

2025 Cruiser Avenir 19 BH [REDACTED] Serial # [REDACTED]

6/26/25: Purchased from Kamper City 5549 Akron Cleveland Rd, Peninsula for \$19,500 paid in full cash

7/2/25: Walk through on camper and picked up. They had trouble getting the H2O tank started and the a/c wasn't cooling that well, but they said it was because they just started it up and it was very Hot outside.

7/3/25: Went on trip with camper and heard banging noises while driving and the way the camper was Trailing the truck didn't feel right. Once to destination discovered that the wheels were hitting The wheel wells and that was the cause of the noises and not driving correctly. Will on our trip We discovered multiple issues with them camper that we didn't see at the dealership. The hot tank stopped working and black debris comes out of the hot tap none stop. The ac wouldn't cool Below 79*. There was a rip in rubber gasket of the slide out that protects water from getting in. There was a leak in the gutter system. By the bathroom floor the wall protrudes out at the floor. By the refrigerator there is a big gap in the wall where it should be straight and flush. The entry To the camper would not stay closed and locked. We had to zip tie it closed in order to go on The trip(which we found out prior to leaving thankfully). The screen door on the entry door was Bowed out in the middle and would not latch. The wheel wells were obviously the main safety Issue. The camper continued to trip a main circuit breaker at the camp sight. We were able to Turn off a breaker in the camper to stop this from happening, but could not figure out what That breaker controls because everything seemed to work still. There were multiple places Where the walls were bowed out in the camper. The wheels were damaged from rubbing on The wheel wells. There were a couple other issues that I can't remember at this point.

7/8/25: Dropped off at camper off at Kamper City service department. They took pictures, documented The issues and accepted the camper into service. Throughout the month of July I contacted Kamper City for updated because they were not contacting me letting me know the status or What was going on.

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8/8/25: Kamper City called me and said the camper was ready for pick up. I went to pick the camper up.

They told me that they cut out the wheel well and installed new ones for more clearance. I questioned why they would cut out wheel wells of a brand new camper and why they would make that type of modification on a brand new camper without my prior consent. I expressed the fact that this type of "repair" was unacceptable for the simple fact that this is a new, not used camper. I went on to inspect the other issues we reported and the only things that were fixed were a couple of the bowing walls. The man in the service department became irate and said I was questioning his work performance and walked off because I said I wasn't going to accept the camper in this condition. I talked to a supervisor in the service department and said that I would be back the following day to talk to the owner.

8/9/25: Returned to Kamper City and requested to talk to the owner. I set down with the owner and who I believe is the finance manager. From the start, it was a situation where they were trying to bully me. The first thing the owner did was bring out the document that we signed saying that the camper was sold "as is". I told him this is why we brought new and not used, so that we wouldn't have any issues. I told him that the camper is obviously defective and that I wanted a new like camper with no issues or my money back. He refused both and told me that he offers no warranty and as soon as I signed the "as is" form he whipped his hands clean of the camper. I questioned him and asked why did they accept it into service and modify the camper if this was the case. At this point he became irate and continued to try to end the conversation. I told him all I wanted was help on getting this resolved. He refused and kicked me out of his office. He had an employee quickly call the police after I said that I was going to contact them. The police came and advised me that I should in fact leave the camper on the grounds because I addressed the fact that the camper was NOT road safe to be driving. The owner had an employee bring our camper out and was directing him to drive the camper off of the lot and

Leave it on the side of the road. I had no choice but to take the camper home in its current Condition. Upon leaving I asked for the paperwork from the service department showing The acceptance of the camper into service and everything that the "fixed", but the lady was Rushed away by the finance manager and they refused to give me any documentation of service

8/11/25: I emailed the manufacture explaining the situation.

8/13/25: Ryan from Heartland RV called and left me a message to call him back to discuss the issues of Rv, (208)467-6001 x2236. I called him back and he said that they never have had this problem Before. He told me that they were shipping back the same model camper that we purchased From a dealer in Ohio to their facility in Indiana to their research and development team to see If the camper has any manufacturing issues. I found that odd that they would not ship our Unit back since it has the issues, but never got a clear answer as to why they were choosing to Ship back a unit from the dealership. Ryan said if I didn't hear from him by 8/20/25 to follow up With him.

8/22/25: I called Ryan to follow up. He said that the camper has an underslung axel and might need to Be switched out to an overslung axel. He stated that the R&D team was still working on the Issue and he would let me know once a decision was made.

8/29/25: I called Ryan to follow up and left a message.

9/3/25: Ryan called and said that a voluntary recall is going to be put on their website and a recall notice Would get mailed out, but he didn't know when everything would happen.

10/1/25: No correspondence at this point from the manufacture so I Goggled and saw that AI reported That a recall has been issued for the camper because the manufacture installed the wrong axel On the camper.

10/3/25: Called Ryan and left him a message asking him where I can take the camper to get repaired Since the dealer that sold me the camper is refusing me service.

10/16/25: Called Ryan and left messages multiple times asking where I can get the camper repaired.

He continues to ignore the calls and is not calling me back at this point.

11/17/25: Received a safety recall notice from Crusier RV stating that the axel on the camper needed To be replaced because the wrong one was installed and it could cause damage to the tires Leading to blow outs and crash with Personal injury.

11/12/25: Called Ryan again and this time his extension is disconnected. I emailed Heartland RV Once again explaining the situation, saying that a recall was issued and that I needed to know Where I can take the camper to have all of the repairs completed. Also stated that Kamper City Refuses to do any warranty work. The recall notice has a contact number which is not in service (260)562-3500 And an email address for warranty issues. I tried calling and sent an email to the Email address. There has been no response received from either to this point, (12/8/25).

11/21/25: Contacted Myers Law because the manufacture is not calling me back, the dealer is refusing Service and I didn't know where to turn to next. I'm stuck with a lemon camper and have no Other options at this point. I called around locally to see if any other camper dealerships were Able to make the repairs and was not successfully.

The officer that came out to Kamper City on 8/9/25 is Mike Skrypek #426, Penninsula P.D.(330)657-2911

He said that he has everything from the point of him arriving on body cam footage if needed.

THE LAWYER SAID THEY CANNOT DO ANYTHING BECAUSE IT HAS NOT BEEN IN THE SHOP LONG ENOUGH. THE PROBLEM IS THAT THERE IS NO SHOPS CLOSE ENOUGH TO ME TO GO THERE.



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 25v579

Date: 10-15-25

IMPORTANT SAFETY RECALL

[REDACTED]
[REDACTED]
NORTHFIELD, OH [REDACTED]
[REDACTED]
[REDACTED]

This notice applies to your vehicle: [REDACTED]

Dear [REDACTED]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Cruiser RV (Cruiser) has decided that there is a defect which relates to motor vehicle safety on certain 2025 Avenir A-19BH Travel Trailers. We apologize for any inconvenience this action may cause you, however your safety and continued satisfaction are of the utmost importance to us.

***Reason for
this recall***

The vehicles subject to this recall were built with an underslung axle. These axles do not allow for proper clearance between the tire and the wheel well. This improper clearance could lead to wear or damage of the tires, which could lead to an increased risk of tire blowout and crash with personal injury.

***What we
will do***

The remedy for this defect is to have the axle changed to an over slung axle by a dealer or service provider. The repair should take approximately 1 hour to complete. This repair will be done at no cost to you. All reimbursements will be covered by Heartland's general reimbursement plan.

***What we need
you to do***

At your earliest convenience, please contact your local dealer to set up an appointment to have this inspected and, if needed, corrected immediately. This service will be performed free of charge. You will need the following information for the phone call:

- VIN of your travel trailer
- Name, Address, and Phone Number

If you have questions concerning this recall or if you need any assistance, please contact the **Warranty/Service Department** by phone at 260-562-3500 or DCRVWarranty@cruiserrv.com. If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from Cruiser by contacting the **Cruiser Warranty/Service Department**.

If after contacting Cruiser Customer Service and you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, please inform Cruiser RV at 260-562-3500 or DCRVWarranty@cruiserrv.com.

Thank you for your attention and cooperation in this matter.

Sincerely,
Cruiser RV Service Department

cc: National Highway Traffic Safety Administration (NHTSA)





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RDC 99

MACEDONIA, OH 44056
APR 30, 2026

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NORTHFORD, OH

NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN

1200 NEW JERSEY AVE, SE

WASHINGTON, D.C.

20590

W41-306

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®

Retail

U.S. POSTAGE PAID
FCM LETTER