



Judy Bolton
jbolton@lazydays.com

July 12, 2017

Via Email: alexander.ansley@dot.gov

Mr. Alexander Ansley
NHTSA
Office of Defects Investigation
1200 New Jersey Ave., SE
Washington, DC 20590

Re: NHTSA ID #10985486
Complaint Regarding Winnebago Travato Recall #144

Dear Mr. Ansley:

LDRV Holdings Corp. d/b/a Lazydays RV ("Lazydays") is in receipt of a letter from NHTSA, dated June 21, 2017, pertaining to a complaint filed with NHTSA stating that Lazydays delivered a new Winnebago Travato RV to [REDACTED] without performing an outstanding recall. A copy of that letter is attached for your reference.

[REDACTED] purchased a new Winnebago Travato on or about April 28, 2017. Lazydays' process is to identify any and all open recalls prior to delivery. In this case, Mr. [REDACTED] took delivery on May 4, 2017, prior to this process being completed. During the process of checking for recalls on this unit, Lazydays discovered that the vehicle had left the property. Lazydays promptly notified Mr. [REDACTED] via U.S. Certified Mail, on May 8, 2017, and Mr. [REDACTED] received the letter on May 10, 2017. (Bates Nos. LD-000010 – LD-1000011)

Mr. [REDACTED] returned to Lazydays and, on May 19, 2017, Lazydays determined that the recall was not needed on Mr. [REDACTED] unit. Please note that Mr. [REDACTED] was informed, in the letter sent from Lazydays, that he could contact any local authorized Winnebago repair facility to have the recall addressed. It was not necessary for Mr. [REDACTED] to travel from Jacksonville back to Tampa for the repair.

Please see Lazydays' responses, to your specific requests, below.

RESPONSES TO INFORMATION REQUESTS

1. Identify any and all notices or communications Lazydays RV received from Winnebago (including, but not limited to, notifications, service bulletins, stop sales instructions, reports, and letters, whether paper or electronic (such as through any Winnebago interactive network)) concerning safety recall 17V-108. For each notice or communication you identify, state: (a)

its date; (b) the date Lazydays RV received it; (c) the type of the notice or communication (e.g., stop sale notice, recall notice, dealer bulletin, etc.); and (d) the number and/or the VINs of affected units Winnebago identified as within Lazydays RV's possession, if any.

Produce a copy of each notice you received and identified in response to this question, including any attachments or enclosures whether paper or electronic.

Response: Attached please find a copy of the Winnebago notice of Campaign #144 – LP Hose (NHTSA Safety Recall 17V-108). (Bates Nos. LD-000001 – LD-000005) Lazydays became aware of the recall on or about March 28, 2017; however, the original notice cannot be located. Lazydays does, however, maintain records of its inventory and was able to determine which units were subject to the recall. As noted above, Lazydays' process is to check each vehicle for recalls prior to delivery. Please see Lazydays' response to #3 below for the list of vehicles in Lazydays' possession that were subject to the recall.

2. Produce copies of all communications, including any attachments or enclosures whether paper or electronic, other than those already identified and produced in your response to Information Requests No. 1, between Lazydays RV and Winnebago concerning safety recall 17V-108. For each such communication, state: (a) its date; (b) the date Lazydays RV received it; and (c) the type of the notice or communication (e.g. stop sale notice, recall notice, dealer bulletin, etc.).

Response: None.

3. Identify, by stating the model, model year, and vehicle identification number ("VIN"), each and every new vehicle subject to safety recall 17V-108 of which Lazydays RV had possession at any time from February 20, 2017 through present.

For each vehicle you identify, state the following:

- a. The date on which Lazydays RV took possession of the vehicle;
- b. The disposition of the vehicle (e.g., sold, leased, still in inventory, etc.);
- c. The date of the disposition you identified in (b);
- d. The date on which the vehicle left possession of Lazydays RV (e.g., delivery date to purchaser);
- e. Whether the recall remedy was performed on the vehicle. "Recall remedy" refers to the inspection and repair procedures Winnebago instructed Lazydays RV to perform under the recall;
- f. The date on which the recall remedy was performed on the vehicle;

- g. The name and address of the entity that performed the recall remedy on the vehicle (e.g., Lazydays RV).

Provide your responses in a table in Microsoft Access or Excel entitled "Vehicles 17V-108."

Response: See Attached Excel Spreadsheet with attachments.

4. Produce copies of all documents that evidence, substantiate, or are otherwise related to your responses to each item within the scope of Request No. 3. Organize the documents separately by VIN.

Response: None.

5. Provide any additional information Lazydays RV considers important for the agency to consider in reviewing and evaluating Lazydays RV's responses to any of the requests above. As one example, identify any anomalies in the data or documents and explain the reason(s) for those anomalies.

Response:

Please note that some of the units on the spreadsheet, being provided in response to Request #3, were received and sold by Lazydays prior to the announcement concerning the subject recall.

Lazydays appreciates the opportunity to respond to the complaint filed by Mr. [REDACTED]. Should you have any questions on the responses or the documents provided, please do not hesitate to contact me. Thank you.

Sincerely, [REDACTED]

Judy Bolton
Director of Customer Experience
Director of Compliance

JB/an
Enclosures