



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 100148

Date Received
 2008 MAY -6 AM 7: 27
 11-JAN-2008

Repository
 Reference No.
 10214494

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City WINDSOR-LOCKS State CT Zip Code [Redacted]

Daytime Telephone Number [Redacted]
 E-mail Address [Redacted]
 Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
 Signature of Owner [Redacted] Date 3/4/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
 4X4TWDR2318 [Redacted]
 Make FOREST RIVER Model WILDWOOD Model Year 2001
 Date Purchased 21-SEP-06 Dealer's Name and Telephone Number Private Seller Engine: No: Cylinders Fuel Type:
 Original Owner Dealer's City State Zip Code
 Transmission Type Antilock Brakes Powertrain Vehicle Component Code 162900 STRUCTURE:BODY:ROOF AND PILLARS
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 23-APR-2007 Failure Mileage Failure Speed

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 0 Number of Deaths 0 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).

TL*THE CONTACT OWNS A 2001 FOREST RIVER WILDWOOD. THE CONTACT STATED THAT THE CAMPER ROOF WAS IMPROPERLY INSTALLED AND ROTTING OUT THE ROOF DECKING. THE MANUFACTURER WAS AWARE OF THE FAILURE. NO OTHER VEHICLE INFORMATION WAS AVAILABLE.

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 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.

Dear NHTSA,

I purchased a 2001 Wildwood travel trailer made by Forest River in September of 2006. I purchased this trailer from the original owners. I had resealed the roof after the purchase where I saw roof sealant to be present (i.e. around roof vents, ac unit and the ends of the camper). I found it odd that there was no evidence of prior sealant along the length of the camper between the roof and the rain rail. I thought that this is how it is supposed to be and did not seal it. The following year evidence of moisture began to show though the ceiling panels on the interior. Upon exposing the roof at the repair shop, it was discovered that the whole roof had been saturated by water, not just in one area as suspected. The repair shop with 30 years of experience, said that the roof membrane had been improperly installed. The manufacturer had never sealed between the roof and the rain channel. The manufacturer however did seal under the rain channel, but by doing this, it did not allow the water any way out. Instead the trapped water, followed the screws that hold the rain gutter on back in the under the roof. This water was absorbed in by the felt backing of the roof cover, eventually leading to the whole roof system to rot out.

In doing some research on line I found that Forest River has been sued in the past in regards to this issue and has lost. I have found some on-line forums of other Forest River owners who have had similar issues (see enclosed copies). I have even called Monica at Alpha Systems (1-800-462-4698) the maker of the roofing material, and she also said that Forest River had improperly installed the roofs. Enclosed you will find pictures of the damage that has occurred to my trailer and where Forest River had sealed underneath the rain rail. When I contacted Forest River and explained what had happened to a manager, I was told that the trailer is 7 years old silence, that was his response. When these trailers are sold new, they come with a twelve year warranty. This trailer's roof, and apparently others, barely made 6. By the extent of the damage, it had to been leaking since day one.

I do not know what the total cost will be to have this roof repaired at this time. I do know that it will costs thousands. How many other consumers have been affected? I do feel that Forest River is responsible for the improper installation of these roofs and should be held accountable. These trailers cost over \$23,000 new and should be properly constructed to last more than 6 years.

Thank You,


Windsor Locks, Ct.


USA RV. Com

Forest River Roof Leak

fishermanmalloy

Posted 6/3/2007 5:47 PM (#30748)

Subject: Forest River Roof Leak

I have a 2001 Forest River Sierra travel trailer that has a ruined roof. Upon inspection, I was told that the top rails were never sealed and this caused the water to seep in and soak the wicking under the vinyl roof. I have heard that this was an issue with Forest River travel trailers from 1999 to 2002 models. Has anyone else had this problem? Was it resolved? Any suggestions?

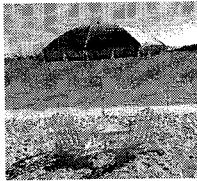
Posts: 2
★

SnowbirdInFlight

Posted 6/3/2007 5:58 PM (#30749 - in reply to #30748)

Subject: RE: Forest River Roof Leak

I have a 2000 Forest River Sierra and haven't had any problems with the roof at all since we bought it new.



Posts: 306

Location: Anywhere I
want to be

routabit



*
Location: Lakewood,
CA

Posted 1/10/2007 10:52 AM (#27319 - in reply to #26063)
Subject: Re: FOREST RIVER INC. ISSUES

I had a down payment on forest River in 2004, but got cold feet and unraveled the deal. They were good about it and now after hearing all of the problems, I guess there is something to be said for a "gut feeling" when it just didn't seem like the right thing to do at the time. ☺

CamperTech

Posts: 32
*

Posted 1/10/2007 11:44 AM (#27328 - in reply to #26063)
Subject: Re: FOREST RIVER INC. ISSUES

I happen to be a Forest River dealer. I am aware of some serious roofing problems on 1999-2002 units with the Alpha roofing systems TPO roof. I haven't, however, run into anything with the post 2002 models. There are a few individual units but, that's true with ALL manufacturers.

GRANDVIEW....I've found FR one of my easiest companies to collect warranty payments from. I'm surprised you had trouble! A company that doesn't pay is R-vision. Biggest bunch of jerks I've ever worked with! KIMRICKB....Don't count on a new trailer, it's EXTREMELY rare! They are legally bound to make resonable repairs and should be able to get your trailer back into A-1 condition. Give them a chance to do that first. I've found that when people bring legal action against a company, the final repair quality gets very low!! It's much better to have someone willingly do the repairs than to have them forcibly done!

Grandview Trailer
Sa



Posts: 1213

Location: Bedford,
Virginia

Posted 1/10/2007 8:24 PM (#27343 - in reply to #26063)
Subject: Re: FOREST RIVER INC. ISSUES

Don't know how long you have been dealing with them, but my experience was about 10 years ago. I am glad you are having better luck.

iresq

Posts: 4
*
Location: Texas

Posted 1/11/2007 12:31 PM (#27362 - in reply to #26063)
Subject: Re: FOREST RIVER INC. ISSUES

Well I hope that I am on the right track. I called FR this week to complain about the service that I was getting from my dealer (or the lack of service) and I told them that the dealer was telling me that FR would not send them the parts to fix our camper. I also requested that I be allowed to take my camper to another dealer for my repairs. I wont put the guy I talked to on the spot, but the number I called was 574-534-3167. This is the number to



Posts: 2406

Location: Six Mile
Alabama

insider

Posted 1/6/2008 11:46 AM (#37042 - in reply to #26063)
Subject: RE: FOREST RIVER INC. ISSUES

To all following this thread, I'm a Forest River employee, (cant say where), but I can say in my opinion, that all FR cares about is the money, and most of my fellow workers only care about their paychecks. maybe warren buffet ought to come take a look, I'm also an RVer, would never buy an FR piece.

Posts: 2
★

Kerri

Posted 1/6/2008 12:42 PM (#37044 - in reply to #26063)
Subject: RE: FOREST RIVER INC. ISSUES

Hey insider

I have a question. I am one of those people who own a Forest River Toy hauler. It's a 06 model. Now, I'm also a 1 year old at camping and with a camper (I gave up tents). I have not had one problem with this. Am I just lucky? Or did things change? Every time I read post like this I just loose it. I run out to the camper and check things out. I must sound anal when I post stuff on here.

Kerri

Posts: 17
★
Location: Illinois

minerz

Posted 1/6/2008 12:57 PM (#37045 - in reply to #26063)
Subject: Re: FOREST RIVER INC. ISSUES

Kerri,

I won't make this long and drawn out, as I did that the last time I posted and the post didn't go to well. I own a Forest River Cherokee. I have had minor problems, but nothing that my dealer didn't take care. I am only talking about a loose fitting on the Front landing gear. This is not our first 5er and I must say I have had less problems with the FR than some of the others that cost thousands more. I believe there are a few other posts in this section of folks that haven't had any problems either. But on the other hand their are folks that have had major problems with FR products. So don't feel alone at least we know there are at least two good units out here, and as long as one of them is mine I am having a good day. Happy camping.

Posts: 31
★
Location:
McCAMMON, IDAHO

Kerri

Posted 1/6/2008 3:07 PM (#37051 - in reply to #26063)
Subject: RE: FOREST RIVER INC. ISSUES

Thanks for the reply. That makes me feel better. My set up is what I have been looking for, only took me 21/2 years to find what I truly wanted.

