



The Silver Snail

THE ULTIMATE ROAD TRIP

Celebrating the beauty of America and exploring the art of nomadic living.

HERE'S WHAT AIRSTREAM CLAIMS FOR ITS PRODUCT:

from the 2007 and 2012 sales brochures

- 1 "It's meant to be lived in. It's meant to move."
- 2 "Every Airstream is hand-built with extreme attention to detail."
- 3 "Few things in life have proven to be as durable as an Airstream. Designed to spend time on the road and not in a landfill..."
- 4 "While other products are designed to wear out, Airstreams are designed to be handed down through the generations."
- 5 "*Built to pass down, not break down.* With a fanatical attention to quality and functional design, Airstream consistently outperforms other travel trailers."
- 6 "Plus, Airstream's remarkable longevity has resulted in equally impressive resale values."
- 7 "And, it appeals...to those who recognize the quality and craftsmanship that have allowed one brand to stand the toughest test of all – *time.*"

HERE'S WHAT I GOT in 3.67 years of ownership:

- 1 A very leaky structure with a rotten floor.
- 2 NO attention to detail.
- 3 Nearly all appliances, structures and systems have broken or failed
- 4 A trailer that has worn out and requires restoration.
- 5 A trailer that broke down within four years.
- 6 A trailer that is *below* it's fair resale value.
- 7 Is 3.67 years really standing the test of time?

Following is the breakdown of the major failures of this unit:

DATE/ SERVICE CENTER	APPROXIMATE TIME/DISTANCE SINCE PURCHASE	PROBLEM	APPROX. DAYS IN SERVICE CENTER	APPROX. DETOUR MILEAGE	MY COST*
9/14/07		Took delivery			\$41,000
11/7/07 Profile Stateline Lebanon, ME	2 mos. ~250 miles	Water heater failure	1	Portland - Lebanon, RT 100	\$27
3/28/08 Camper Clinic Buda, Texas	6 mos. ~3500 miles	Furnace failure Stabilizer jack fell off while driving Missing rivets TV baseplate broken	1	Junction Buda, RT 350	\$94
4/29/08 North Dallas RV Dallas, TX	7 mos. ~3500 miles	Wall trim falling off Furnace replaced Dealer pointed out that a hole had been cut in gray tank cover - needed to be covered Missing rivets Gray tank sensor failure Kitchen drawer falling apart Bathroom sink top needs resealing Kitchen door latch broken	5	Junction - Dallas, RT 550	\$148
9/15/08 Jackson Center	1 year ~9500 miles	First Marathon tire malfunction (around 7,000 miles) Corrosion on body panels Main door needs adjusting to close properly Wardrobe separating from wall Fridge door panel falls down, injures feet Bathroom counter separating from wall Kitchen counter needs resealing Stove vent does not latch Beading coming off stone guard Oven not lighting Latch on furnace broken	4	San Antonio - JC, RT 2600	\$700
9/29/08 Jackson Center	1 year	Shower leak GFI + outlets not working Toilet has a sharp edge cutting into the water line	2	-	
3/27/09 Sutton RV Eugene, OR	1.5 years ~15,000 miles	Awning claw broken	1	-	
7/22/09 Jackson Center	1 year , 10 mos. ~17,500 miles	Second Marathon tire malfunction (around 17,500 miles) Black tank flush fail - leaked in trailer Panel under toilet is warped Converter failure Water pump failure Another kitchen drawer broken Front oven igniter not working Fresh tank drain cannot open Fresh tank fills when hooked up to city water - has been an ongoing problem TV wall plate replaced to correct wrong part Black tank sensor failure	5	Cleveland - JC, RT 400	\$108
8/4/10 Jackson Center	2 years, 7 mos - 2 years, 11 mos. ~18,500 miles	Shower leak - April, 2010 Gray tank leak - July, 2010 Pano window leak - July, 2010 Air conditioner failed - August, 2010	5	Portland - JC, 1W 900	\$242 OOP=\$1600
5/10/11 New Orleans	3 years, 8 mos. ~21,000 miles	Discovered rotten floor		-	
6/20/11 Jackson Center		Floor rot Many leaks repaired throughout the shell Pano window leak - second time (see 8/4/10)	6	New Orleans - JC, RT 1900	\$512
TOTAL:			30 days in service	6800 detour miles	\$3400