



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

December 11, 2023

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: Cooper Auto Sales
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are forwarding you a copy for your information because it may include information of interest to your agency.

We notified the complainant that we forwarded a copy of their correspondence to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRC@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

Consumer Resource Specialist
Consumer Resource Center
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Enclosure/Attachment

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COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Portland, OR [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

[REDACTED]

E-mail Address:

[REDACTED]

Age Group (optional):

40-49

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

No

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Business Information

Name of business that I am complaining about:

Cooper Auto Sales

Address:

PO Box 391

Clinton, WA 98236

Phone:

(360) 341-2949

Email:

coopauto@whidbey.com

Names and contact information of any other businesses involved in your complaint:

About Your Complaint

Amount in Dispute:

\$46,229

Transaction Date:

6-30-2023

Explain your complaint in detail:

I am a sole proprietor and I rent my trailers out on platforms such as rv share and outdoorsy. I bought from cooper auto on June 30th 2023. at that time there was an existing recall by NHTSA Number 22V-932. Per CFR ?? 577.13(b)- Notification to dealers and distributors. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

This recall was issued on 1/6/2023 and the dealer had not completed the recall prior to my purchase on 6/30/2023. I bought this airstream to add to my fleet of trailers that I rent through platforms such as outdoorsey.com and RVShare.com. The market value for renting this airstream is \$160 per night. I had to take the vehicle to a repair shop and they performed this recall. They completed the recall work on 9/3/23. because cooper auto did not perform the recall prior to my purchase I lost 64 days of business. At \$160 night for 64 nights I lost \$10,240 worth of business. I would like this lost money paid to me by cooper auto

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] Date 12/03/2023

Received via the Internet

City and State where signed Tualatin, Oregon

DEALER COPY

VEHICLE PURCHASE ORDER

Cooper Auto Sales 9158 S.R. 525 PO Box 391 Clinton Washington 98236 Telephone 360-341-2949 Dealer number 2766		STOCK NO. [REDACTED]	DATE 6-30-2023
I hereby order from the dealer subject to all terms, conditions and agreements contained herein, including the terms on the reverse side of this document, and with all attachments herein reinforced.		CASH PRICE OF VEHICLE	
YEAR 2021	MAKE AIRSTREAM	MODEL BASE CAMP	TYPE 16X
COLOR [REDACTED]	SERIAL NO. 1SMG4DC16M3	VIN 1SMG4DC16M3	
LIC. NO.	TAB NO.	TO BE DELIVERED ON ABOUT 20	
The Odometer of the Vehicle described above now reads _____ miles.			
See attached Odometer mileage statement.			
"The owner of a vehicle may be required to spend up to \$150 for repairs if the vehicle does not meet the vehicle emissions standards under RCW chapter 70.120. Unless expressly warranted by the motor vehicle dealer, the dealer is not warranting that this vehicle will pass any emission tests required by federal or state law."			
Full Signature			
The Odometer of the Vehicle described below now reads _____ miles.			
See attached Odometer mileage statement			
DESCRIPTION OF TRADE-IN			
YEAR	MAKE	MODEL	TYPE
I.D. NO.	LIC. NO.	TAB NO.	
LIEN HOLDER		ADDRESS	
NET VERIFIED		GOOD UNTIL	
Purchaser agrees that the lien balance stated above is an estimate only and is subject to verification. Purchaser assumes responsibility for any difference in payoff in excess of amount shown on this order, and will pay such difference to Dealer or lienholder on demand. If not so paid, purchaser authorizes the dealer, without limitation, at Dealer's option, to repossess the vehicle sold or pursue other remedies available to Dealer.			
Purchaser agrees that (1) this order includes all the terms and conditions on the face of this form, and reverse side, together with any attachments referenced herein. (2) This order cancels and supersedes any prior agreement as of the date of this order. This order and any retail installment contract, or note, or other document or agreement signed in conjunction with this order comprise the complete and exclusive statement of the terms of our agreement relating to the subject matters covered hereby. (3) If a retail installment contract or note is executed in conjunction with this order, this order is binding on Purchaser upon execution of this order, provided that Dealer's obligation to perform is subject to a financing contingency set forth on the reverse side of this order. Dealer shall not be obligated to sell until approval of financing by either Dealer or by a bank or financial institution willing to purchase the retail installment contract or note executed in conjunction with this order. (4) By execution of this order, Purchaser certifies that Purchaser is of legal age and acknowledges that Purchaser has read its terms, conditions and attachments and has received a true copy of this order. (5) By executing this order, Purchaser acknowledges having reviewed and agreed to the terms on the reverse side of this order.			
READ THIS ENTIRE DOCUMENT BEFORE SIGNING, IT INCLUDES MANY IMPORTANT AND BINDING PROVISIONS.			
SUBJECT TO AN ARBITRATION PROVISION CONTAINED ON THE REVERSE SIDE OF THIS AGREEMENT.			
CO-PURCHASER'S SIGNATURE		DATE	
[REDACTED]		7-1-2023	
ACCEPTED BY:		DEALER OR AUTHORIZED REPRESENTATIVE	
[REDACTED]		[REDACTED]	

ORDER FROM WWW.WSIADA.COM

THIS FORM IS PROPERTY OF WSIADA AND IS NOT TO BE REPRODUCED OR COPIED.

FORM WOP VPO REV 3/20



419 W. Pike St., Jackson Center, OH 45334

IMPORTANT SAFETY RECALL

Airstream Basecamp Travel Trailer

NHTSA 22V-932/Transport Canada 2022-718

Date: 1/6/2023

TO: Airstream Dealer

PROBLEM:

Airstream has determined that the main door glass can come loose from the metal frame on certain model year 2017-2022 Basecamp 16' & model year 2021-2022 Basecamp 20' travel trailers. The adhesive bond between the glass and metal frame of the entry door window may fail which would allow the glass to separate from the window frame. If this occurs, the glass could become a projectile, increasing the risk of a crash, personal injury and/or property damage.

RANGE OF VEHICLES INVOLVED:

2017-2022 Basecamp 16' & 2021-2022 Basecamp 20' travel trailers built between

September 29, 2017 – July 23, 2021

Serial Number Range: [REDACTED]

Note: Because our VINs do not run in a contiguous series, there will be units in the VIN range which will not be affected by this recall. (A detailed list of the affected (1,992) units is available on AIRHUB)

Operation Code & Flat Rates:

The time allowed for this repair is as follows:

Option 1: TCSBR8908100 - Inspection/Door Header Trim Installation = .50 hrs.

Option 2: TCSBR8909100 - Inspection/Window Replacement/Install Door Header Trim = 2.5hrs

WARRANTY REIMBURSEMENT:

A notice of this recall has been sent to affected retail owners. A copy of the Owner's letter is included for your review. They may request that you complete the repair. If so, please follow the warranty reimbursement procedure. If the unit and/or units are in your inventory, or if you are requested to perform the repair for the retail customer, please complete the advised repair and send in a warranty claim referencing this recall number for reimbursement. The time allowed for repair is .50 hrs.

SERVICE ACTION:

Inspection of the main door glass. If the main door glass is loose the glass will need to be removed, the metal frame cleaned, prepped, adhesive applied, and glass reinstalled. Also, a piece plastic trim will need to be installed to the top of the door.

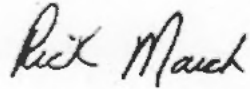


Please contact the Airstream Warranty Department at 877-596-6111 Ext. 7491 to order the necessary parts to complete the recall remedy. These will be sent at no charge.

Notice:

Per CFR § 577.13(b) - Notification to dealers and distributors. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

encl. - Owners Letter, Repair Procedure

A handwritten signature in cursive script that reads 'Rick March'.

Rick March
General Manager of Airstream Customer Service Group

Re: NHTSA Recall No. 22V-932
Transport Canada 2022-718



Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
800 FIFTH AVENUE #2000
SEATTLE WA 98104-3188

W48-226

Defects
PM



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