble for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire,theft, or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and /or inspecting such vehicle.

DISCLAIMER OF WARRANTIES ON PARTS: All warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the said products.Any limitation contained herein does not apply where prohibited by law.

By signing this invoice you are acknowledging that the work that was requested, was completed unless otherwise noted, and was done to your satisfaction at the time of pick up.

R'nR RV Center will warranty all labor and parts associated with repairs if caused by a defect in workmanship for the period of 90 days or 4000 miles if applicable.

R'n R RV Center is your one stop RV Super Store! If you have any questions or comments feel free to call or email Dennis Garrett - Service Manager 509 927-9000 ext. 185 / email: DGARRETT@RNRRV.COM

Thank You For Your Business!

Signature:_____



4040 N & S Hwy, Lewiston, ID 83501

Sales: 1-208-413-6773

Service: 1-208-748-7070

Parts: 1-208-748-7075

Repair Order Invoice

Doc Number: [REDACTED]

Service Writer: BOLON, SAMANTHA

Date Printed: 12/13/2023

Date Promised: 07/11/2023

Date In: 07/11/2023

Cashier: BOLON, SAMANTHA

Cashier Date: 08/18/2023

Customer Information

Home Phone: [REDACTED]

Cell Phone: [REDACTED]

Email: [REDACTED]

Pullman, WA [REDACTED]

Unit 2022 SUNSET TRAIL 331BH 331BH

Color: HD STEELY
GREY

Keyboard: 422 7.24.23 SB

VIN/Serial No: 4YDTSSR23N5 [REDACTED]

Plate: [REDACTED]

Odom/Hrs In: 0

Out: 0

rear c/s metal

Description: Metal. Rear c/s metal r&r

Parts

Part #	Qty	Description	Price	Discount	Total
667153	1.00	skirt-metal-030-9 1/2"X96"-2"RAD-	\$49.45	(\$17.50)	\$31.95
Parts Subtotal					\$31.95

Labor

Description	Total
	\$105.00
Labor Subtotal	\$105.00

Job Subtotal \$136.95

Approve: ☒ Decline: ☐

All Jobs Subtotal: \$136.95

Shipping & Handling: \$261.91

Tax: \$1.92

Total: \$400.78

Less Deposits: \$0.00

Total Due: \$400.78

AR CHARGE - Service Shop 1: \$400.78

7.25 Policy adjust to LL per Abby. sB

7/25 FLAGGED TECH, RO BACK TO TH (AMACY)

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your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and /or inspecting such vehicle.

DISCLAIMER OF WARRANTIES ON PARTS: All warranties on the products sold hereby are those made by manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the said products. Any limitation contained herein does not apply where prohibited by law.

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Email: JKULCZYK@RNRRV.COM

Thank You For Your Business!

Signature: _____



4040 N & S Hwy, Lewiston, ID 83501

Sales: 1-208-413-6773

Service: 1-208-748-7070

Parts: 1-208-748-7075

Repair Order Invoice

Doc Number: [REDACTED]

Service Writer: BOLON, SAMANTHA

Date Printed: 12/13/2023

Date Promised: 08/08/2023

Date In: 07/24/2023

Cashier: ALICE, MORSE

Cashier Date: 08/25/2023

Customer Information

Home Phone: [REDACTED]

Cell Phone: [REDACTED]

Email: [REDACTED]

Pullman, WA [REDACTED]

Unit 2022 SUNSET TRAIL 331BH 331BH

Color: HD STEELY
GREY

Keyboard: 422 7.24.23 SB

VIN/Serial No: 4YDTSSR23N5 [REDACTED]

Plate [REDACTED]

Odom/Hrs In: 0

Out: 0

C3482636 - 01 Grey tank sensor

Description: Customer states the forward grey tank sensor doesn't seem to be working correctly. Only 2 of the 4 lights light but then water starts to back up into the shower

Resolution: customer states that the gray tank is not reading right. tank gets 1/3 full and will not take any more water. pulled the belly and look at the wiring and the wires where not installed correctly they were yellow green red they should be green yellow red. and the vent is too deep in to the gray tank to vent. Need to pull the vent line up so it can vent and let the tank fill up. Need to drop the under bell so i can get to the tank to lift the vent pipe

Recommend: PA03495407 pending auth 7/27/2023 ajm
approved 2.0

Parts

Part #	Qty	Description	Price	Discount	Total
630752	10.00	Seam - Tape - 1" - Sesame Beach	WARRANTY	WARRANTY	WARRANTY
13-1315	1.00	10.3oz TUBE LAP SEALANT W	WARRANTY	WARRANTY	WARRANTY

Parts Subtotal

WARRANTY

Labor

Description	Hours	Total
-------------	-------	-------

WARRANTY

WARRANTY

Labor Subtotal

WARRANTY

Job Subtotal

WARRANTY

Approve: ☒

Decline: ☐

C3482636 - 02 Spare tire

Description: Customer states the spare tire bracket is loose and is bent can we reinforce it?
customer put lock tight on it

Resolution: customer states that the tire holder was loose snugged every thing up and lock tighter

Recommend: PA03495407 pending auth 7/27/2023 ajm
approved .2

Labor

Description	Hours	Total
-------------	-------	-------

WARRANTY

WARRANTY

Labor Subtotal

WARRANTY

Job Subtotal

WARRANTY

Approve: ☒

Decline: ☐

C3482600 - 03 Front cap lights

Description:Customer states that not all of the blue lights on the front cap are working

Resolution:need to replace the blue LED strip on the front cap

8/15/2023

I have removed and replaced the front cap lights. then i had tested an verified they work.

Karson

Recommend:PA03495452 pend auth 7/27/2023 ajm
approved .3

Parts

Part #	Qty	Description	Price	Discount	Total
693385	1.00	Light - 60" - LED - 6500K - Blue -	WARRANTY	WARRANTY	WARRANTY
13-0018	1.00	10.14oz SIKASIL GP SILICONE WHITE	WARRANTY	WARRANTY	WARRANTY

Parts Subtotal **WARRANTY**

Labor

Description	Hours	Total
	WARRANTY	WARRANTY

Labor Subtotal **WARRANTY**

Warranty Freight **WARRANTY**

Job Subtotal **WARRANTY**

Approve: ☒ **Decline:** ☐

C3482600 - 04 Outside quick disconnect

Description:Customer states the quick disconnect for water is leaking and the connector wont snap in to place. Hose is inside unit

Resolution:the out side water quick hook up is not working . will not seal needs replaced

8/15/2023

I have removed and replaced the outside quick connect water fitting. tested for leaked and proper function.

Karson

Recommend:PA03495452 pend auth 7/27/2023 ajm
approved .5 to replace the quick disconnect

Parts

Part #	Qty	Description	Price	Discount	Total
41-0069	1.00	Exterior Spray Port	WARRANTY	WARRANTY	WARRANTY

Parts Subtotal **WARRANTY**

Labor

Description	Hours	Total
	WARRANTY	WARRANTY

Labor Subtotal **WARRANTY**

Job Subtotal **WARRANTY**

Approve: ☒ **Decline:** ☐

C3482619 - 05 Front AC

Description:Customer state LL fixed the rear AC but they heard a loud pop and now the AC is not working again not blowing cold air

Resolution:the front A/C is not working the air coming out of the A/C is hotter than the air going in . A/C needs to be replaced. MACH 3+A/C model

#48203-669 ser # 2290181142

removed old A/C and installed new and tested new A/C gets cold as it should this job is completed

Recommend:PA03495452 pend auth 7/27/2023 ajm
denied under this PA and original PA approved original RO was 31811
PA03459895 approved 1.5 to replace front AC. part is there. ajm

Parts

Part #	Qty	Description	Price	Discount	Total
17-1077	1.00	Air Conditioner; Mach 3 Plus EZ	WARRANTY	WARRANTY	WARRANTY

Parts Subtotal **WARRANTY**

Labor

Description	Hours	Total
	WARRANTY	WARRANTY

Labor Subtotal **WARRANTY**

Job Subtotal **WARRANTY**

Approve: ☒ **Decline:** ☐

C3482600 - 06 Bunk house

Description:Customer states the rear wall is separating from the coach. You can see daylight between the wall and the floor

Resolution:can see day light at floor and wall . need to pull the bar at the floor on the out side then seal the wall floor joint with black sika then reinstall the floor bar on the under side of the floor.

8/22/2023
 I have removed the rear moldings from the coach and then i had removed the aluminum tubing they had used as a support and replaced it with a pise of angle iron for a more structural support on the bottom half of the wall. i had then added extra screws on the side moldings to help secure the side of the wall then i had attached the bottom half of the wall to the angle iron with a more aggressive screw to attach the wall better to the unit its self. after re attaching the wall i had verified there was no day light coming through the floor and verified there was no gap on any part of the wall. after that i had re attached all moldings to the floor and walls of the coach and sealed all molding and i had filled all brad nail holed with putty.
 Karson

Recommend:PA03495452 pend auth 7/27/2023 ajm
 approved 1.0 to repair
 resubmitted via email for additional time 8/17 ajm
 approved 8.0 ajm

Parts					
Part #	Qty	Description	Price	Discount	Total
13-1311	1.00	30' 1/8" x 3/4" BUTYL TAP	WARRANTY	WARRANTY	WARRANTY
Parts Subtotal				WARRANTY	
Labor					
Description			Hours	Total	
			WARRANTY	WARRANTY	
Labor Subtotal			WARRANTY		
Job Subtotal			WARRANTY		
Approve: ☒			Decline: ☐		

C3482600 - 07 Bunkhouse cupboard

Description:Customer states the cupboard above the tv mount has a loose board

Resolution:in the cupboard the divider from the electronics is loose need to install 2 more screws to secure divider.

Recommend:PA03495452 pend auth 2/27/2023 ajm PA03495452 pend auth 7/27/2023
 approved .2 to repair

Labor		
Description	Hours	Total
	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY
Job Subtotal		WARRANTY
Approve: ☒		Decline: ☐

All Jobs Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

8/15 FLAGGED TECH, RO BACK TO KARTEL (AMACY)
 8/4 FLAGGED TECH, RO BACK TO TH (AMACY)
 7/31 emailed team auth to order in parts and reauth for replacing front AC that is already here (originally on 31181). ajm
 Customer understands that they are responsible for any diagnosis or repair costs that are not covered by their factory or extended warranty. X_____

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employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and /or inspecting such vehicle.

DISCLAIMER OF WARRANTIES ON PARTS: All warranties on the products sold hereby are those made by manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the said products. Any limitation contained herein does not apply where prohibited by law.

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Email: JKULCZYK@RNRRV.COM

Thank You For Your Business!

Signature: _____



4040 N & S Hwy, Lewiston, ID 83501

Sales: 1-208-413-6773

Service: 1-208-748-7070

Parts: 1-208-748-7075

Repair Order Invoice

Doc Number: [REDACTED]

Service Writer: LOOP, MICHELLE @

Date Printed: 12/13/2023

Date Promised: 08/28/2023

Date In: 08/14/2023

Cashier: ALICE, MORSE

Cashier Date: 08/31/2023

Customer Information

Home Phone: [REDACTED]

Cell Phone: [REDACTED]

Email: [REDACTED]

Pullman, WA [REDACTED]

Unit 2022 SUNSET TRAIL 331BH 331BH

Color: HD STEELY
GREY

Keyboard: 494 8/14/23 ML In

VIN/Serial No: 4YDTSSR23N5 [REDACTED]

Plate [REDACTED]

Odom/Hrs In: 0

Out: 0

C3487008 - 01 - Front Diamond Plate

Description: Customer states that the front diamond plate is pulling away from the unit at the bottom

Resolution: Tech states the plant missed the blocking on the bulk head, resecured d-plate to bulk head.

8/29/2023

I had added screws all around the diamond plating on the front cap to secure the diamond plating to the unit. i had then sealed all screw holes and sides of the diamond plating.
Karson

Recommend: 8/28 pending pic of issue. emailed team for pics ajm

PA03518791 pending .5 auth ajm 8/29

denied 8/29 stating it was already approved for repairs at LL but it was a different area. I emailed Keystone service requesting review of denial. ajm

Parts

Part #	Qty	Description	Price	Discount	Total
SHOP SUPPLIES	1.00	WARRANTY SHOP SUPPLIES	WARRANTY	WARRANTY	WARRANTY
			Parts Subtotal		WARRANTY

Labor

Description	Hours	Total
Front Diamond Plate	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY

Job Subtotal

WARRANTY

Approve: ☒

Decline: ☐

C3484443 - 02 - R/S Slideout Cable

Description: Customer states that the lower R/S front Slideout cable is fraying

Resolution: 8/29/2023

I had removed the slide facia off the slide room in order to remove the old frayed cable from the unit. then after removing the old cable i had installed the new cable cut to size then i had installed the new cable into the unit and adjusted accordingly then i had tested slide room for proper function multiple times. then i had re installed the facia to the slide room. putty filled all my brad nail holes then re tested for proper function again
Karson.

Recommend: PA03518610 1.5 pending auth ajm 8/28 ajm

Parts

Part #	Qty	Description	Price	Discount	Total
173556	1.00	Cable - 5/32 Slideout - Repair Kit	WARRANTY	WARRANTY	WARRANTY
Parts Subtotal					WARRANTY

Labor

Description	Hours	Total
R/S Slideout Cable	WARRANTY	WARRANTY
Labor Subtotal		WARRANTY
Job Subtotal		WARRANTY
Approve: ☒		Decline: ☐

All Jobs Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00

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Email: JKULCZYK@RNRRV.COM

Thank You For Your Business!

Signature:_____