

# MECHANICAL INVESTIGATION REPORT

## Inspection Information:

Client:	Black Horse	Contact:	Rhiannon Cownie
Client Ref:	587745350	Telephone:	0800 151 2451
Customer:	Mr David Perriam		

## Vehicle location / contact details:

Contact Details:	Tracey Perriam	Trelawne Manor Holiday Park
		Trelawne
		Looe,
		Cornwall
		PL13 2NA
Telephone 1:		01752770053
Telephone 2:		
Fax:		

## Vehicle details:

Registration:	SG017829H
Make/Model:	Swift SOLEIL 2015

## Outline of the case:

Main Fault - torn lino on the floor by the fridge.  
8 scratches.

Sent an engineer - dragged the freezer and gauged the lino floor.  
Pushed back in scratched it again.  
7 - 8 scratches on kitchen floor.

2 weeks delaer ago agreed to replace lino  
Wanted new lino all across, not just cut around the place  
Customer declined that. Wanted it done properly.  
Would have to deconstruct the van to lay this

Cuts in settee - design fault  
Cushions are damaged - dealer said it was a design fault

Dealer is saying they will try repair both to the best of their ability. They have said they are unable to repair the floor by replacement the whole lino.

Please inspect and provide us with the following:

Confirmation if the faults are present.

If the faults are present, your opinion on what they are and what will be required to resolve them.

Your opinion on whether these faults would have been present or developing at the point of sale, are manufacturing defects or are likely to be wear and tear or due to driver error. Taking into consideration the mileage that has been covered, and the time that has elapsed since then.

If the goods are fault free, your opinion on whether the goods are in a condition that is commensurate to its age and mileage.

If the floor repair was carried out, by cutting and replacing, would this affect the over all price of the caravan? If so, by how much?

# ENGINEER'S REPORT

Inspection Date: 30-9-2015  
Inspection Time: 10:30  
Inspection Mileage: Not applicable  
VIN: SG017829H  
Engine Number: Not applicable

**Service History:**

Not applicable.

**General condition of vehicle:**

With the exception of the concerns raised in the report, this static caravan appeared to be in a reasonable condition.

**Repairer comments and observations:**

The repairer was not available for comment.

Mrs Perriam stated that the caravan had the following concerns:

The lino floor covering in front of the freezer was damaged as a result of the freezer having been moved during a previous repair.

The dealer has offered to replace the floor covering, however they are only prepared to cut around the fixture and fittings as opposed to replacing the flooring as a whole.

Mr and Mrs Perriam have declined their offer as they want it to be done properly.

The settee also has a concern in that the outer covering has become damaged and insecure as a result of a insecure strengthening / bracing piece.

The shower cubicle appeared to be insecurely attached to the inner wall panel and also appeared to be detached from the wall panel towards the top.

The architrave trim on the entrance door of the caravan is insecure.

**Findings:**

My findings are as follows.

Upon arrival at Trelawne Manor Holiday Park I was met by Mrs Perriam who provided me with the above statement and list of concerns.

Having made note of these concerns I then proceeded with my inspection.

The lino/floor covering in front of the freezer showed evidence of damage that would appear to be consistent with that caused by undue care being administered during removal or repair.

The lower cushion covers on the corner settee showed evidence of damage as a result of a misaligned and detached internal bracing piece (which is located between the forward and rear foam inserts that lay within the cushion itself).

The bracing piece on both lower cushions showed evidence of having been modified in an attempt to reduce the damage caused to the outer covering.

The right-hand architrave on the entrance and exit door (as viewed from inside) was insecurely attached.

The shower cubicle appeared to be insecurely attached to the wall boards behind.

**Conclusion:**

My conclusion is as follows.

**Floor**

Although it is understandable why the dealer wishes to cut around the fixtures and fittings in an attempt to rectify the concern - as opposed to removing much of the interior to replace the lino as a whole - it is however important to note that the repair that the dealer wishes to carry out will leave the lino prone to lifting and the floor beneath it susceptible to water ingress.

With this in mind I would not recommend the method of repair suggested by the dealer.

#### Settee

The concerns noted with regard to the seat cushions on the settee appear to be the result of a manufacturing or design issue, as opposed to wear and tear.

It is my opinion that this matter should be taken up by the supplying dealer with the manufacturer, Swift.

#### Shower cubicle

It would appear that the shower cubicle has come unstuck from the wall board located behind it as a result of insufficient or poor adhesion of the bonding that attaches it to board.

This would appear to be a manufacturing concern and it is my opinion that this matter should be taken up with Swift by the supplying dealer.

#### Reference Door architrave

Having spoken with Mrs Perriam, it is my understanding that a repair was carried out on the door and frame by the dealer.

It would appear that the engineer has not correctly re-attached the trim / architrave upon completion of the repair.

It is my opinion this should be referred back to the repairer / dealer.

Photographs:



WORK 001.JPG



WORK 002.JPG



WORK 003.JPG



WORK 004.JPG



WORK 005.JPG



WORK 006.JPG





WORK 010.JPG

This inspection report has been carried out without prejudice on your behalf. This report was prepared based upon the evidence observed, reported and presented on the day and at the time of inspection.

I understand that my overriding duty is to the court and I have complied with that duty. I am aware of the requirements of CPR Part 35, its practice direction and the Protocol for Instruction of Experts to give Evidence in Civil Claims.

I confirm that I have made clear which facts and matters referred to in this report are within my own knowledge and which are not. Those that are within my own knowledge I confirm to be true. The opinions I have expressed represent my true and complete professional opinions on the matters to which they refer.

Jon Llewellyn - AMIMI