

From: [REDACTED]
To: [MG Consumer Law](#)
Subject: Consumer complaint re caravan warranty.
Date: Sunday, 6 February 2022 1:38:22 PM

This goes back some time but it is still costing me a lot of money today.

I purchased a caravan from Sunland Caravans in Queensland in 2012.

I have massive warranty problems which they did fix at first and then when even larger design fault problems hit, wiped my warranty at 6 months.

The suspension broke off the chassis after just 5 months and 5,000k on Highway One. No off road.

I then discovered that the chassis was NOT built to Australian design rules and was faulty,\. The caravan was over weight to the compliance plate. Electicals were illegal, gas compliance was illegal and a fake gas certificate was issued.

I complained to Queensland fair Trading who rules that although these faults existed, in their opinion the manufacturer didn't mean to deceive me – advised I hire a solicitor.

I obtained 3 independent engineers to give me a report. All reports failed the chassis.

I attempted to get the manufacturer to respond but he ignored me. I spent \$15,000 in fixing the warranty repairs. I took the manufacturer to QCAT and settled on \$10,000 to get it all over with. I had secondary cancer at the time and did not know how successful my treatment would be and wanted to get it out of the way and move on for my wife while I could.

I posted a truthful review of the caravan on a review site. Since then the manufacturer has been trying to sue me to delete my review to cost me heaps of money in legal fees. He is still doing this. This is plainly vindictive harassment. He has done this to other owners who successfully sued him for warranty work.

I have written /photographic proof of all that I have stated here.

Regards

Paul Elboure
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