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EXECUTIVE SECRETARIAT

EST. JUN 19 10 4 23

Fort Smith, AR
June 6, 2002

National Highway Traffic Safety Administration
U S Department Of Transportation
Washington, DC 20590

566256

Sir/Madam;

The following are life threatening mechanical problems which will cause my own or other highway injuries and or fatalities. And over time have cause subsequent problems with the wear and tear on other parts. The wheel will buckle and break while in operation the steering rod or A arm is bent. This is a accident waiting to happen.

I purchased a Motor Home as a new vehicle in FEB 1997 from Crabtree Motor/RV sales 2925 Midland Blvd Fort Smith, Arkansas 72904. On 17th a different motor home was delivered to me a Winnebago Warrior serial # IGBJP378023 Coach VIN 10D357 Mileage: 780.

1996
Upon driving the vehicle I noted what I perceived to be mechanical problems and returned the vehicle. (please see the enclosed attachment) The Dealer has continually denied these problems.

each time I have taken it in I leave with something else not working and in need of repair. Now I am told by NHTSA my Extended Warranty Contract will not cover the defect if and when it is reported by a mechanic because the defect existed upon purchase of the vehicle. GM said that they would not pay for it because their Bumper to Bumper Warranty has expired.

Does someone have to dis because Crabtree passed a damaged RV off on me. please investigate. My daughter transacts all my business and is the driver her name is

My God Bless You,

[Redacted signature area]

Driver

RECEIVED
NO JUN 25 2002
DEFECTS INVESTIGATION

Handwritten signature

Fort Smith, Arkansas
April 30, 2002

Crabtree Motor/ RV Sales
2925 Midland Boulevard
Fort Smith, Arkansas 72904

RE: Winnebago Warrior
Serial # IGBJPS7NOTE
Coach VIN 100357

Mileage: 29652 (May 12, 2002)
Mr. E. J. Crabtree or Joyce Crabtree/owner

This letter is a continued complaint which in part was first reported upon purchase of vehicle. I, Queen Ottawa the Driver of the Motor home have reported to you on several occasions the following:

NEW VEHICLE PURCHASED

Reported Complaint: 2/17/97

1. The Front Right side of the Vehicle leans. The Front Left tire has a rubbing or whining sound when moving.
2. The Transmission gears did not change easily.
3. Brakes pedal went all the way to the floor.
4. Tail light was out.
5. 780 Miles on Odometer.
6. Can not check air in rear tires

The tail light was fixed. Your Mechanic James told me I was just not used to driving a truck that nothing was wrong. Just pump brakes to stop. He did not hear tire rubbing. I left for California.

On Road Service

1. No Heat on Panel
*1 Heater Hose replaced in Moriarty, NM
2. House Battery failed to stay charged.
3. Master Cylinder leaking badly.
4. Dripping water when it rains.

*Master cylinder fixed on Warranty in California

1998 Report Problem to dealer.

1999

Returned Motor Home to dealer for repair. Held over eight days.

1. Dash Panel Blower will not blow on high

2. Chemical Odor in vehicle/eyes burn with windows closed, *Propane leak.*
3. Windows are drafty when closed.
4. Bottom of Microwave lifted up from moisture, *NO Full Power cooking*
5. water/mold damage on dresser and paper on wall and doors have loosened.
6. back window shows signs of leak.
7. storage compartments retain water when it rains

8 Picked up Motor home. Generator was not working. Your company stated no problems could be found. I thanked James for the repair on the tear on the lower body.

9. Also could you tell me what happened to the Awning? It was not on there when I took possession of the vehicle.

10- **ENGINE RUNS HOT!**

Mr Coakley I bought an extended Warranty on the Motorhome. There have been Problems with this Motorhome from 2/17/97 upon its purchase. It was sold to me as a New Vehicle and it should have not had all these problems. They are not going away. Tire wear has been exceptional due to the leaning of the vehicle. The damaged air bags I believed stem from the leaning of the vehicle. The A Arm appears to be slightly bent. And there is a steering problem which can be life threatening. The dripping water can not be heard all the time. But there is evidence of water damage in the coach. I believe the Odor is coming from a leak in the Propane system. I do not see the system due to these facts. I have took the liberty of contacting DFS they state they have had no calls from your company toward the items which are covered by the Warranty, therefore DFS request that you contact them regarding my complaints.

Sincerely,

[Redacted Signature]

[Redacted Name]

Driver, Operator, Daughter

PS On 4/16/02 I brought RV in I was told the Air bag was down of the Right side. I told you I wanted it replaced. John made an appoint for 4/17/02. I checked my Warranty and it was covered. I called and left John a message regarding the warranty coverage. Yet I was told I had to pay \$236.26. Check # 1010.
Q.O.

8/02 - Refrigerator Lights stay on - Flashing
- Gauge headcut and

on The DFS Advantage
Consumer Affairs

NATIOnAL AUTO SAFETY 2-

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2
3
4 SHOWN ON THIS ^{10th} DAY OF ^{May} IN THE YEAR 2002.
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10 STATE OF ARIZONA
11 COUNTY OF SEAVYER

12 On ^{May 10} 2002 before me, _____, appeared, personally
13 known to me (Or on the basis of satisfactory evidence) proved to be
14 the person(s) whose name(s) is/are subscribed to the within instrument
15 and acknowledged to me that he/she/they executed the same in his/her/their
16 authorized capacity(ies), and that by his/her/their signature(s) on
17 the instrument the person(s), or the entity upon behalf of which the
18 person(s) acted, executed the instrument.

Witness my hand and official seal.

16 Signature: _____ Agent: Kuen Produced ID: _____
17 Type of ID: _____

18 My Commission Expires: May 5, 2003
(Seal)

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