

FOREST RIVER, Inc
55470 CR1
Elkhart, Indiana 46515
Attn: Customer Service

CL-10232516-6394

April 9, 2009

2009 APR 28 PM 5: 59

Reference:

2007 Sierra Sport
Model 37SP
VIN 4X4FSYN237C [REDACTED]
Purchase Date 1-4-2008

In reference to the above listed travel trailer, a toy hauler, I am writing to you about a problem that the selling dealer can not explain. This trailer was purchased new from Many Trails Rv in Prescott Valley, Arizona. At the time of delivery the trailer tires mounted were Avantire 235 85R 16 load range G (14 ply). When the trailer had been towed about 1,000 miles, the first of these tires blew, the casing separating from the rubber. This caused minor damage to the underside of the trailer, the damage being repaired by myself. Greenball Tire Company (manufacture of the tires) was contacted and Discount Tire was authorized to replace the tire. This replacement tire was a Samson (by Greenball) of the same size, discount tire explaining that the Avantire brand is no longer available. At the time of this first replacement I purchased a warranty on every tire on the trailer and it's a good thing I did. Within a few months and about 600 miles of towing, a second tire blew in the same manor as the first. Now however Greenball would not warranty the tire due to the tire manufacture date and their insistence that I must have run the tires with low air pressure (I religiously check the air pressure each time I tow it and it's always maintained at 110 psi). This second replacement tire is a tow master (by Greenball) and again Discount tire stated the Avantire brand is no longer available.

On March 2, 2009 I took my trailer to Many Trails RV to have them check out the axel and related systems to determine why I am having excessive tire wear and tire blow outs. After being in the service shop for over a month, the dealer can find nothing wrong with the axels that would cause these problems. It was suggested by both the dealer and Discount tire that the quality of the tires installed are not sufficient for the weight and design of the trailer. I was informed that the installed tires are 3 ply poly sidewall which are not the appropriate sidewall for such a heavy trailer, that the sidewall should be steel belted to reduce sidewall sway. The problem as described has caused me and my family to be apprehensive about towing the trailer, always worrying about the safety issue of blow out and if we are going to arrive at our destination safely.

I am asking that Forest River look into this problem. It seems a sin to build such a fine trailer and then put unreliable tires on it. I further request that a new set of steel belted sidewall tires be supplied to Many Trails RV for installation on my unit. I await your reply as I have a planned trip in Mid June in which I will be taking not only myself and wife but also our grand children and great grand children.

[REDACTED]
Prescott Valley, Az [REDACTED]
[REDACTED]

CC:
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4/28/09
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