

Correspondence record

A privacy-safe record of the material 2026 exchanges with Blue Compass RV and KZ RV concerning a 2022 Venture Sonic SN211VDB, VIN ending 0554.

About this record

The original packet contains a phone number, home address, form data, and attachments. It is not reproduced intact. This formatted record preserves the dates, senders, substance, and short key quotations while omitting private details and repetitive form text. It is a summary and excerpt record, not a facsimile of the original emails.

APRIL 30, 2026 | BLUE COMPASS RV TO OWNER

Blue Compass declines to participate in repairs

Blue Compass formally advised the owner that it would not participate in repairing the RV. It said it could assist if the owner chose to proceed through insurance or pay for the repairs out of pocket.

Blue Compass also asked the owner to arrange pickup of the RV from its Longmont location.

"Blue Compass RV will not be participating in repairs to the unit at this time."

APRIL 30-MAY 6, 2026 | ESTIMATE FOLLOW-UP

Estimate provided after follow-ups

The owner asked for the promised estimate on April 30 and followed up again on May 6. Blue Compass then supplied the estimate and warned that freight was not included, meaning the final cost would be higher than the amount shown.

JUNE 18, 2026 | OWNER TO KZ RV

Request for repair and recall history

The owner explained that the RV was purchased new from Blue Compass RV on December 18, 2023 after the disclosed transit/front-cap work was described as minor and resolved. After extensive water intrusion was discovered in December 2025, records were obtained documenting earlier water intrusion, interior repairs, and possible hidden damage.

The owner asked KZ for the complete repair and recall history associated with the VIN and whether the pre-delivery repairs followed KZ specifications. The message also described routine maintenance and an inspection shortly before the later leak was found.

JUNE 19, 2026 | KZ RV TO OWNER

KZ identifies recalls and a prior sealant repair

KZ said there were no recalls associated with the front cap or front window. It identified two completed recalls: 22V-219 concerning LP quick disconnects and 22V-552 concerning awning fabric.

KZ said the dealer's prior work involved an interior ceiling panel, adjacent wall panel, batten, and molding.

KZ described the earlier roof-area work as addressing a "sealant void."

JUNE 19, 2026 | OWNER TO KZ RV

Additional records and later damage

The owner responded that the dealer records appeared more extensive than the initial description. The follow-up cited documentation of water intrusion into the ceiling and wall, the warning that there "may have hidden damages," and work around the front roof/front-cap area.

The message summarized later findings including water under the diamond plate, front-rail separation, broken screws, sealant concerns, slide-room repairs, and a refrigerator replacement. It also noted that the current estimate described considerable front roof-transition damage, probable hidden damage, and an incorrectly sealed front window.

The owner explained that Blue Compass said Zurich had denied the claim, Blue Compass would not participate, and State Farm did not view the damage as a sudden covered event.

JUNE 19, 2026 | KZ RV TO OWNER

KZ cites expired warranty and offers no remedy

KZ said it had reviewed and approved the claims associated with the VIN. It asked what outcome the owner was seeking, noted that the one-year limited factory warranty had expired, and said there were no open recalls.

KZ directed the owner to the servicing dealer or insurance for further assistance. No repair, reimbursement, inspection, or other remedy was offered.

JUNE 19-25, 2026 | OWNER AND BLUE COMPASS RV

Blue Compass seeks another KZ contact

After a phone call with Blue Compass, the owner forwarded KZ's warranty response and explained that KZ, Zurich, and State Farm had each declined involvement. The owner asked what options Blue Compass was willing to explore.

On June 25, Blue Compass said it had contacted a colleague to find another KZ representative who might assist. It later supplied additional KZ contact information rather than proposing a dealer remedy.

JULY 10, 2026 | BLUE COMPASS RV TO OWNER

Blue Compass directs the owner back to KZ

Following the owner's check-in, Blue Compass sent a list of KZ customer-service and management contacts along with KZ social-media and owner-group links. The owner used those contacts to make another direct request to KZ later that day.

JULY 10, 2026 | OWNER TO KZ RV

Request for manufacturer and repair review

At Blue Compass's direction, the owner again asked KZ to review whether the prior front-cap work and sealing failures contributed to the loss. The message described the purchase, pre-delivery repairs, regular maintenance, later water intrusion, denied dealer-insurance claim, and State Farm's direction to pursue the manufacturer.

The owner also pointed to the estimate's findings concerning the front seam and front-window sealing, along with the slide installation and other pre-delivery issues documented in the records.

JULY 13, 2026 | KZ RV TO OWNER

KZ identifies an expired technical service bulletin

KZ said it had issued a limited Technical Service Bulletin for a defined group of units and that the bulletin expired on November 10, 2023. KZ said the prescribed repair used a transition strip and characterized that repair method as effective and standard in the RV industry.

KZ said most water intrusion results from sealant deterioration and cited its recommendation for quarterly exterior-sealant inspection and maintenance, including the transition strip.

KZ again cited the one-year warranty limit and said the limited warranty does not cover water intrusion caused by a lack of required sealant maintenance. It said the correspondence would be shared with two Blue Compass representatives.

JULY 13, 2026 | OWNER TO KZ RV

Owner disputes the maintenance characterization

The owner responded that the claim involved documented manufacturing defects and major pre-delivery repairs, not neglected maintenance or ordinary sealant deterioration. The message listed missing side molding, front trim and window sealing concerns, slide replacement, an additional post-delivery water-intrusion issue, and the refrigerator replacement.

The owner asked KZ to evaluate whether the documented defects and prior repairs contributed to the failure and, if KZ believed none did, to explain in writing how it reached that determination. The response also emphasized that the repair estimate exceeded the RV's original purchase price.

"Respectfully, your reply doesn't address the facts of my claim."

AUGUST 5, 2026 | OWNER TO BLUE COMPASS RV

Final request after attorney consultation

After consulting a local contracts attorney, the owner asked Blue Compass one more time to resolve the matter directly. The owner said the Loveland repair should be warranted because the same area continued to experience problems and asked Blue Compass to stand behind work performed by its branch.

The owner said a resolution without litigation was preferred, but that the next legal steps had been discussed if Blue Compass would neither warranty the work nor discuss another resolution.

AUGUST 7, 2026 | BLUE COMPASS RV TO OWNER

Blue Compass adopts KZ's conclusion

Blue Compass said KZ had completed its review and determined that the damage was not caused by a warrantable manufacturing defect. It said KZ attributed the damage to a lack of sealant maintenance.

Blue Compass said its Service and Parts leadership reviewed KZ's findings and the available information and reached the same conclusion.

Blue Compass offered to reconnect the owner with its Longmont location to proceed with the repair estimate at the owner's expense. It said its position remained unchanged.

Blue Compass said it was "unable to assume responsibility" for the requested repairs.

Supporting material

The public website also contains redacted pre-delivery work orders, slide-room records, the 2026 damage estimate, photographs, and a complete timeline. Visit www.avoidbluecompassrv.com.

Prepared August 2026. Personal consumer experience documentation. Not legal advice.