

Zachary and Katelyn Ward
Heartland Mallard M33 Camping World Issues
2/1/2023

- Pages 2-3: Summary of events so far
- Pages 4-5: Work order acknowledging leak
- Pages 6-8: Other impacted owners that have made contact
- Pages 9-24: Photos of the initial damage (8/13/22)
- Pages 25-35: Photos of the trailer after picking it up and returning home, with Camping world indicating repairs were "complete" (11/1/22)
- Pages 36-42: Additional photos of unrepaired damage requested by Camping World service manager (11/11/22)
- Pages 43-53: Photos from Friday, January 27 when we were told again the unit was ready with still unrepaired damage
- Remainder: Email correspondence with Camping World - Service Manager, corporate contact, and General Manager

CAMPING WORLD RV SALES - PANAMA CITY
4100 W. 23RD ST
PANAMA CITY FL 32405
(PH) 850-387-1566

W/O: 56071
Promised Date:
28 OCT 22

WO #: 56071 (Appointment Date: 17 AUG 2022 - Time: 10:30am)

Customer Name: 3492281 - WARD,
ZACHARY

Address: 379 LILY CIR
EASTPOINT, FL

Postal/Zip: 32328

Phone#(res): (850) 653-6478

Phone#(bus):

Cell Phone: (850) 653-6109

Email: zach.w12@gmail.com

WO Date: 17 AUG 22

Tag#: 2349

Author: JOHNNY.CLARK

Stock No: 1893892

Year: 2022

Manufacturer: HEARTLAND

Brand: MALLARD

Model: M33

Length:

Serial#: 5SFNB3727NE491618

Chassis#: 5SFNB3727NE491618

Miles/Hrs: 0

Purchased Date: 20 JUN 22

Warranty Date: 20 JUN 22

InService Date: 17 AUG 22

First Name: ZACHARY

ExtW Co: GS EXTW

ExtW No:

Promised Date: 28 OCT 22

Completed Date: 28 OCT 22

Invoice#:

Job #1 - Warranty

COMPLAINT: * APPROVED TOTAL OF 9.3 TO REPAIR AND R&R*

C/S THAT THERE IS WATER COMING IN FROM THE ODS FRONT SLIDE (LARGE SLIDE). C/S THAT IT
APPEARS TO ONLY HAPPEN WHEN SLIDE OUT IS INSIDE.

CAUSE: .

CORRECTION: Slide has major water damage. Ceiling sagging, trim swelling, ceiling panel has water
damage, suspect framing that holds lower cable bracket on inside of slide has wood rot allowing cables to
sag. Dinette Table countertop is also damaged. Est. 10.2 hrs.

Labor

Code	Description	Mechanic	Total
000	DIAG CONCERN/PERFORM REPAIRS	371827	79.50
000	DIAG CONCERN/PERFORM REPAIRS	371827	1,452.00

Parts

Part #	Description	Qty	Price	Total
900008	FASCIA - CENTER CAP - 1.5 X 9 - ARTISAN MAPLE	2.00	15.82	31.64
897254	TAPE - SEAM - 1 - JULEP MIST	1.00	15.47	15.47
914280	CEILING PANEL - 2.7 X 48 X 96- TORO SNOWDRIFT - 0390328	1.00	60.14	60.14
914281	DECOR PANEL - 2.7 X 48 X 96 - 0344574	1.00	53.82	53.82
917875	SUB ASSEMBLY U BOOTH DINETTE CTOP - BLACK - 0378807	1.00	31.40	31.40
917877	FASCIA LEG 5/8 X 6 1/4 X 67 - 0352100	1.00	52.12	52.12
925726	WELDWOOD CONTACT CEMENT - 465364	1.00	26.66	26.66

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT - CENTER CAP FASCIA	1.00	11.73	11.73
FRT	FREIGHT - CEILING & DECOR PANEL	1.00	234.29	234.29
FRT	FREIGHT - FASCIA LEG	1.00	29.70	29.70

Subtotal for Job #1: 2,078.47



Customer #:
3492281

W/O: 56071
Promised Date:
28 OCT 22



Customer #:
3492281



Job #WARR - Warranty

9/6 APPROVALS UPDATED; WILL NEED MATERIAL LIST EMAILING JC KATE

9/6 FILED PRE AUTH 01491205 KATE

9/5-WO TO KATE

Subtotal for Job #WARR: 0.00

Parts Total: 271.25

Labour Total: 1,531.50

Sublet Total: 0.00

Extras Total: 275.72

WORK ORDER TOTAL: 2,078.47

DATE VEHICLE DROPPED OFF _____

DATE OF APPOINTMENT _____

REPAIR COMPLETION DATE _____

OWNER NOTIFIED OF COMPLETION @ TIME _____ DATE _____

DATE RELEASED/COLLECTED _____

I/WE, THE UNDERSIGNED, ACKNOWLEDGE THE FOREGOING AS FACTUAL AND I/WE
HEREBY ACKNOWLEDGE RECEIPT OF THE COMPLETED WORKORDER. I/WE HAVE
INSPECTED MY/OUR VEHICLE AND HAVE EXAMINED THE WORK DONE. I/WE CONFIRM
THAT THE REQUESTED WORK HAS BEEN COMPLETED TO MY/OUR SATISFACTION.
DEALER REGISTRATION MV89132

SIGNATURE OF OWNER _____

Customer Signature : _____

Date: 17 Jan 2023



My wife, Katie, and I started camping shortly after COVID hit. We started with a small camper and absolutely loved it! In June 2022 we upgraded to a new Heartland RVs Mallard M33 – at 37' long it took some practice to get used to pulling that thing all over the Southeast! We absolutely loved it – the kids have a separate bunkroom in the back, we have our own bedroom, the kitchen even has an island!

We took it for our first trip shortly after purchase and had a few issues – the water heater was still on bypass so we had cold showers the first night; the kitchen sink leaked because the drain wasn't connected correctly; the sink in the outdoor kitchen leaked because it wasn't corrected at all. While these issues were frustrating on a brand-new unit, they were all easy fixes that I took care of myself.

Fast forward 2 months to August 13, 2022. I went into the camper to find WATER EVERYWHERE! The main slide in the kitchen/living/dining area was leaking and caused water damage throughout that area. I called Camping World of Panama City and was told the first available appointment was August 17; I took it in that morning. I asked if we should do a walkthrough, but the tech indicated they will identify all of the damage and make it right, like brand new.

We picked the camper up after they did their evaluation because they were ordering parts and I was told it would take some time to get those in. This was early September – so a few weeks in the shop for them to evaluate the damage.

Our still brand new camper was returned on October 10, 2022 to complete the repairs after being told September 29 that all of the parts were in. I was told that the repairs would take two days, and that it would be ready quickly since all of the parts were in. At this point, we were in no rush to get the camper in for service as it was still usable. It was made clear at dropoff that we wanted to keep the unit until everything was in and the work could be done and it would be ready quickly. We use the camper nearly every weekend during the winter. The unit wasn't ready until October 24; when it was "ready" they advised that the table came in damaged and would have to be re-ordered.

Rookie mistake on my part, we picked the camper up after it was ready and didn't walk through. The camper was parked out front and ready to go, and I was late getting there as I was driving over after work. I didn't go through the camper until November 1. When we opened it up, we were shocked to find that NOTHING had been done. All of the water damage was still there. The table damage was expected but the ceiling was drooping down, the countertops still damaged, cabinetry still damaged and the walls still buckled.

I contacted Camping World in dismay – I've driven round trip four times at this point, and nothing has been done. I reached out to the service department, "Marcus VIP", and the general manager on November 1 and sent photos of all of the damage that wasn't repaired. I received no contact the next day; no contact from the service manager until November 7. I still haven't heard from the General Manager nor have I received calls back when I've left messages for him.

I sent photos of the damage to the service manager to avoid another 4 hour round trip to drop the camper off, per her request. I sent additional photos a few days later as requested. She was going to order the parts and have them in so that the camper wouldn't be sitting there while waiting for repair.

We took the camper to Chattanooga for Thanksgiving. The water damage was there, but the camper was usable. While we were on this trip, we noticed that the unrepaired slide was drooping away from the camper significantly. We also had new issues – the water heater was leaking and the leveling jacks stopped working.

We contacted Camping World while on vacation and let them know we were no longer comfortable using the camper with the slide leaning away from the camper. We took the unit in on December 5, 2022 for repairs. I've followed up repeatedly since then.

We were told the camper was ready last Friday, January 27; Katie and I drove over to pick it up to find that our 6 year old daughter could have completed the repairs more professionally than they had done. Additionally, much of the water damage still wasn't even touched.

As of today, Camping World indicates that they have ordered additional parts for the repairs; some will be in "within 10 days." The countertop doesn't have an arrival date. The "Marcus VIP" team indicates that we didn't make them aware of some of the issues (water damaged countertop) in August, so that isn't their problem.

At this point, Katie and I want the camper replaced. The visible damage is still there, and who knows what the hidden damage may be from the water intrusion when our camper was two months old. Camping World refuses to replace the unit and can't provide a timeline for repairs to be completed.

I am sharing this story for two reasons – ONE, Camping World is a nationwide company and tends to respond to consumer issues only when they become public and TWO, to warn my friends and anyone reading this not to buy from Camping World! Manufacturer issues started this, but Camping World's response (lack thereof) has made it completely unacceptable.

We spent \$60,000 to do something we absolutely love. We both work hard for our money, and want to be able to enjoy our purchase. If you have made it this far, please like and share this post!

I have countless pictures and emails with Camping World to support my story. If you are interested in discussing further please call me at 850-653-6478. Several other owners have reached out through Facebook Messenger and on the post who I know Will be interested in supporting and telling their story as well.

Other Impacted Owners:

Hayley Nichole (contacted through FB Messenger)



Hayley Nichole doesn't recommend **Camping World (Panama City, FL)**

January 8 at 5:30 PM · 🌐

We bought a brand new camper on October 15th and on November 30th me & my fiancé came back from work & our camper was flooded due to the slide not being done right. We took it to camping world that day that they supposedly temporarily fixing it and didn't work the dew made it leak again .. they then sent stuff in to warranty to get it approved which took about a month they scheduled us to bring it in to get it fixed & had it for 2 weeks and only changed carpet in it & my flooring. We turned a punch list in of everything we found wrong and was told they was gonna fix it all during the 2 weeks they had it they didn't fix one thing we had down on the punch list & now are saying we have to bring it in again for them to fix the rest. I could go on & on about how bad this place is. We have contacted corporate and was told they are trying to go the cheap route & that they couldn't help us... Don't buy from this place!!!

Shelby Casas



Shelby Casas doesn't recommend **Camping World (Panama City, FL)**

April 16, 2022 · 🌐

Horrible service and unprofessional. So disappointed in the service we received. Brought BRAND NEW Camper in Oct 21 with promise to repair defect from factory brought back to them in December. They had until March. Said they did work on it but nothing was down. What a waste of 33k for a brand new camper. If we wanted one with issues we would have brought a used one for half the price. I have been waiting for a manager to call me back since March. Thanks Camping World. Horrible experience

Madison Rose



Madison Rose

We're having the same issues and experience now. We just bought a brand new RV and haven't even been in it a week with all these major issues, awning snapped, oven hasn't worked since day 1 and now our front door won't close and the service department is giving us the runaround. We have been inside the RV 5 whole days. It's ridiculous. I'm sorry that happened to you but it's happening to us too.

Conny Williamson



Conny Williamson doesn't recommend Camping World (Panama City, FL).

September 21, 2021

...

HORRIBLE! DO NOT PURCHASE A RV FROM THIS PLACE. We drove 3 hours to purchase an RV from them in April 2021. Loved it. It had some minor issues that they said they'd fix if we could come back the following weekend to pick up. We agreed to. Came back the following weekend - nothing had been done, fireplace, lights, even the AC was having issues. The salesman Kevin was only concerned with getting us to sign the papers. I refused until they fixed the AC on spot. The other things they wrote up a WE OWE YOU, to send the parts to us. That was in April, this is September and we still DO NOT HAVE the parts. We have no option but to go to corporate now to try to get what we've paid for. We bought a \$50,000 RV that we absolutely love, but I want them to do what they said they'd do. All they care about it getting your money....then it all goes downhill from there!

3 comments

Like

Comment

Share



Camping World (Panama City, FL)

Hi Conny. We apologize for your experience with us. We see the email you sent in and we have let our team know to contact you as soon as they can

Like Reply 1y



Conny Williamson

I've been email YOUR TEAM at Camping World since JUNE!!!! They a bunch of clowns

Like Reply 1y



Camping World (Panama City, FL)

Conny Williamson We apologize for the inconvenience, the social media response team is working remotely and is not on site with the in-store team. Someone will reach out to you as soon as possible.

Like Reply 1y

Ellis Astin Jr (also spoke on Messenger)



Ellis Astin Jr doesn't recommend Camping World (Panama City, FL).

December 27, 2022

...

Bought a brand new fifth wheel in July of 2020 at camping world in Panama City while we were on vacation and it had a rip in the linoleum flooring but we went ahead and bought it (big mistake) knowing it had a problem and a couple other issues. When we got home we took it to Anniston location (a hour drive from our house) to get the problems fixed after 6 months of our camper sitting out in the weather we finally got it back (they blamed Covid). We brought it home and put in shed and didn't use it again until 6 more months when we got it out the floor they had just replaced was peeling up. After that camping trip they informed me when I called I would have to bring it in and let it sit there for 7 months because they were backed up I ask them if I could get on the list and leave in my shed and bring when they could get to it and was told no. Camping world is a joke they are so big they don't care about there customers (will be posting this review on annistons page and forest rivers as well

1

1 comment

Like

Comment

Share





Camping World (Panama City, FL)

Hi Ellis, we don't like to hear this. If you could please send us a PM with the phone number on your account, we would like to look into this further for you.

Jenni Smith



Jenni Smith  doesn't recommend **Camping World (Panama City, FL)**.

September 14, 2020 · 

...

We bought out trailer here in July, our sales person was Grego (?). He was very helpful and accommodating until the sale was final. After that he completely dropped the ball and was either not available or dishonest. We had several issues with the camper and tried several times to get them fixed. We are now into September and nothing has been resolved, we are fixing things or dealing with them on our own. After my husband met with the general manager we were sure everything would get taken care of, nope! Very disappointing that money is their priority, not customers or reputation





























































































Zach Ward <zach.w12@gmail.com>

Work Order #56071

Zach Ward <zach.w12@gmail.com>
To: Patricia Crandall <p.crandall@campingworld.com>

Tue, Jan 31, 2023 at 12:48 PM

Good afternoon,

I just left you a message. Please call me.

Zach Ward
850-653-6478

----- Forwarded message -----

From: **Cynthia McLaughlin** <cynthia.mclaughlin@campingworld.com>
Date: Tue, Jan 31, 2023 at 12:37 PM
Subject: RE: [EXTERNAL] Re: Work Order #56071
To: Zach Ward <zach.w12@gmail.com>

The seam tape and stile should ship within 10 days and the countertop has no ETA as of today. I will keep you posted.

From: Zach Ward <zach.w12@gmail.com>
Sent: Saturday, January 28, 2023 11:29 AM
To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>
Cc: Brian Voigts <brian.voigts@campingworld.com>; Patricia Crandall <p.crandall@campingworld.com>
Subject: Re: [EXTERNAL] Re: Work Order #56071

Good morning,

Thank Denise for taking the time to meet with us this morning.

I appreciate you working to get this resolved, and am disappointed in the quality of work presented today. While we've made some progress this is not what we expected after being there for two months this coming week. We've been working to get this resolved since August.

Please let me know once you've had the chance to connect with Heartland on Monday what the timeframe will be to get new parts and repairs completed.

Thank you, again, for your time this morning.

Zach Ward























Sent from my iPhone

On Jan 28, 2023, at 9:43 AM, Zach Ward <zach.w12@gmail.com> wrote:

Good morning! We are on our way over and should be there around 9:45a.

Thank you!

Zach

Sent from my iPhone

On Jan 27, 2023, at 11:22 AM, Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com> wrote:

Yes it is ready, I will be here tomorrow till 2pm.

From: Zach Ward <zach.w12@gmail.com>
Sent: Friday, January 27, 2023 10:15 AM
To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>
Cc: Brian Voigts <brian.voigts@campingworld.com>; Patricia Crandall <p.crandall@campingworld.com>
Subject: Re: [EXTERNAL] Re: Work Order #56071

Is the camper ready?

Will you be working tomorrow?

I plan to come tomorrow morning if so and would like to complete the walkthrough together with the camper set up including water to check the water heater issues.

Thank you,

Zach Ward

On Wed, Jan 25, 2023 at 3:41 PM Zach Ward <zach.w12@gmail.com> wrote:

Ok no problem!

Let me know if all checks out. If you work Friday we can shoot for Friday morning instead.

Thank you,

Zach

Sent from my iPhone

On Jan 25, 2023, at 3:29 PM, Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com> wrote:

Zach, I'm on my way out to QC now but just wanted to give you heads up that I'm off tomorrow.

From: Zach Ward <zach.w12@gmail.com>
Sent: Wednesday, January 25, 2023 1:50 PM
To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>
Cc: Brian Voigts <brian.voigts@campingworld.com>; Patricia Crandall <p.crandall@campingworld.com>
Subject: Re: [EXTERNAL] Re: Work Order #56071

Good morning,

I am planning to come over tomorrow morning, if the trailer passes your QC walkthrough. Please let me know once complete so that I can plan my day accordingly.

Thank you,

Zach

On Wed, Jan 25, 2023 at 11:27 AM Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com> wrote:

It is in detail now. When they are finished I will go QC it one more time.

From: Zach Ward <zach.w12@gmail.com>
Sent: Wednesday, January 25, 2023 10:11 AM
To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>
Cc: Brian Voigts <brian.voigts@campingworld.com>; Patricia Crandall <p.crandall@campingworld.com>
Subject: Re: [EXTERNAL] Re: Work Order #56071

Good morning!

Just checking in on progress. Do we have a completion date yet?

Zach

Sent from my iPhone

On Jan 23, 2023, at 1:22 PM, Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com> wrote:

He has one side of inside and out completed and is working on the other side.

From: Zach Ward <zach.w12@gmail.com>
Sent: Monday, January 23, 2023 12:21 PM
To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>
Cc: Brian Voigts <brian.voigts@campingworld.com>; Patricia Crandall <p.crandall@campingworld.com>
Subject: Re: [EXTERNAL] Re: Work Order #56071

Thank you. Has the inside work already been done, or will that follow?

Sent from my iPhone

On Jan 23, 2023, at 1:13 PM, Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com> wrote:

The tech has one side of the slide fixed and is working on the other side today.

From: Zach Ward <zach.w12@gmail.com>
Sent: Monday, January 23, 2023 12:06 PM
To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>
Cc: Brian Voigts <brian.voigts@campingworld.com>; Patricia

Crandall <p.crandall@campingworld.com>
Subject: Re: [EXTERNAL] Re: Work Order #56071

Good afternoon,

Checking in on progress.

Zach

Sent from my iPhone

On Jan 20, 2023, at 11:40 AM, Zach Ward
<zach.w12@gmail.com> wrote:

Good morning,

Ok, it is a two hour drive, so I just need enough
time to head over and catch you all while you are
still there and the unit is set up.

I have to be at Nissan at 3:30 for about 15
minutes, so I can come before or after that to walk
through.

Thank you,

Zach

On Fri, Jan 20, 2023 at 11:29 AM Cynthia
McLaughlin <cynthia.mclaughlin@
campingworld.com> wrote:

The tech is still working on some of the items.
As soon as he is done we will QC it and I will
call you.

From: Zach Ward <zach.w12@gmail.com>
Sent: Friday, January 20, 2023 10:01 AM
To: Cynthia McLaughlin <cynthia.mclaughlin@
campingworld.com>
Cc: Brian Voigts
<brian.voigts@campingworld.com>; Patricia
Crandall <p.crandall@campingworld.com>
Subject: Re: [EXTERNAL] Re: Work Order
#56071

Good morning!

We were going to touch base at 9:30; trying to plan my day depending on what you and Brian found after QC this morning. Thank you,

Zach

Sent from my iPhone

On Jan 18, 2023, at 9:11 AM,
Cynthia McLaughlin
<cynthia.mclaughlin@campingworld.com> wrote:

From: Cynthia McLaughlin
<cynthia.mclaughlin@campingworld.com>
Sent: Wednesday, January 18, 2023 8:04 AM
To: Cynthia McLaughlin
<cynthia.mclaughlin@campingworld.com>
Subject: Re: [EXTERNAL] Re: Work Order #56071

I'm running late this morning. As soon as I get to work and get everything printed out of heartland website I will give you a call.

Sent from my Verizon, Samsung Galaxy smartphone
[Get Outlook for Android](#)

From: Cynthia McLaughlin
<cynthia.mclaughlin@campingworld.com>
Sent: Tuesday, January 17, 2023 4:47:41 PM
To: Zach Ward
<zach.w12@gmail.com>
Cc: Brian Voigts
<brian.voigts@campingworld.com>; Patricia Crandall
<p.crandall@campingworld.com>
Subject: Re: [EXTERNAL] Re: Work Order #56071

I will call you at 8 in the morning to cover each Parr on that work order versus the parts that were ordered in November.

Sent from my Verizon, Samsung Galaxy smartphone

[Get Outlook for Android](#)

From: Zach Ward
<zach.w12@gmail.com>
Sent: Tuesday, January 17, 2023
3:23:47 PM
To: Cynthia McLaughlin
<cynthia.mclaughlin@campingworld.com>
Cc: Cynthia McLaughlin
<cynthia.mclaughlin@campingworld.com>; Brian Voigts
<brian.voigts@campingworld.com>; Patricia Crandall
<p.crandall@campingworld.com>
Subject: [EXTERNAL] Re: Work Order #56071

Good afternoon,

Forgive my ignorance of not knowing exactly what each of these things are, but I believe the issues noted are exactly what I addressed in my 11/1/22 email with photos, showing that these issues were not repaired?

Thank you,

Zach Ward

On Tue, Jan 17, 2023 at 4:09 PM
<CYNTHIA.MCLAUGHLIN@ganderoutdoors.com> wrote:

Please open the attached PDF file to view your work order (requires a PDF viewer).

The wall panel next to the slideroom was not part of the first work order.



Zach Ward <zach.w12@gmail.com>

Camping World Service Appointment

Zach Ward <zach.w12@gmail.com>
To: JOHNNY.CLARK@campingworld.com

Mon, Aug 22, 2022 at 4:21 PM

Good afternoon,

Just checking in. Thank you!

Zach Ward

Sent from my iPhone

On Aug 13, 2022, at 1:49 PM, JOHNNY.CLARK@campingworld.com wrote:

August 13 2022

Camping World RV Sales - Pan
4100 W. 23rd St
Panama City FL 32405

Dear Zachary,

This email will confirm your appointment on 08/17/22 at 10:30am for your 2022 TT HEARTLAND MALLARD M33. Please feel free to contact me at anytime.

Have a great day!

Regards,

JOHNNY CLARK
850-387-1566
JOHNNY.CLARK@CAMPINGWORLD.COM

2 attachments

 **mime-attachment**
10K

 **mime-attachment**
506K



Zach Ward <zach.w12@gmail.com>

Johnny from Camping world

Johnny Clark <johnny.clark@campingworld.com>
To: Zach Ward <zach.w12@gmail.com>

Tue, Sep 20, 2022 at 5:28 PM

Hey Mr. Ward,

We received some of the parts such as a few wood pieces, but are still waiting for the remainder of parts to arrive. I hope to see them come in by next week.

Johnny Clark | Service Advisor

Camping World

4100 W. 23rd Street

Panama City, Florida 32405

(850)387-1566 X 1228

www.rv.campingworld.com

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From: Zach Ward <zach.w12@gmail.com>
Sent: Tuesday, September 20, 2022 4:27 PM
To: Johnny Clark <johnny.clark@campingworld.com>
Subject: [EXTERNAL] Re: Johnny from Camping world

Good afternoon,

Just checking in.

Thank you,

Zach Ward

Sent from my iPhone

On Sep 5, 2022, at 5:00 PM, Johnny Clark <johnny.clark@campingworld.com> wrote:

Hey Mr. Ward,

Just letting you know that we have your issues submitted to the manufacturer. We are going to try and get all of that replaced and repaired. About a 12 hour job once approved. As soon as they let me know I will give you an update sir!

Johnny Clark | Service Advisor

Camping World

4100 W. 23rd Street

Panama City, Florida 32405

(850)387-1566 X 1228

www.rv.campingworld.com

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Zach Ward <zach.w12@gmail.com>

Johnny from Camping World

1 message

Rafael Garcia <rafael.garcia@campingworld.com>
To: "ZACH.W12@GMAIL.COM" <ZACH.W12@gmail.com>

Mon, Oct 24, 2022 at 1:40 PM

Hey Mr. Ward, sorry I am just getting back today from medical leave and am not able to get into my account yet. It appears that all work is done and that we are waiting for a table to come in, which will be about 2 more weeks because the first one that came in was damaged. When did you want to come get the camper and use it until this last part comes in? I am going to have it checked to make sure all is done except the table. You can contact me back on this email until later.

Thank you,

RALPH GARCIA

SERVICE ADVISOR

CAMPING WORLD OF PANAMA CITY

4100 WEST 23RD ST.

PANAMA CITY, FL 32405

850-387-1566 EXT. 1204

www.rv.campingworld.com

[Like us on Facebook](#)





Zach Ward <zach.w12@gmail.com>

Camping World Service Appointment

Johnny Clark <johnny.clark@campingworld.com>

Mon, Oct 24, 2022 at 2:01 PM

To: Zach Ward <zach.w12@gmail.com>, Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>

Cc: MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>

Hey Mr. Ward, I am finally in my email account! I want to apologize for the delay, I just got back today.

I sent you an email on my coworkers email which you can ignore and reply back to this one. I tried to call the numbers on file and they did not work. The table that came in was damaged and we reordered a new one on the 19th and will be here in about 2 weeks according to my parts department. I am going to make sure it is all done so you can pick it up and use it and come pick up the table when it arrives, or however you wish to do that.

Johnny Clark | Service Advisor

Camping World

4100 W. 23rd Street

Panama City, Florida 32405

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From: Zach Ward <zach.w12@gmail.com>

Sent: Friday, October 21, 2022 2:00 PM

To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>; Johnny Clark <johnny.clark@campingworld.com>

Cc: MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>

Subject: [EXTERNAL] Re: Camping World Service Appointment

Good afternoon,

I hope that you are doing well! I am following up on this service appointment (below) and when our 2022 Mallard M33 will be ready for pick up.

We took the camper over for repair inspection and then picked it up for use until the parts came in and you all were ready to install. We were not in a rush because the unit was still usable in the meantime. I received a call on September 29,

2022 that everything was in and we could bring the unit in for repairs. We scheduled that drop off for 10/10/2022 and I was advised that this would be a 2 day repair. I called on 10/14/22 for an update and was told that I would get a call back with an update, as the notes in the system didn't reflect that any work was done. I didn't get a call back.

I called on Monday of this week (10/17), and spoke to Crystal but couldn't get a definitive answer. I've followed up a couple of times and let Crystal know that we had a trip scheduled for this weekend. She said that she would pass the message along. I haven't received an update since, and my calls for Service today haven't been returned.

This should not have been a difficult process, and we were in no rush to get the camper in. Now that it is in, we are in a rush to get it back out -- it was made clear at dropoff that we wanted to keep the unit until everything was in and the work could be done and it would be ready quickly. We use the camper to travel back and forth to our hunting camp, so we use it nearly every weekend this time of year.

We've cancelled our trip this weekend since we haven't heard back today. It is a four hour round trip for me to get the camper. I would like an update as to exactly when we can expect the camper to be ready for pickup.

Thank you,

Zach Ward

850-653-6478

On Thu, Sep 29, 2022 at 3:17 PM <CYNTHIA.MCLAUGHLIN@ganderoutdoors.com> wrote:

September 29 2022

Camping World RV Sales - Pan
4100 W. 23rd St
Panama City FL 32405

Dear Zachary,

This email will confirm your appointment on 10/10/22 at 08:00am for your MALLARD. Please feel free to contact me at anytime.

Have a great day!

Regards,

JOHNNY CLARK
850-387-1566
JOHNNY.CLARK@CAMPINGWORLD.COM



Zach Ward <zach.w12@gmail.com>

Camping World Service Appointment

1 message

JOHNNY.CLARK@campingworld.com <JOHNNY.CLARK@campingworld.com>
To: zach.w12@gmail.com

Thu, Dec 1, 2022 at 5:21 PM

December 01 2022

Camping World RV Sales - Pan
[4100 W. 23rd St](#)
[Panama City FL 32405](#)

Dear Zachary,

This email will confirm your appointment on 12/05/22 at 10:30am for your 2022 TT HEARTLAND MALLARD M33. Please feel free to contact me at anytime.

Have a great day!

Regards,

JOHNNY CLARK
850-387-1566
JOHNNY.CLARK@CAMPINGWORLD.COM



Zach Ward <zach.w12@gmail.com>

Ref #03945140

1 message

Patricia Crandall <p.crandall@campingworld.com>
To: "zach.w12@gmail.com" <zach.w12@gmail.com>

Thu, Dec 1, 2022 at 5:53 PM

Hi Zach,

I understand the service department was in touch with you and you are scheduled for next week. If you need additional assistance please don't hesitate to reach out to me.

Have a Great Weekend!

Patty Crandall**Customer Service Specialist****Camping World - Gander RV****Ph: 844.632.5990 ext. 2531****Cisco-72197032**p.crandall@campingworld.com<https://rv.campingworld.com>**Like us on Facebook!**



Zach Ward <zach.w12@gmail.com>

Additional issue with Ward Mallard M33

Johnny Clark <johnny.clark@campingworld.com>

Tue, Dec 6, 2022 at 3:09 PM

To: Zach Ward <zach.w12@gmail.com>

Cc: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>, Tyler Taylor <tyler.taylor@campingworld.com>, MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>, Brian Voigts <brian.voigts@campingworld.com>

You are welcome Mr. Ward!

Johnny Clark | Service Advisor

Camping World

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Panama City, Florida 32405

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From: Zach Ward <zach.w12@gmail.com>**Sent:** Tuesday, December 6, 2022 12:34 PM**To:** Johnny Clark <johnny.clark@campingworld.com>**Cc:** Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>; Tyler Taylor <tyler.taylor@campingworld.com>; MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>; Brian Voigts <brian.voigts@campingworld.com>**Subject:** Re: [EXTERNAL] Additional issue with Ward Mallard M33

Good afternoon!

Thank you for reaching out. Yes, these are the issues that we've discussed; I also added on the form yesterday that the glass in the left cabinet above the king bed has fallen out of place. The glass is still in the cabinet, just not sure how it should be put back in if you can take a look at that while the unit is there.

The water heater is leaking at the TPR valve at the top and from the drain (white cap) at the bottom. It started with just the white cap, and has since started leaking from the TPR as well.

Thank you!

Zach

On Tue, Dec 6, 2022 at 9:39 AM Johnny Clark <johnny.clark@campingworld.com> wrote:

Hey Mr. Ward, so to make sure that we are on the same page:

1. The water damage in the slide out
2. Water heater leaking (can you elaborate where it is leaking, please?)
3. Front stabilizer jacks not extending
4. Slide out leaning away from camper.

Is there anything I am missing? Let me know

Johnny Clark | Service Advisor

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Panama City, Florida 32405

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From: Zach Ward <zach.w12@gmail.com>

Sent: Monday, December 5, 2022 5:39 PM

To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>

Cc: Johnny Clark <johnny.clark@campingworld.com>; Tyler Taylor <tyler.taylor@campingworld.com>; MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>; Brian Voigts <brian.voigts@campingworld.com>

Subject: Re: [EXTERNAL] Additional issue with Ward Mallard M33

Good afternoon!

I dropped the unit off today. I showed up an hour early this morning after not accounting for the time change when I made the appointment and your service desk was very helpful in getting me taken care of. Thank you!

I would like an update on what our expectations should be time wise for the repairs, if you can please provide that by the end of the week.

Thank you all for your help and working with us to get these issues resolved. We have a New Years trip planned for December 29, so we are hopeful that since the parts have been on order for some time now that can be accomplished.

Thank you,

Zach Ward

Sent from my iPhone

On Dec 1, 2022, at 11:51 AM, Zach Ward <zach.w12@gmail.com> wrote:

I've received Denise's out of office until December 6. We are not willing to wait another week to get things moving on this, please have whoever is acting service manager or the store manager contact me as soon as possible with next steps.

Zach Ward

850-653-6478

Sent from my iPhone

On Dec 1, 2022, at 11:25 AM, Zach Ward <zach.w12@gmail.com> wrote:

Good morning,

I left a message for Denise earlier, if you will please give me a call at your convenience. I wanted to follow up with an email, too, in the meantime.

With the additional issues arising during our most recent trip, we are no longer comfortable using the camper until it is fully repaired and functional. We would like to discuss arranging transport to the shop until the camper can be repaired. I also want to point out that, as this is a \$60k investment for us that we use 2-3 weekends per month we expect a timely repair.

With the ongoing water damage since August, paired with the now leaning slide, leaking water heater and failed front stabilizer, we are no longer comfortable using the unit.

While I understand that logistics and time are pressed for everyone, we are experiencing issues that no one should be having on a brand new unit, at absolutely no fault of our own, and we are expecting to be able to use the unit again very soon.

Please give me a call to get us scheduled. Thank you,

Zach Ward

850-653-6478

On Fri, Nov 25, 2022 at 10:13 AM Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com> wrote:

Mr. Ward,

I checked parts status this morning and nothing has shipped. Unfortunately the manufacture is closed today and it will be Monday before I call them.

-----Original Message-----

From: Zach Ward <zach.w12@gmail.com>

Sent: Tuesday, November 22, 2022 4:59 PM

To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>; Johnny Clark <johnny.clark@campingworld.com>; Tyler Taylor <tyler.taylor@campingworld.com>; MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>; Brian Voigts <brian.voigts@campingworld.com>

Subject: [EXTERNAL] Additional issue with Ward Mallard M33

Good afternoon,

We just arrived in Tennessee for our thanksgiving trip. Adding to the ongoing issues we've had with water damage and the leaking water heater we just discussed yesterday, the front stabilizers will no longer extend. They retract with power, but have to be manually extended. We also have the new issue of the main slide drooping/ leaning away from the unit substantially. (4 degree when measured).

The issues with this unit continue to mount.

Please get me an update on the parts ordered and what next steps are to remedying the additional (new) issues that continue to plague what should be a fun experience.

Zach

Sent from my iPhone



Zach Ward <zach.w12@gmail.com>

Johnny from Camping World

Zach Ward <zach.w12@gmail.com>

Tue, Jan 17, 2023 at 12:35 PM

To: Johnny Clark <johnny.clark@campingworld.com>

Following up. Thank you!

Zach Ward

Sent from my iPhone

On Jan 12, 2023, at 11:46 AM, Johnny Clark <johnny.clark@campingworld.com> wrote:

Hey Mr. Ward, it is not done quite yet but I emailed my manager to get an ETA for you sir! As soon as she replies back I will shoot you another email with an ETA sir!

Johnny Clark | Service Advisor

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4100 W. 23rd Street

Panama City, Florida 32405

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<image001.png>

From: Zach Ward <zach.w12@gmail.com>

Sent: Thursday, January 12, 2023 10:17 AM

To: Johnny Clark <johnny.clark@campingworld.com>

Subject: Re: [EXTERNAL] Re: Johnny from Camping World

Good morning,

Checking in for an update.

Thank you,

Zach Ward

On Tue, Jan 3, 2023 at 4:59 PM Johnny Clark <johnny.clark@campingworld.com> wrote:

Yes sir, thank you! And you as well Mr. Ward!

Johnny Clark | Service Advisor

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Panama City, Florida 32405

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<image001.png>

From: Zach Ward <zach.w12@gmail.com>

Sent: Tuesday, January 3, 2023 3:52 PM

To: Johnny Clark <johnny.clark@campingworld.com>

Subject: Re: [EXTERNAL] Re: Johnny from Camping World

Great, thank you!

I hope that you and yours have had a great holiday season.

Zach

Sent from my iPhone

On Jan 3, 2023, at 4:48 PM, Johnny Clark <johnny.clark@campingworld.com> wrote:

Hey Mr. Ward, we aim to have you done early next week! The technician is finishing 2 other camps and will have yours up after those two sir!

Johnny Clark | Service Advisor

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<image001.png>

From: Zach Ward <zach.w12@gmail.com>
Sent: Tuesday, January 3, 2023 3:34 PM
To: Johnny Clark <johnny.clark@campingworld.com>
Subject: [EXTERNAL] Re: Johnny from Camping World

Good afternoon!

Just checking in for a completion date. I know all the parts were in before Christmas, just not sure what your schedule looks like.

We are ready to get it back as soon as possible.

Thank you,

Zach Ward

Sent from my iPhone

On Dec 7, 2022, at 3:15 PM, Johnny Clark
<johnny.clark@campingworld.com> wrote:

Hey Mr. Ward, I was just letting you know that your work order is in my warranty department now to get submitted. I will keep you updated sir!

Johnny Clark | Service Advisor

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Panama City, Florida 32405

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Zach Ward <zach.w12@gmail.com>

Repair issues - Re: [EXTERNAL] Re: Camping World Service Appointment

Zach Ward <zach.w12@gmail.com>

Mon, Nov 7, 2022 at 11:55 AM

To: Johnny Clark <johnny.clark@campingworld.com>

Cc: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>, MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>, Tyler Taylor <tyler.taylor@campingworld.com>, brian.voigts@campingworld.com

Good morning,

I hope that you all had a good weekend. Hoping for an update today on next steps to making this right. Thank you,

Zach Ward

On Sat, Nov 5, 2022 at 12:44 PM Johnny Clark <johnny.clark@campingworld.com> wrote:

Yes sir, you as well Mr. Ward!

Johnny Clark | Service Advisor

Camping World

4100 W. 23rd Street

Panama City, Florida 32405

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www.rv.campingworld.com

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From: Zach Ward <zach.w12@gmail.com>**Sent:** Saturday, November 5, 2022 11:25 AM**To:** Johnny Clark <johnny.clark@campingworld.com>**Cc:** Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>; MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>; Tyler Taylor <tyler.taylor@campingworld.com>**Subject:** Re: Repair issues - Re: [EXTERNAL] Re: Camping World Service Appointment

Thank you! Have a great weekend.

Sent from my iPhone

On Nov 5, 2022, at 12:02 PM, Johnny Clark <johnny.clark@campingworld.com> wrote:

Unfortunately, she is out today as well and will be back in Monday morning and we will get this addressed and figured out for you Mr. Ward!

Johnny Clark | Service Advisor

Camping World

4100 W. 23rd Street

Panama City, Florida 32405

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<image001.png>

From: Zach Ward <zach.w12@gmail.com>

Sent: Saturday, November 5, 2022 10:59 AM

To: Johnny Clark <johnny.clark@campingworld.com>

Cc: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>; MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>; Tyler Taylor <tyler.taylor@campingworld.com>

Subject: Re: Repair issues - Re: [EXTERNAL] Re: Camping World Service Appointment

Good morning,

Thank you for the response. I'd appreciate an update after your manager makes it in today and y'all have had time to discuss.

We are not local. It's 2 hours each way and I lose a half day of work with every trip.

Zach

Sent from my iPhone

On Nov 3, 2022, at 5:33 PM, Johnny Clark <johnny.clark@campingworld.com> wrote:

Hey Zach,

I am sorry for this, I have been out since Sept. 21st and was under the impression this was all taken care of. My manager is out until Saturday but I will get with her in regards to what we need to do. Are you local? And if not, when will you be in the area again?

Johnny Clark | Service Advisor

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Panama City, Florida 32405

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<image001.png>

From: Zach Ward <zach.w12@gmail.com>
Sent: Thursday, November 3, 2022 3:48 PM
To: Johnny Clark <johnny.clark@campingworld.com>
Cc: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>; MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>; Tyler Taylor <tyler.taylor@campingworld.com>
Subject: Re: Repair issues - Re: [EXTERNAL] Re: Camping World Service Appointment

Following up for an update as Tyler is the only person who has made contact with me.

Thank you,

Zach Ward

Sent from my iPhone

On Nov 1, 2022, at 9:25 PM, Zach Ward <zach.w12@gmail.com> wrote:

Good evening,

I just set the camper up for the first time since pickup last week and I am extremely disappointed with what we found. I've now spent 16 hours of travel taking the camper there and back on two different occasions and I am in no better shape than when this ordeal started. This is a brand new camper that has taken on water through no fault of my own. I feel we have been extremely receptive to the fixes offered, but have been raked over the coals instead.

There are still multiple areas of water damage in the main living area. I'm attaching photos here.

The pantry has water bubbles on the bottom, the dinette has water damage, the kitchen island has water damage and the wall between the kitchen and bathroom is warped.

Now, the ceiling above the dinette is dropping down and had to be pushed back up. I've attached a photo of this as well.

I cannot continue to take days off of work and spend money transporting the camper back and forth. We are 2 hours each way from the nearest Camping World (Panama City) and have relayed this and asked that we get things accomplished in as few trips as possible.

I understand the table arrived damaged, but there are multiple areas of damage that were not addressed at all.

Additionally, the slide cable that was determined to be the issue is still looser than the others.

Quite honestly, I can't tell that anything was done to the unit.

Please review and give me an update on how we can expect for this to be made right, and a timeline for repairs. If you all are unable to properly repair the brand new unit to like new quality we expect a replacement.

Best regards,

Zach Ward

850-653-6478

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<image3.jpeg>

<image4.jpeg>

<image5.jpeg>

<image7.jpeg>

<image8.jpeg>

<image10.jpeg>

Sent from my iPhone

On Oct 24, 2022, at 2:01 PM, Johnny Clark
<johnny.clark@campingworld.com> wrote:

Hey Mr. Ward, I am finally in my email account! I want to apologize for the delay, I just got back today.

I sent you an email on my coworkers email which you can ignore and reply back to this one. I tried to call the numbers on file and they did not work. The table that came in was damaged and we reordered a new one on the 19th and will be here in about 2 weeks according to my parts department. I am going to make sure it is all done so you can pick it up and use it and come pick up the table when it arrives, or however you wish to do that.

Johnny Clark | Service Advisor

Camping World

4100 W. 23rd Street

Panama City, Florida 32405

[\(850\)387-1566](tel:(850)387-1566) X 1228

www.rv.campingworld.com

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<image001.png>

From: Zach Ward <zach.w12@gmail.com>
Sent: Friday, October 21, 2022 2:00 PM
To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>; Johnny Clark <johnny.clark@campingworld.com>
Cc: MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>
Subject: [EXTERNAL] Re: Camping World Service Appointment

Good afternoon,

I hope that you are doing well! I am following up on this service appointment (below) and when our 2022 Mallard M33 will be ready for pick up.

We took the camper over for repair inspection and then picked it up for use until the parts came in and you all were ready to install. We were not in a rush because the unit was still usable in the meantime. I received a call on September 29, 2022 that everything was in and we could bring the unit in for repairs. We scheduled that drop off for 10/10/2022 and I was advised that this would be a 2 day repair. I called on 10/14/22 for an update and was told that I would get a call back with an update, as the notes in the system didn't reflect that any work was done. I didn't get a call back.

I called on Monday of this week (10/17), and spoke to Crystal but couldn't get a definitive answer. I've followed up a couple of times and let Crystal know that we had a trip scheduled for this weekend. She said that she would pass the message along. I haven't received an update since, and my calls for Service today haven't been returned.

This should not have been a difficult process, and we were in no rush to get the camper in. Now that it is in, we are in a rush to get it back out -- it was made clear at dropoff that we wanted to keep the unit until everything was in and the work could be done and it would be ready quickly. We use the camper to travel back and forth to our hunting camp, so we use it nearly every weekend this time of year.

We've cancelled our trip this weekend since we haven't heard back today. It is a four hour round trip for me to get the camper. I would like an update as to exactly when we can expect the camper to be ready for pickup.

Thank you,

Zach Ward

850-653-6478

On Thu, Sep 29, 2022 at 3:17 PM <CYNTHIA.MCLAUGHLIN@ganderoutdoors.com> wrote:

September 29 2022

Camping World RV Sales - Pan
4100 W. 23rd St
Panama City FL 32405

Dear Zachary,

This email will confirm your appointment on 10/10/22 at 08:00am for your MALLARD. Please feel free to contact me at anytime.

Have a great day!

Regards,

JOHNNY CLARK
850-387-1566
JOHNNY.CLARK@CAMPINGWORLD.COM



Zach Ward <zach.w12@gmail.com>

Ward Mallard M33 Ref #03945140

Zach Ward <zach.w12@gmail.com>

Tue, Jan 17, 2023 at 5:06 PM

To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>

Cc: Brian Voigts <brian.voigts@campingworld.com>, Patricia Crandall <p.crandall@campingworld.com>, service@heartlandrvs.com

Good afternoon,

I just spoke with Heartland's Warranty Department and have additional concerns, and would like a phone call for clarification as the issues they are providing information on are not matching up with our conversations.

According to Heartland, there was a work order authorized on 9/6/2022, #56071, which covered:

- Norco Accuslide System
- Slide out interior panel authorized to replace
- Ceiling panel
- Dinette table top
- Interior slide fascia
- Damaged trim around slide

The next order was submitted 12/8/22 (#56744):

- Fresh water pressure fitting and valves
- Landing leg switch front stabilizer
- Glass cabinet door
- Panel to interior wall

Most pressing, it appears that no new items were ordered on the 12/8/22 work order to repair the water damage and slide system. These are the issues identified on the 9/6 work order that weren't repaired, and it appears no new items have been ordered so I am looking for clarification on this.

Additionally, the island countertop has not been ordered; I was asked to send pictures of that item specifically, and did on November 11, so that it could be ordered. Heartland advised that you all might be footing the bill for that and that is the reason it isn't showing up in their system, but I don't think that would be the case so I am seeking clarification here as well.

Thank you,

Zach Ward

On Tue, Jan 17, 2023 at 4:08 PM Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com> wrote:

I will email you a copy of the first work order with what warranty approved and it will show what parts were sent.

From: Zach Ward <zach.w12@gmail.com>**Sent:** Tuesday, January 17, 2023 3:01 PM**To:** Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>; Brian Voigts <brian.voigts@campingworld.com>; Patricia Crandall <p.crandall@campingworld.com>**Subject:** Re: [EXTERNAL] Ward Mallard M33 Ref #03945140

Can you tell me exactly what was completed on that first warranty repair and what parts were replaced? Because the photos that I took and sent in after the unit was there clearly show that nothing was done to the unit.

The unit sat there for weeks that time and was picked up with nothing done.

Thank you,

Zach Ward

On Tue, Jan 17, 2023 at 3:52 PM Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com> wrote:

Mr. Ward,

The first time your unit was here repaired everything that warranty approved and sent us. After picking up and you reaching back out to me I went back to the warranty company and got them to approve what was not the first time around. We received the last of the parts on 12/21. There were a couple units already ahead of yours by the time parts arrived. We will do our best to have the unit completed by the end of the week but I will not make that promise. Once completed we will have the unit plugged in for you to inspect.

Thank you,

C. DENISE MCLAUGHLIN

FIXED OPERATIONS DIRECTOR

CAMPING WORLD OF PANAMA CITY

4100 WEST 23RD ST.

PANAMA CITY, FL 32405

850-387-1566 EXT. 1220

www.rv.campingworld.com

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From: Zach Ward <zach.w12@gmail.com>

Sent: Tuesday, January 17, 2023 2:46 PM

To: Johnny Clark <johnny.clark@campingworld.com>; Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>; MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>; Brian Voigts <brian.voigts@campingworld.com>; Tyler Taylor <tyler.taylor@campingworld.com>; Patricia Crandall <p.crandall@campingworld.com>; service@heartlandrvs.com

Subject: [EXTERNAL] Ward Mallard M33 Ref #03945140

Good afternoon,

I am writing today to express my continued frustration with our new purchase and the ongoing service issues and delays.

I just spoke with Johnny and was reassured that my unit is the next to go into the shop. At this point, that is not sufficient.

I expect the unit to be fully repaired and completed this week based on Johnny's assurance, but I am fearful that will not happen based on being told by email on January 3, 2023 that there were two campers in front of mine and would be starting early the following week (that would have been last week). I am now being told that I will go after the one unit in front of me (two weeks after that last email).

The absolute lack of service and repair continues to baffle me from a company of this size.

We bought our unit in June 2022. We made the first service related appointment for this issue August 13, and brought the unit in on August 17, 2022.

Since then, we have made multiple trips back and forth to you all as I have outlined previously, with the issues not being resolved, and new issues related (sagging slide) presenting since.

My unit has currently been in the shop since December 5, 2022 for repairs that I was told were completed in late October.

In addition to the repairs being complete this week, I am requesting a per diem equal to the daily loan payment for the amount of time the unit has been in Camping World's custody since purchase and a warranty extension for the amount of time the unit has been in Camping World's custody since purchase as we have been unable to use the unit and therefor unable to fully utilize the one year warranty offered at purchase.

I would like for Mr. Voigts to call me to discuss further and confirm the repair timeline.

I fully intend to seek legal remedy if we are not able to reach an amicable resolution and timely repair of the unit; I would like to avoid such as that would come at additional significant out of pocket expense to me.

I also request that the camper be fully set up and attached to all utilities at pickup, and Denise or Brian be available for walkthrough of the unit. Please let me know when we can get this scheduled.

Thank you,

Zach Ward



Zach Ward <zach.w12@gmail.com>

PLEASE ESCALATE: Ward Mallard M33 Ref #03945140

1 message

Zach Ward <zach.w12@gmail.com>

Tue, Jan 17, 2023 at 8:58 PM

To: Patricia Crandall <p.crandall@campingworld.com>, MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>

Good evening,

I am following up on our emails and call today.

I appreciate the offer to review the file and issues after my work is resolved, but at this time that doesn't help. I need my unit repaired and back.

I've done some additional research and there appear to be many ongoing issues with this location and then saying work is complete when nothing is done.

I'm at my wits end, and just want the camper I paid for back and in like new condition.



I understand that you aren't in the position to judge the issues and that will be completed after the work is complete. I am asking that this be escalated and the person in the position to make judgement and make something happen get involved now. Especially after learning from Heartland today that some of the items (Island countertop) still haven't been ordered when the issue has been known since August.

Check out this locations reviews - they speak for themselves. I should have done the same before purchase instead of after. Now, I just need the unit fixed and returned to me.

Please escalate this to the appropriate person.

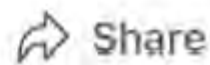
Zach



Jenni Smith  doesn't recommend **Camping World**. ...
2 years ago · 

We bought out trailer here in July, our sales person was Grego (?). He was very helpful and accommodating until the sale was final. After that he completely dropped the ball and was either not available or dishonest. We had several issues with the camper and tried several times to get them fixed. We are now into September and nothing has been resolved, we are fixing things or dealing with them on our own. After my husband met with the general manager we were sure everything would get taken care of, nope! Very disappointing that money is their priority, not customers or reputation

1 comment



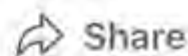
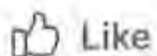


Conny Williamson doesn't recommend **Camping World**. ...


1 year ago · 🌐

HORRIBLE! DO NOT PURCHASE A RV FROM THIS PLACE. We drove 3 hours to purchase an RV from them in April 2021. Loved it. It had some minor issues that they said they'd fix if we could come back the following weekend to pick up. We agreed to. Came back the following weekend - nothing had been done, fireplace, lights, even the AC was having issues. The salesman Kevin was only concerned with getting us to sign the papers. I refused until they fixed the AC on spot. The other things they wrote up a WE OWE YOU, to send the parts to us. That was in April, this is September and we still **DO NOT HAVE** the parts. We have no option but to go to corporate now to try to get what we've paid for. We bought a \$50,000 RV that we absolutely love, but I want them to do what they said they'd do. All they care about it getting your money....then it all goes downhill from there!

3 comments





Shelby Casas  doesn't recommend **Camping World.**

9 months ago · 

Horrible service and unprofessional. So disappointed in the service we received. Brought BRAND NEW Camper in Oct 21 with promise to repair defect from factory brought back to them in December. They had until March. Said they did work on it but nothing was down. What a waste of 33k for a brand new camper. If we wanted one with issues we would have brought a used one for half the price. I have been waiting for a manager to call me back since March. Thanks Camping World. Horrible experience

2 comments



Like



Comment



Share



Ellis Astin Jr doesn't recommend **Camping World**.



3 weeks ago · 🌐

Bought a brand new fifth wheel in July of 2020 at camping world in Panama City while we were on vacation and it had a rip in the linoleum flooring but we went ahead and bought it (big mistake) knowing it had a problem and a couple other issues. When we got home we took it to Anniston location (a hour drive from our house) to get the problems fixed after 6 months of our camper sitting out in the weather we finally got it back (they blamed Covid). We brought it home and put in shed and didn't use it again until 6 more months when we got it out the floor they had just replaced was peeling up. After that camping trip they informed me when I called I would have to bring it in and let it sit there for 7 months because they were backed up I ask them if I could get on the list and leave in my shed and bring when they could get to it and was told no. Camping world is a joke they are so big they don't care about there customers (will be posting this review on annistons page and forest rivers as well

1 comment



Like






Comment



Share

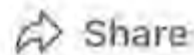
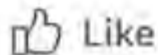


Brenda Cervantes  doesn't recommend **Camping World**. 

2 weeks ago · 

Camping world is a JOKE altogether but especially this location! They love taking your money and wasting your time. Scheduled an appointment to have my camper checked before warranty expired just for them to keep my camper for over a month in "queue" and do NOTHING to it. After waiting for nothing they will not give me my camper back unless I pay them more money. I had already paid \$159 for a tech to come out to look at it and all he did was make a list of everything that was wrong and said he had to come back again once the parts were ordered. This was a brand new camper purchased from camping world. They have no knowledge of the products they sell and once you buy it they do not care to repair anything or take care of their customers. DON'T WASTE YOUR MONEY with Camping World.

3 comments



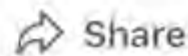
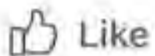


Hayley Nichole doesn't recommend Camping World.

1 week ago

We bought a brand new camper on October 15th and on November 30th me & my fiancé came back from work & our camper was flooded due to the slide not being done right. We took it to camping world that day that they supposedly temporarily fixing it and didn't work the dew made it leak again .. they then sent stuff in to warranty to get it approved which took about a month they scheduled us to bring it in to get it fixed & had it for 2 weeks and only changed carpet in it & my flooring. We turned a punch list in of everything we found wrong and was told they was gonna fix it all during the 2 weeks they had it they didn't fix one thing we had down on the punch list & now are saying we have to bring it in again for them to fix the rest. I could go on & on about how bad this place is. We have contacted corporate and was told they are trying to go the cheap route & that they couldn't help us... Don't buy from this place!!!

4 comments



Sent from my iPhone

Begin forwarded message:

From: Zach Ward <zach.w12@gmail.com>

Date: January 17, 2023 at 3:46:24 PM EST

To: Johnny Clark <johnny.clark@campingworld.com>, Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>, MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>, Brian Voigts <brian.voigts@campingworld.com>, Tyler Taylor <tyler.taylor@campingworld.com>, p.crandall@campingworld.com, service@heartlandrvs.com

Subject: Ward Mallard M33 Ref #03945140

Good afternoon,

I am writing today to express my continued frustration with our new purchase and the ongoing service issues and delays.

I just spoke with Johnny and was reassured that my unit is the next to go into the shop. At this point, that is not sufficient.

I expect the unit to be fully repaired and completed this week based on Johnny's assurance, but I am fearful that will not happen based on being told by email on January 3, 2023 that there were two campers in front of mine and would be starting early the following week (that would have been last week). I am now being told that I will go after the one unit in front of me (two weeks after that last email).

The absolute lack of service and repair continues to baffle me from a company of this size.

We bought our unit in June 2022. We made the first service related appointment for this issue August 13, and brought the unit in on August 17, 2022.

Since then, we have made multiple trips back and forth to you all as I have outlined previously, with the issues not being resolved, and new issues related (sagging slide) presenting since.

My unit has currently been in the shop since December 5, 2022 for repairs that I was told were completed in late October.

In addition to the repairs being complete this week, I am requesting a per diem equal to the daily loan payment for the amount of time the unit has been in Camping World's custody since purchase and a warranty extension for the amount of time the unit has been in Camping World's custody since purchase as we have been unable to use the unit and therefor unable to fully utilize the one year warranty offered at purchase.

I would like for Mr. Voigts to call me to discuss further and confirm the repair timeline.

I fully intend to seek legal remedy if we are not able to reach an amicable resolution and timely repair of the unit; I would like to avoid such as that would come at additional significant out of pocket expense to me.

I also request that the camper be fully set up and attached to all utilities at pickup, and Denise or Brian be available for walkthrough of the unit. Please let me know when we can get this scheduled.

Thank you,

Zach Ward



Zach Ward <zach.w12@gmail.com>

Ref #03945140

1 message

Zach Ward <zach.w12@gmail.com>

Mon, Jan 30, 2023 at 3:38 PM

To: Patricia Crandall <p.crandall@campingworld.com>

Good afternoon!

Were you able to connect with Camping World of Panama City after we spoke this morning? Any update?

Thank you,

Zach Ward



Zach Ward <zach.w12@gmail.com>

Ward Ref #03945140

1 message

Zach Ward <zach.w12@gmail.com>

Tue, Jan 31, 2023 at 2:36 PM

To: Patricia Crandall <p.crandall@campingworld.com>

Cc: service@heartlandrvs.com, Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>, Brian Voigts <brian.voigts@campingworld.com>, MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>, Tyler Taylor <tyler.taylor@campingworld.com>

Good afternoon,

I just wanted to clarify from our conversation that the issues have been ongoing since the August date.

I've attached the photos from August with date and time stamp, the date that I became aware of the damage. You can still see the water dripping off of the unit.

The water damage to the countertop was photographed and existing from the date taken, August 13, 2022. The fact that you indicate that I am lying leads me to believe you have been misinformed by Camping World of Panama City.

I understand that the ordered parts take time, but if they had been ordered during our August service, this wouldn't be an issue.

With the lack of repairs since that date (all of these photos were 8/13/2022) to the issues, I have no confidence that the unit will be repaired.

I am requesting that the unit be replaced with a like kind unit with the second A/C installed -- you all have one located in Dothan and one in Lake City.

If that cannot be done, I will be pursuing the matter through our attorney out of Tampa, who has reviewed and agreed to take the case.

Please advise if you are unwilling to replace the unit with a like kind unit. At this point, that is not an unfair request as the warranty repairs have not been completed since August, and I have no confidence they will be completed in the foreseeable future.

Thank you,

Zach Ward

18 attachments

IMG_3356.jpg
21K



IMG_3357.jpg
28K



IMG_3351.jpg
39K



IMG_3350.jpg
41K



IMG_3352.jpg
38K



IMG_3349.jpg
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IMG_3361.jpg
24K



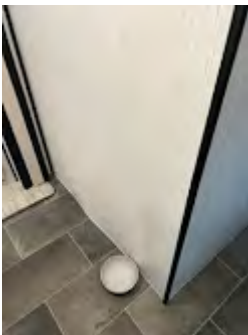
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IMG_3365.jpg
32K



Zach Ward <zach.w12@gmail.com>

pictures

Zach Ward <zach.w12@gmail.com>

Tue, Jan 31, 2023 at 2:53 PM

To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>

Cc: Patricia Crandall <p.crandall@campingworld.com>, Brian Voigts <brian.voigts@campingworld.com>, service@heartlandrvs.com, MarcusVIP-CampingWorld <MarcusVIP@campingworld.com>

Good afternoon Denise,

Thank you for forwarding this over.

These photos you have forwarded were sent on November 12 (still 74 days ago) as a follow up to my original service appointment. The unit was originally dropped off for these issues on August 17, 2022 (161 days ago), the first available appointment after I discovered the water damage on August 13 and called you all.

When I dropped the unit off on August 13 for my appointment with Johnny I asked what additional information was needed and if we needed to do a walkthrough. I was assured at that time that all damage would be evaluated and repaired, and nothing else was needed from me.

In my conversation with Patti today she indicated that the countertop damage was new, and didn't exist during the initial dropoff. The point of my photos today was to show that this issue is not new, and was evident from day 1, when I discovered the leak on August 13.

The photos you've forwarded below were sent to you after I picked the unit up from the August 13 repair order and discovered that none of the repairs had been completed. I am not indicating that I'd sent you the photos before; I am indicating that the damage was there from day 1, which Patti indicates it was not.

These items should have been addressed then. Patti was letting me know that order times from Heartland are not within Camping World's control; I am letting you all know that not having the parts ordered in August is completely within Camping World's control since the issues have been there since then.

Ten days' wait in August would have been acceptable. Ten days' wait now, with no timeline for complete repairs, is no longer acceptable.

Thank you,

Zach Ward

On Tue, Jan 31, 2023 at 2:43 PM Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com> wrote:

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

From: Zach Ward <zach.w12@gmail.com>

Sent: Saturday, November 12, 2022 9:35:39 AM

To: Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com>

Subject: [EXTERNAL] Re: pictures

Good morning!

I've attached the pictures here.













Sent from my iPhone

On Nov 10, 2022, at 6:52 PM, Zach Ward <zach.w12@gmail.com> wrote:

Good afternoon!

I haven't been home before dark at all this week. I will grab them and send tomorrow. Thank you!

Zach

Sent from my iPhone

On Nov 10, 2022, at 2:15 PM, Cynthia McLaughlin <cynthia.mclaughlin@campingworld.com> wrote:

Did you get a chance to get those other pictures?

Thank you,

C. DENISE MCLAUGHLIN

SERVICE DIRECTOR

CAMPING WORLD OF PANAMA CITY

4100 WEST 23RD ST.

PANAMA CITY, FL 32405

850-387-1566 EXT. 1220

www.rv.campingworld.com

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