

GUIDE ON FILING A CLAIM

FOR RV OWNERS FACING STRUCTURAL DEFECTS OR SAFETY ISSUES

1. FILING A COMPLAINT WITH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA)

If your RV has a structural defect or safety issue, it's important to file a formal complaint with the **NHTSA**. This process helps create a record of the issue and can lead to recalls or safety investigations, protecting both you and other RV owners.

Steps to File a Claim with NHTSA:

Gather Information:

- Before filing, make sure you have:
 - Your RV's **make, model, and year**
 - The **Vehicle Identification Number (VIN)**
 - A **detailed description** of the defect or issue
 - Any **photos or documentation** related to the defect

Go to the NHTSA Website:

Visit <https://www.nhtsa.gov/report-a-safety-problem>

Submit Your Complaint:

- Follow the instructions to provide details about your RV's defect and upload any supporting documents.

Receive Confirmation:

- You will receive a confirmation of your complaint. Keep this for your records.

2. Participating in the Class Action Lawsuit

- If your RV has recurring defects that haven't been resolved by the manufacturer, you may qualify to join the class action lawsuit. This lawsuit seeks compensation for affected owners and holds manufacturers accountable for ongoing issues.

Steps to Join the Class Action:

Share Your Experience:

- Complete the **Share Your Experience** form on our website, including details about the defect and any repairs attempted.

Attorney Review:

- A licensed attorney will review your case and contact you to discuss your eligibility for the class action.

Participation:

- If eligible, your attorney will guide you through the process of joining the lawsuit and provide support for any required documentation.

Keep Detailed Records

- **Document everything:** Keep records of all communications with the manufacturer, repair shops, and NHTSA.

- **Take photos:** Capture images of any defects and repairs to support your claim.
- **Stay informed:** Check for updates on the class action and any NHTSA recalls that might affect your RV.

This downloadable guide provides the essential steps for filing a claim and participating in the class action lawsuit. Make sure to follow each step and keep records of your actions.