



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received

2003 DEC 24
18-NOV-2003

Repository

Reference No.
10048280

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: NAUGATUCK State: CT Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [REDACTED] Date: 12/1/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4X4TNDAA261R [REDACTED]
Make: FOREST RIVER Model: WILDWOOD Model Year: 2001

Date Purchased: 8-14-00 Dealer's Name and Telephone Number: LMAVIEW RV SUPERSTORE 860-625-3306 Engine: No. Cylinders: Fuel Type:

Original Owner: Dealer's City: WINDSOR LOCKS State: CT Zip Code: 06096

Transmission Type: Antilock Brakes Cruise Control Powertrain: Vehicle Component Code: 162000 STRUCTURE:BODY Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-MAY-2003 APRIL Failure Mileage: Failure Speed: ROOF-MOUNTING CHALKING SCREWS

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15):
DOT No. (Example: DOTM19ABC036): Original Equipment Prior Repair Failure Location:
Tire Component Code: Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: Number of Deaths: Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

VEHICLE HAD A WATER LEAK WHICH DAMAGED THE LIGHTING SYSTEM/ KITCHEN CABINET / FLOOR/BATHROOM, AND LIVING ROOM.
BEHIND ENTIRE INTERIOR CEILING, Bedding, mattresses, cushions, water stained walls, water saturated insulation, water in overhead lighting

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Attorney Generals Office
110 Sherman St. Hartford ct.06105
Attn.CAU

This complaint is being filed on behalf of :

[REDACTED]
Naugatuck Ct [REDACTED]

Who has authorized Tammy Lang (self) to do so on her behalf.

On August 8, 2000 Beverly Wilde purchased in good faith a 2001 Forest River Wildwood 25 foot camper from Longview RV superstore 27 Lawnacre Road Windsor Locks CT 06096 860.623.3326

As directed by by the Forest River Recreational Vehicle Owners Manuel. The camper was properly maintained, the exterior roof being inspected every six months ie: roof seals and caulking , and winterized as needed.

In April of 2003 when the camper was to be readied for the spring season the interior was found to have extensive visable water damage, including but not limited to: warped water logged ceiling, water saturated insulation, water in over head speakers, saturated bedding and cushions, water stained walls, water in overhead lighting.

April of 2003, Jerry Moscato, Service Manager at Longview Dealership was called and informed of problem. Jerry stated he would check with the manufacturer for approval to repair. Pictures of damage were sent to Jerry via email. Jerry stated that he would call back with answer from manufacturer. Did not receive call back.

July 2003, Jerry was called again. Jerry stated he was still waiting on answer from manufacturer, that he would contact manufacturer again and give a call back. Call back was not received.

September 2003, Jerry was called again. Jerry stated that he still had no answer from the manufacturer. Jerry gave instructions to remove roof molding, remove caulking under molding and to remove a screw, if the screw was found to be rusted it was due to manufacturer's defect. Upon following the instructions given by Jerry, not only were screws found to be rusty, empty screw holes were also found where screws should have been inserted by manufacturer. This information was given to Jerry, he asked for pictures of this new finding and for copies sent to him in April of 2003, as he had lost those. At least ten pictures if not more were hand delivered to Jerry at the dealership, in September 2003. Damage was again discussed at that time. Jerry stated that from the pictures that it was a manufacturer's defect , and would contact the manufacturer. Jerry stated he would follow up with a call back, No call back was received.

November 17, 2003, Jerry was contacted again, at that time Jerry stated that the manufacturer denied responsibility. When asked for contact person at the manufacturer

and date manufacturer was last contacted, Jerry had no record of any contact dates. Jerry was asked if any action had been taken on this issue since April of 2003, he wasn't sure "as things pile up" Message was left with Jerry, also the dealership owners secretary, Joellen for the owner, Frank Roberts to call back. I placed a call to the manufacturer of the camper, Forest River. Spoke with Jamie Justice, warranty consultant . Told Jamie of problems Jamie stated that the warranty was up, although there is a Patrick RV2000 twelve year warranty on the roof. When asked, Jamie had no prior knowledge of problem, no pictures of damage, no records of any contact by Jerry Moscato at Longview until November 17, 2003. Jamie states he would review pictures of damage, with no promises at the time.

November 18, 2003, Dealership owner, Frank Roberts returned call. He had no knowledge of damage and lack of service had not know of nor seen any pictures.. Tried to discuss problems of damage and failure of service, and to pick-up camper at no charge to inspect. Mr. Roberts was condensending , belligerent, and threatening. After a very lengthy and verbally abusive conversation , Mr. Roberts agreed to pick up the camper at no charge and to inspect it. I asked him to inspect it only at this time.

November 19, 2003 camper was picked-up in Naugatuck CT. and brought to the dealership in Windsor locks CT. As of today, November 20, 2003, there has been no reply from manufacturer or dealership.

The camper was used only once during the spring/fall 2003 season, as water visably dripped from the ceiling onto bedding and the ceiling is saturated with water, there was fear of collapse. The camper is covered with a large tarp since this finding in April 2003. The tarp was removed by the driver of the dealership, Steve, for transport to dealership. The tarp was left at residence in Naugatuck. I am unaware of protection and or housing at the dealership at this time.

Owner

[REDACTED]

[REDACTED]

Date 12.1.03

Representative
Tammy Lang

Tammy Lang

Date 12.01.03

Dealership: Longveiw Rv Super Store
27 Lawnacre Rd
Windsor Locks Ct 06096
860.623.3326

Owner: [REDACTED]
Service Manager: Jerry Moscato
Make and year: 2001 Forest River Camper
Model: WDT25FBLT
Customer # 46696
VIN# 4X4TWDA261R [REDACTED]
Purchase Date: 8.14.00
Salesperson: Tony Bochino
Manufacturer: Forest River
Forest River Warranty Representative: Jamie Justice, 574.533.5934
Roof Warranty: Patrick RV2000
Patrick RV2000 Representative: Annette Caine @ iko # 800.387.2318
Owner: [REDACTED]

[REDACTED]
Naugatuck Ct [REDACTED]
[REDACTED]

Representative for owner: Tammy Lang
199 Lewis St
Naugatuck Ct 06770
203.729.3233

Attn: BBB

The camper was closed for the winter 2002 season, after being winterized and the roof seals and caulking inspected per owners manual. In April 2003 the camper was re-opened to prepare for the up coming camping season and visable extensive interior water damage was found, including but not limited to: warped water logged ceiling, water saturated insulation, water in over head speakers and lighting, saturated bedding and cushions, water stained walls.

April 2003: Jerry Moscato, service manager was contacted; Pictures of damage were emailed to Jerry. Jerry stated he would contact manufacturer for approval to repair, and would call back. No call back was received.

July 2003: Jerry was called again. Jerry stated still waiting on answer from manufacturer and that he would call them again and call back. Call back was not received,

September 2003: Jerry was called again. he stated still no answer from manufacturer. Jerry instructed to remove exterior roof molding, caulking and check to see if screws underneath were rusty and if so it is a manufacturer defect. Along with rusted screws, there are several holes where screws should have been inserted by the manufacturer. Pictures were taken and hand delivered to Jerry along with copies originally emailed in April 2003 as he had lost them. No call back was received.

November 2003 Jerry was

called again. He stated manufacturer said no for repair because warranty is up. We have a Patrick RV 2000 12-year warranty on the roof. I called the manufacturer Forest River and spoke with the warranty representative Jamie Justice, he stated that he had no prior contact from Jerry until 11.17.03 camper is now at the dealer as of 11.19.03

Addendum: November 24 2003, spoke with Jerry, he indicated damaged caulking under molding, loose air conditioner unit, (air conditioner was crooked from date of purchase). Jerry stated proper maintenance by customer would have prevented water leak. The owners manual does not state to remove roof molding and check the caulking underneath. This is not normal maintenance. There is also no way for customer to know air conditioner was loose by visual inspection, per Jerry. Jerry could not identify area of leak, and or leaks when asked to do so when he inspected the roof. Jerry was asked to call manufacturer and roof company, state his findings, especially rusted screws and missing screws to manufacturer and to return a call to me, with or without an answer from either by November 26. When asked how camper is being protected from further water (rain) damage while at dealership, jerry stated it is neither covered or garaged. As of today 12.01.03, no call back has been received.

Please note the
following have been
sent enclosed
information also:

Letter Business Bureau
Atty. General's office
Dept. of Motor Vehicles

Thank you
Sammy Long
Representative for
Betty Wilde
203-729-3235
