

Thomas [REDACTED]
[REDACTED]
Troy, MI 48098
December 8, 2013

Office of the President
Cruiser RV LLC
7805 State Road 9
Howe, IN 46746

Dear Sir:

On March 30th 2013 I purchased from M&M Camping Center in Trenton, MI a brand new Cruiser Viewfinder Signature Travel Trailer, model 28BHSS. Attached to this letter you will find a summary of 27 items which have required repair during the first 7 months of use most of which are due to poor assembly workmanship.

I believe it is reasonable for a new owner to expect a return visit to the dealership for a few minor repairs, but the quantity and type of repairs this trailer has required is unacceptable. I ask that you review the attached detailed list and in particular review the issue with the Molex power connector (pictures included) which presented a potentially dangerous condition as a mounting screw was driven through a 110Volt conductor.

This vehicle has cost me significantly in terms of fuel charges, mileage on my tow vehicle, and lost time in getting repairs, and recently I was informed by the dealership that cracks in the fiberglass of an exterior door will not be repaired as the claim has been denied by Cruiser's Warranty Administrator, Gentry McConnell. I spoke with Gentry on December 6th and he informed me that the reason for denying the claim is that cracks like this can be caused by impact. I have inspected these cracks which are near the top of a door in the side of the trailer and I can see no nick, scratch, indentation, mar, or scuff on the surface. I am unable to accept Gentry's assertion as I am unaware of any object that could impact the surface hard enough to crack the fiberglass, yet leave no other evidence of the impact.

I have two requests which I believe are quite reasonable:

1. Authorize M&M Camping to replace the door under warranty, and
2. Extend the warranty on this trailer in writing for 1 additional year at no cost to me.

I look forward to a timely and affirmative response to my request. If we are not able to come to an agreement that is satisfactory I feel it would only be responsible for me to share my detailed, documented personal experience of Cruiser RV quality and customer service with the RV community through periodicals, internet forums, social media, and word of mouth.

Sincerely,

Thomas [REDACTED]

Summary List of Repairs for Cruiser RV Travel Trailer

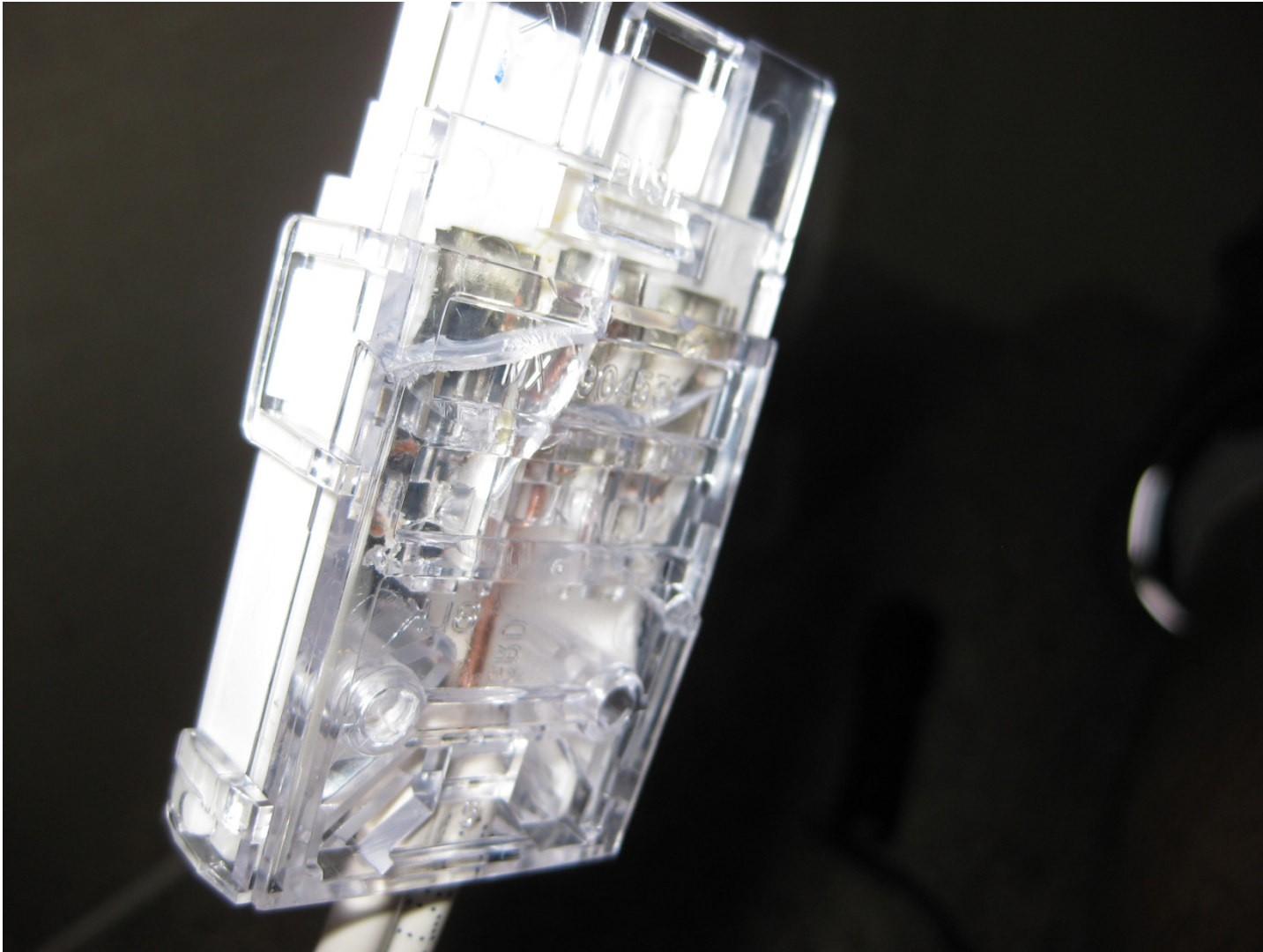
Model # 28BHSS

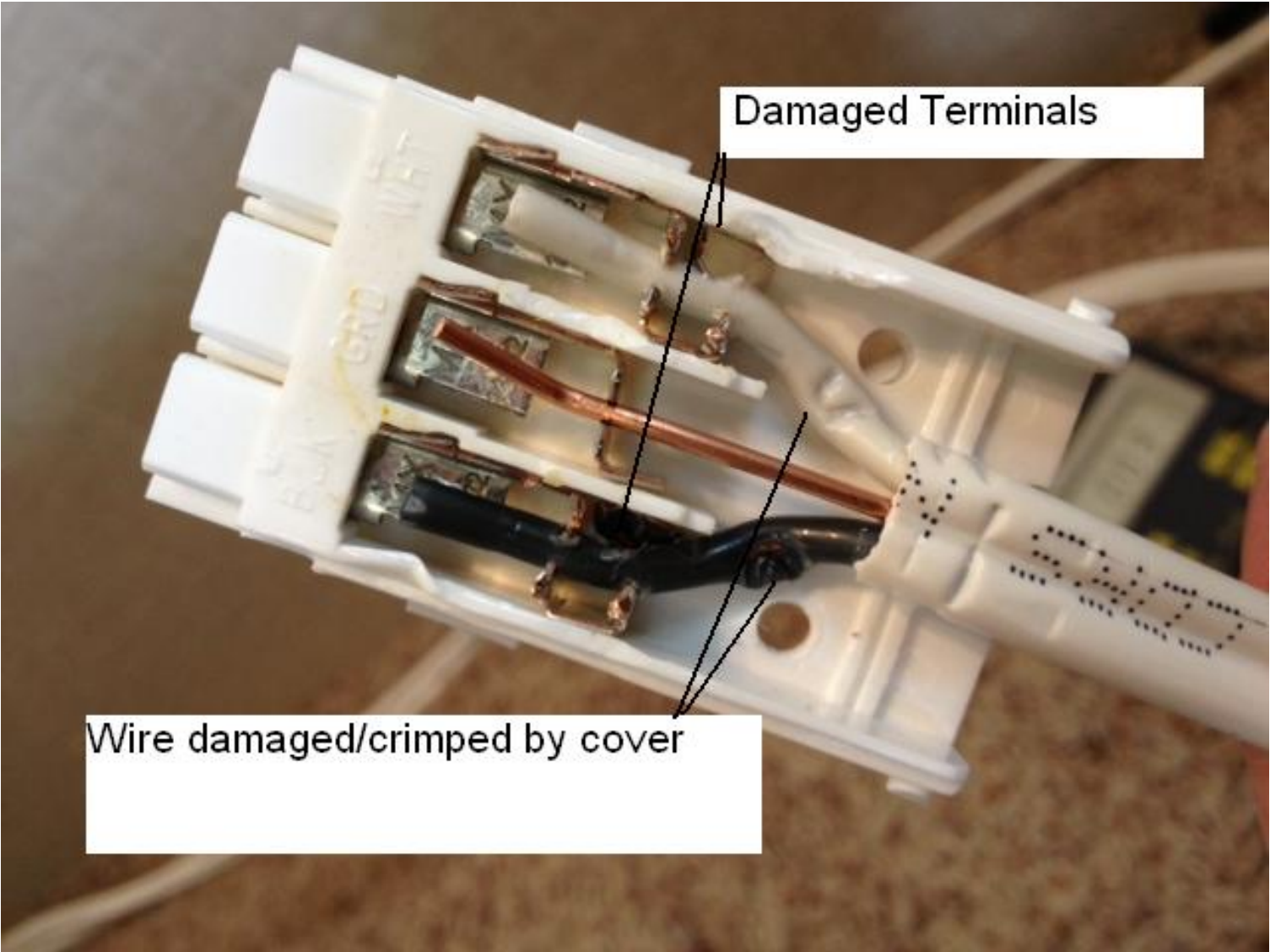
VIN Last Six Digits: XXXXXXXXXX

1. Cabinet Hinges Fell Out - Within the first few open/close cycles of the 3 cabinet doors above the sofa the hinges fell out. The plastic lugs to which the hinges are screwed were only pressed into the cabinet doors and not glued in place. The spring tension from the door lifts was enough to pull the plastic lugs out of the doors. This was repaired by gluing the lugs to the doors.
2. Refrigerator Drain – Defrosting the refrigerator resulted in water puddling inside. Upon investigation it was found that the drain hose was not trimmed and routed per the installation instruction. Instead, the excess length of hose was simply stuffed up inside the vent cavity. The installer must be a fan of M.C. Eschers work and believed that water would drain uphill against the force of gravity.
3. Electric jacks inop – On our first camping trip of the season the jacks became inoperable. The dealer diagnosed it as a poor wiring connection in the electrical junction box.
4. Electric jacks rubber boots on motor is torn / not enough wire for motor to move as it needs to / Pulled wire from bottom of trailer allowing more slack. – part on order
5. Gap in caulk at front cap curbside / molding holding rubber insert cap molding pulling away from trailer / Remove moldings and cut shorter (one horizontal) was too long.
6. Bedroom screw in window falls out / missing two retaining clips / Install two clips.
7. Water leaking in motor cover (cap) of awning / Cap misassembled and cracked / Assembled cap correctly – cover on order
8. Drawer won't stay closed in transit / Straightened door assembly, move latch, lower tracks on drawer
9. Furnace vent smashed inside trailer – part on order
10. Trim on upper bunk falls off / pins not holding / screwed on and glued
11. Water on floor by toilet while showering / Shower door has 1" gap at end / Fill gap with caulk.
12. Replace Molex Power Connector Inside Slideout –The 110V outlets on the slideout were intermittent. Both sides of the Molex power connector were found to be damaged and needed to be replaced (see attached photos) The guy who assembled this connector must have known he broke it and just passed it along. The housing is severely cracked on one side, and the terminals are bent on the other side. He even drove a mounting screw right through the conductor wire.
13. Refrigerator not working in gas mode – Diagnosed as a bad computer board.
14. Rattle in Air Conditioner – Loose label found inside A/C unit.
15. Peeling trim on slideout – It looks like the "skin" is peeling off the base material. It's happening at the top trim between the dinette and sofa.

16. Street Side Pass Through Door – Latch is very sticky, and there is a gap under the door that needs to be filled with caulk
17. Loose Rubber Trim on Main Entry Door – Trim is peeling away at the bottom of the door.
18. Missing Screw on Bathroom Exterior Door Frame
19. Adjustment to Bunk Access Door – The door rubs against the gutter that surrounds the exterior frame.
20. Floor Molding in Bathroom – There's a section of floor molding between the toilet and shower that needs to be replaced due to the leak around the shower door.
21. Loose Tub Support – The wooden platform that supports the tub is not secured in place. As it moves it contacts wiring and the tub drain.
22. Broken drawer slides – The pinch roller does not hold the drawer below the wardrobe closed during transit and the repeated opening and closing has damaged the plastic race to the point where the ball bearing have fallen out and the drawer slide is inoperable. I purchased new drawer slides at my own cost of approximately \$25 and repaired the drawer. I also installed drawer locks on this and two other drawers that would not stay closed in transit.
23. Black tank flush leaking under sink – Vacuum breaker was found to be defective and was replaced.
24. Cracked Fiberglass – A series of cracks in an area approximately 2" in diameter has appeared in the fiberglass of the exterior bathroom door.
25. Bedroom door track hardware came apart and door fell off. Fixed this myself during a camping trip.
26. Numerous stripped and missing screws including screw on exterior bathroom door, vent fan trim, several cabinet doors, and shower head bracket.
27. Running Lights – The lenses on two running lights on the back of the trailer fall off. The housings are distorted by the fastening screws and as a result the lenses are not retained properly.
28. ...Will there be more? Given the number of defects found to date and the fact that I continued to find more failures even as late as our last camping trip in October I am sadly expecting there will certainly be more workmanship issues to be found next season.

Cracked cover due to wires not dressed properly





Damaged Terminals

This image shows a close-up of a white RJ45 network connector. The connector is partially disassembled, revealing the internal metal contacts and the wiring. Two labels with black lines pointing to specific areas are present. The label 'Damaged Terminals' points to the top two metal contacts where the copper wires are inserted. The label 'Wire damaged/crimped by cover' points to a black wire that is bent and appears to be caught or crimped by the white plastic cover of the connector. The background is a blurred, textured surface.

Wire damaged/crimped by cover

Mounting screw was driven through the white conductor creating an intermittent connection and a potentially dangerous condition

