

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 8/8/2011

Incident Details

Document Number: H1180084A

Report Number: 20110808-1A746-1195810

Report Submitted Date: 8/8/2011

Who You Are: Consumer

Incident Description: The consumer says she was sleeping in camper when the 60X80 bed came apart at the hinges. It made a noise then it drop. The consumer says they reacted quickly and got out through the opening into the camper. She says if they had not reacted quicly they could have gotten seriously hurt. The consumer says just her and someone else was in the camper at the time of the incident. The consumer says that she spoke with manager at the retailer, who emailed the manufactuer saying that the "bed in front fell apart. Aluminum was not welded as you can see in the picture. Only thing seeming to hold bed together was the board on both sides. Once it weakened, the bed just came apart with the customer's on it." The consumer says the manufacturer informed her that they do not have any issues with the product and that it is 7 years old and not under warranty and also that they are not the original owners.

Incident Date: 7/4/2011 This is an estimate

Incident Location:

Victim Details

First Name:

Last Name:

Injury Information: Unspecified

Victim is of Hispanic/Latino origin?

Race: Unspecified

Other Race/Ethnicity:

Source of Race Information: Unspecified

My Relationship to Victim: Unspecified

Gender: Unspecified

Age when incident occurred: (Unspecified) Years

Address:

E-mail:

Phone Number:

Product Details

Product Description: 2004 19 ft shamrock

Product Category: Sports and Recreation

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

Product Type: Recreational Vehicles (Unlicensed)

Brand Name: Shamrock Flagstaff

Manufacturer /
Importer /
Private Labeler
Name:

Model Name or Number: vin 4X4 TFLU264D [REDACTED]

Serial Number:

Date
Manufactured:

Manufacturer
Date Code:

Manufacturer
Address:

Manufacturer
Website URL:

Manufacturer
Phone Number:

Retailer: Manns RV

Retailer State: Massachusetts

Additional Details

Purchase Date: 1/15/2006 This date is an estimate

I still have the product in my possession. Yes

The product was damaged before the incident. No

The product was modified before the incident. No

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation:

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED], Attleboro, Massachusetts, [REDACTED] United States

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E-mail

Phone Number: [REDACTED]

OMB Control Number 3041-0146

[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 19, 2011 11:14 AM
To: 'grollins@forestriverinc.com'
Cc: 'Diniz'
Subject: 2004 Shamrock M19

Attachments: 20110708111407367.pdf



2011070811
367.pdf (208

Mr. Rollins,

Not sure if you remembered me but I attached the letter referencing the incident.

I spoke to the service person today at Mann's RV. His name is Jeff. He will be sending you the email today with the attached pictures that you requested.

If you have any questions please contact me at [REDACTED]

Thank You,
[REDACTED]

From: Gregg Rollins [grollins@forestriverinc.com]

Sent: Monday, August 08, 2011 3:12 PM

To: [REDACTED]

Subject: RE: 2004 shamrock bed falling apart. manns rv

THE ROO AND THE SHAMROCK ARE THE SAME DESIGN, YES WE LOG ALL CALLS TO THE SERIAL NUMBER.....GREGG

From: [REDACTED] [mailto:[REDACTED]]

Sent: Monday, August 08, 2011 2:45 PM

To: Gregg Rollins

Subject: RE: 2004 shamrock bed falling apart. manns rv

Okay, thank you. I do have a question. I have read various complaints on Forest River Roo with leaking bunk and seal repairs. Will my complaint be logged? Do you think that this may have happened to the Shamrock? I don't know if we will be able to afford that. With the discount it will cost us \$2,323.00 plus shipping.

From: Gregg Rollins [mailto:grollins@forestriverinc.com]

Sent: Monday, August 08, 2011 2:38 PM

To: [REDACTED]

Subject: RE: 2004 shamrock bed falling apart. manns rv

THE FRT WALL COMPLETE IS 1438.46

THE REAR WALL COMPLETE IS 1464.88

THE SHIPPING IS ROUGHLY 350.00 BUT THAT IS A GUESS.

YOU CAN TAKE 20% OFF THE PRICE OF BOTH WALL.....GREGG

From: [REDACTED] [mailto:[REDACTED]]

Sent: Monday, August 08, 2011 2:15 PM

To: Gregg Rollins

Cc: 'Diniz'

Subject: RE: 2004 shamrock bed falling apart. manns rv

How much will 2 FRT Walls coast us. Can we possible get 50% on 2? I will be losing my job within the next 2 months because my manufacturing company is relocating to another state.

From: Gregg Rollins [mailto:grollins@forestriverinc.com]

Sent: Monday, August 08, 2011 2:06 PM

To: [REDACTED]

Subject: RE: 2004 shamrock bed falling apart. manns rv

I CAN GET YOU A DISCOUNT OF 20% ON THE FRT WALL.....GREGG

From: [REDACTED] [mailto:[REDACTED]]

Sent: Monday, August 08, 2011 12:08 PM

To: Gregg Rollins

8/8/2011

Cc: 'Diniz'; [REDACTED]; 'jwozoo@yahoo.com'
Subject: RE: 2004 shamrock bed falling apart. manns rv
Importance: High

First, I would like to thank you for getting back to me today. I appreciate it.

I disagree with you. If you could see first hand the welding job, you would see what the tech was saying. What do you mean by impossible to make the determination at this moment in time? I do know you have had problems with Forest River ROO. It also looks as though after 2010 the problem with a corrected. I have seen various complaints on similar issues on various forums for which I can email you the links if you like. My question to you is how can you explain the FRT wall Breaking Down? As I stated in a letter dated Thursday, July 7th this is a safety issue. I would hate this happen to another family. We were lucky that we were not seriously hurt.

Please reconsider. Any help Forest River could give us would be greatly appreciated and noted.

From: Gregg Rollins [mailto:grollins@forestriverinc.com]
Sent: Monday, August 08, 2011 11:47 AM
To: [REDACTED]
Subject: RE: 2004 shamrock bed falling apart. manns rv

YES, I HAVE A RESPONSE, THE UNIT IS 7 YRS OUT OF WARR. YOU ARE NOT THE ORIGINAL OWNER. THEREFORE THEY ARE DOING ANY WARRANTY WORK ON THIS UNIT. THE UNIT WILL NEED A NEW FRT WALL WHICH IS AVAILABLE THRU OUR PARTS DEPT. AS FOR THE TECH SAYING IT WAS NOT WELDED PROPERLY. WE FEEL IT WOULD BE IMPOSSIBLE TO MAKE THAT DETERMINATION AT THIS TIME. WE JUST DO NOT HAVE THAT MANY ISSUES WITH THE FRT WALL BREAKING DOWN, UNLESS THERE IS SIGNIFICANT WATER DAMAGE.....GREGG ROLLINS

From: [REDACTED] [mailto:[REDACTED]]
Sent: Monday, August 08, 2011 11:41 AM
To: Gregg Rollins
Cc: 'jwozoo@yahoo.com'; 'Diniz'; [REDACTED]
Subject: FW: 2004 shamrock bed falling apart. manns rv
Importance: High

Good morning Gregg,

I am following up on this email and I was wondering if you heard back from the decisions makers yet.

Cell # [REDACTED]

From: [REDACTED]
Sent: Thursday, July 21, 2011 8:47 AM
To: 'Gregg Rollins'
Subject: RE: 2004 shamrock bed falling apart. manns rv

Thank you so much . May you please email me at [REDACTED] if its not too much trouble just in case I am not at work.

Have a great weekend & try to stay cool.

8/8/2011

From: Gregg Rollins [mailto:grollins@forestriverinc.com]
Sent: Wednesday, July 20, 2011 4:36 PM
To: [REDACTED]
Subject: RE: 2004 shamrock bed falling apart. manns rv

I RECEIVED THE PICS, WAITING ON RESPONSE FROM THE DECISION MAKERS. WILL TRY TO GET BACK TO YOU IN A DAY OR SO.....G

From: Jeff Wozniak [mailto:jwozoo@yahoo.com]
Sent: Tuesday, July 19, 2011 11:20 AM
To: grollins@forestriverinc.com
Cc: [REDACTED]
Subject: shamrock bed falling apart. manns rv

✓
*From
Manns
RV
Rutland, MA*

vin number 4x4tflu264d [REDACTED]
19fd shamrock.

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Jeffrey
Manns RV
508 886 4745

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From: [REDACTED]
Sent: Monday, August 08, 2011 12:08 PM
To: 'Gregg Rollins'
Cc: 'Diniz'; [REDACTED] 'jwozoo@yahoo.com'
Subject: RE: 2004 shamrock bed falling apart. manns rv
Importance: High

Conte #
 20110808-1A
 746-1195810

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REPORT #: 20110808-1a746-1195810

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Sent: Thursday, July 21, 2011 8:47 AM
To: 'Gregg Rollins'
Subject: RE: 2004 shamrock bed falling apart. manns rv

8/8/2011

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Have a great weekend & try to stay cool.

From: Gregg Rollins [mailto:grollins@forestriverinc.com]
Sent: Wednesday, July 20, 2011 4:36 PM
To: [REDACTED]
Subject: RE: 2004 shamrock bed falling apart. manns rv

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From: Jeff Wozniak [mailto:jwozoo@yahoo.com]
Sent: Tuesday, July 19, 2011 11:20 AM
To: grollins@forestriverinc.com
Cc: [REDACTED]
Subject: shamrock bed falling apart. manns rv

vin number 4x4tflu264d [REDACTED]
19fd shamrock.

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From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, July 20, 2011 9:13 AM
To: Gregg Rollins
Cc: 'Diniz'
Subject: 2004 shamrock bed falling apart. manns rv
Importance: High

Good morning Mr. Rollins,

I am following up on the email that Jeff sent you from Mann's RV yesterday. I was wondering if you had a chance to review the pictures. My family and I are heartbroken about our beloved shamrock. I cannot express to you enough what the shamrock means to my children especially my [REDACTED]. Please know that we tend to plan our family vacation in year in advance. In fact, I booked The Lantern Resort Campground in Jefferson, NH a year ago. It is right across the street from Santa's Village and 1/4 mile to Six Gun City. At this moment, I am lost on how I am going to break the news to my children. In all honest, I am in tears.

My husband and I talked about the possibility of renting a camping trailer for the first week of August, if the camper is not fixed. However, I just do not know if we have the funds to do that. I am not paid for the week that I miss out of work. In addition, we attended a conference at end of June for Heterotaxy and our saving went towards the conference.

Please know any help that Forest River can gives us would be greatly appreciated in moving along repair of our much-loved Shamrock.

Sincerely,

Cell # [REDACTED]

8/8/2011

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Sent: Tuesday, July 19, 2011 11:20 AM

To: grollins@forestriverinc.com

Cc: [REDACTED]

REPORT #: 20110808-1a746-1195810

Subject: shamrock bed falling apart. manns rv

vin number 4x4tflu264d [REDACTED]

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Subject: 2004 shamrock bed falling apart. manns rv
Importance: High
Attachments: Picture 072.jpg; Picture 074.jpg; Picture 077.jpg; Picture 078.jpg; Picture 080.jpg; Picture 076.jpg
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8/8/2011

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To: grollins@forestriverinc.com

Cc: [REDACTED]

Subject: shamrock bed falling apart. manns rv

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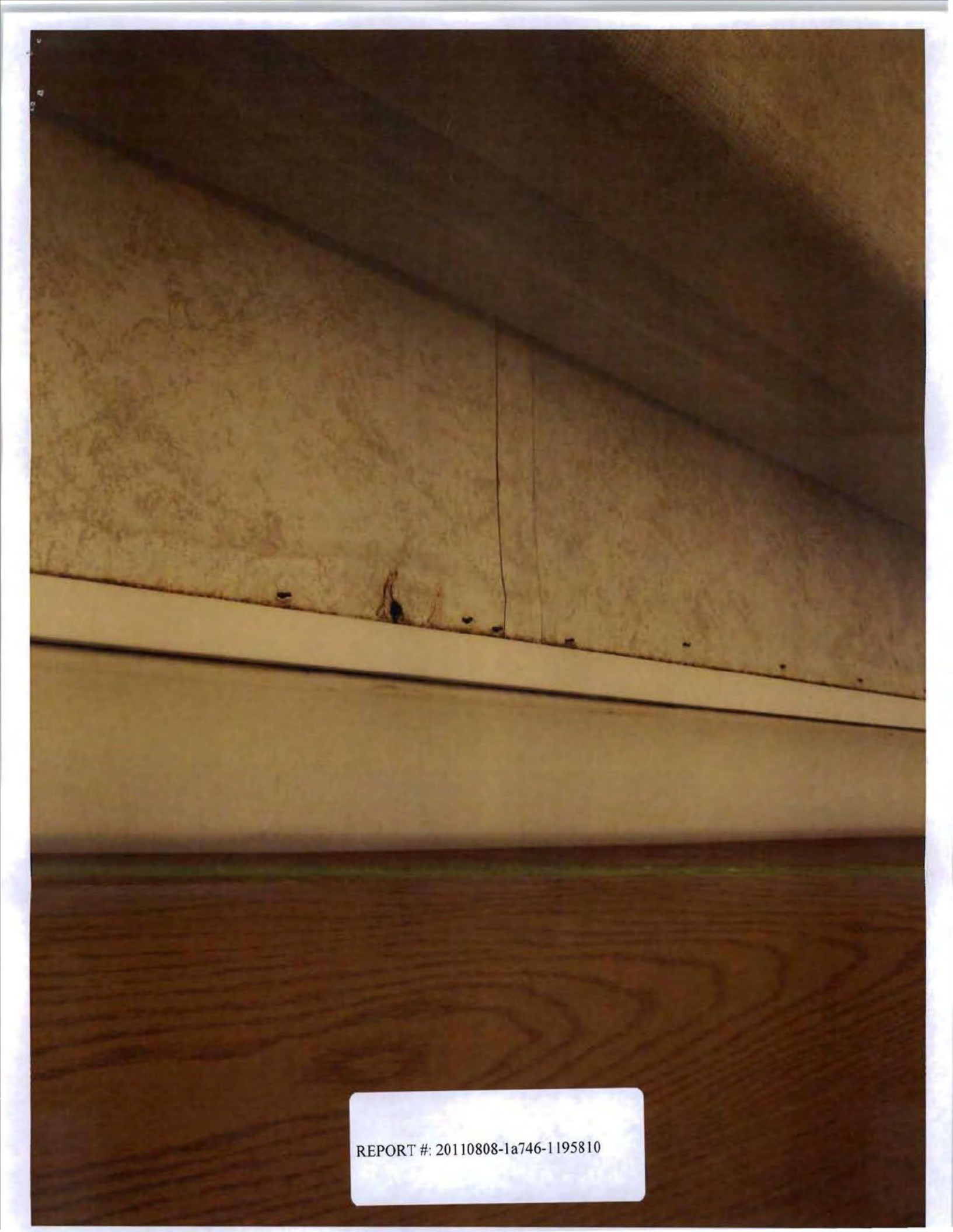
Jeffrey

Manns RV

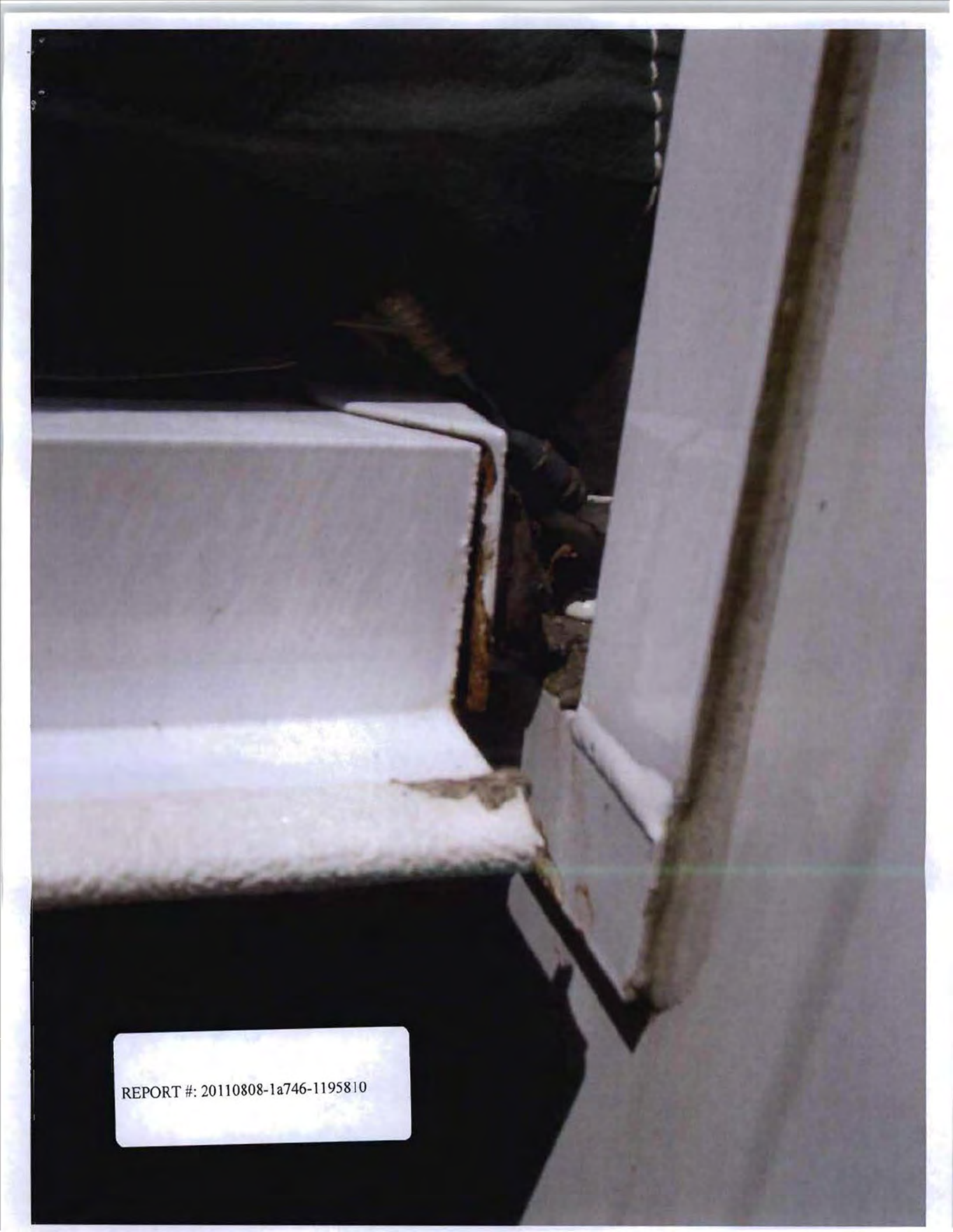
508 886 4745



REPORT #: 20110808-1a746-1195810



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A close-up photograph of a metal structure, possibly a door frame or a large container. The image shows a corner where two metal plates meet. The metal is light-colored, possibly aluminum or steel, and shows signs of wear, including some rust and peeling paint. A dark, possibly black, material is visible in the background. A white label with black text is positioned in the bottom left corner of the image.

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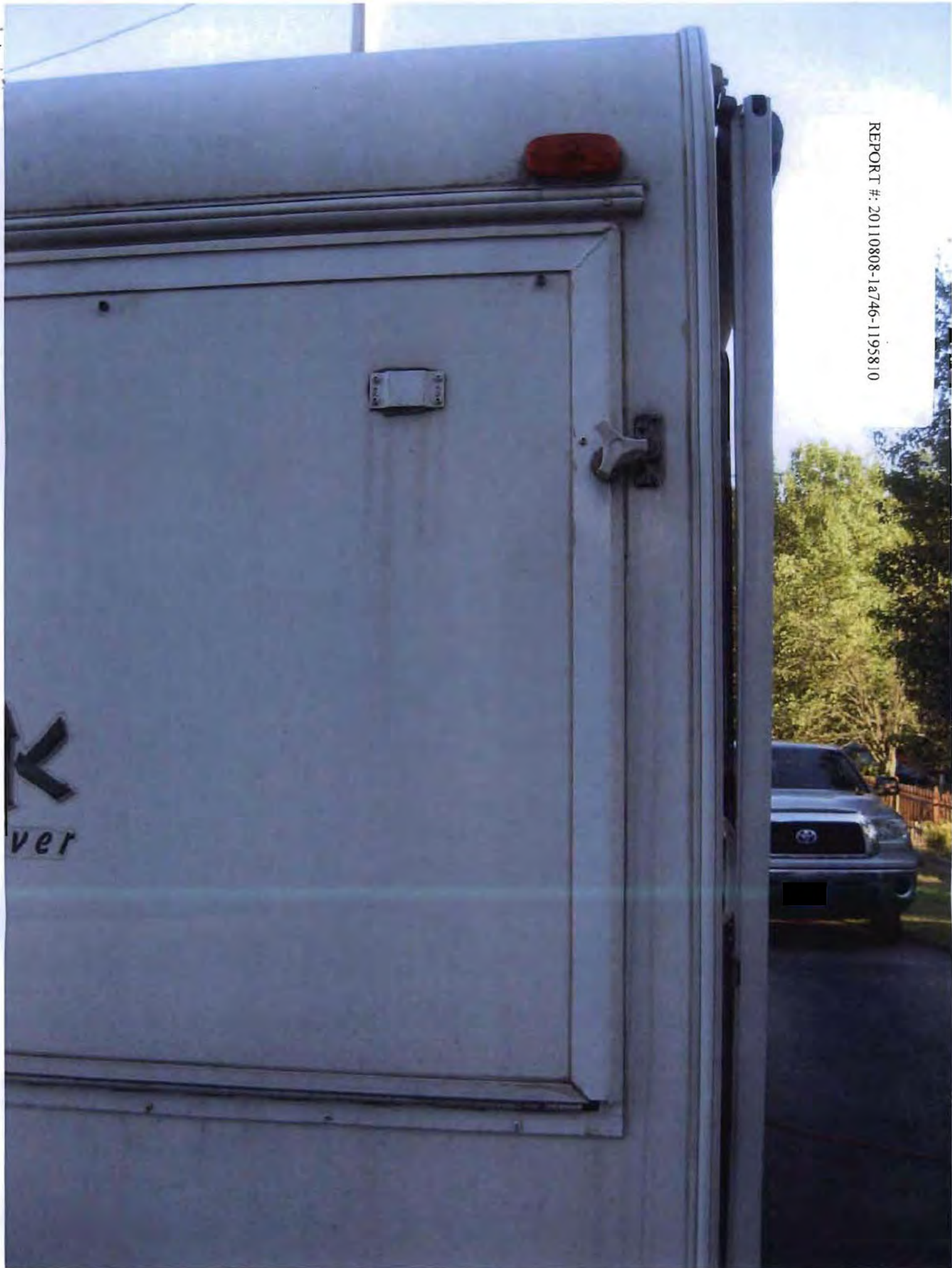
river

REPORT #: 20110808-1a746-1195810

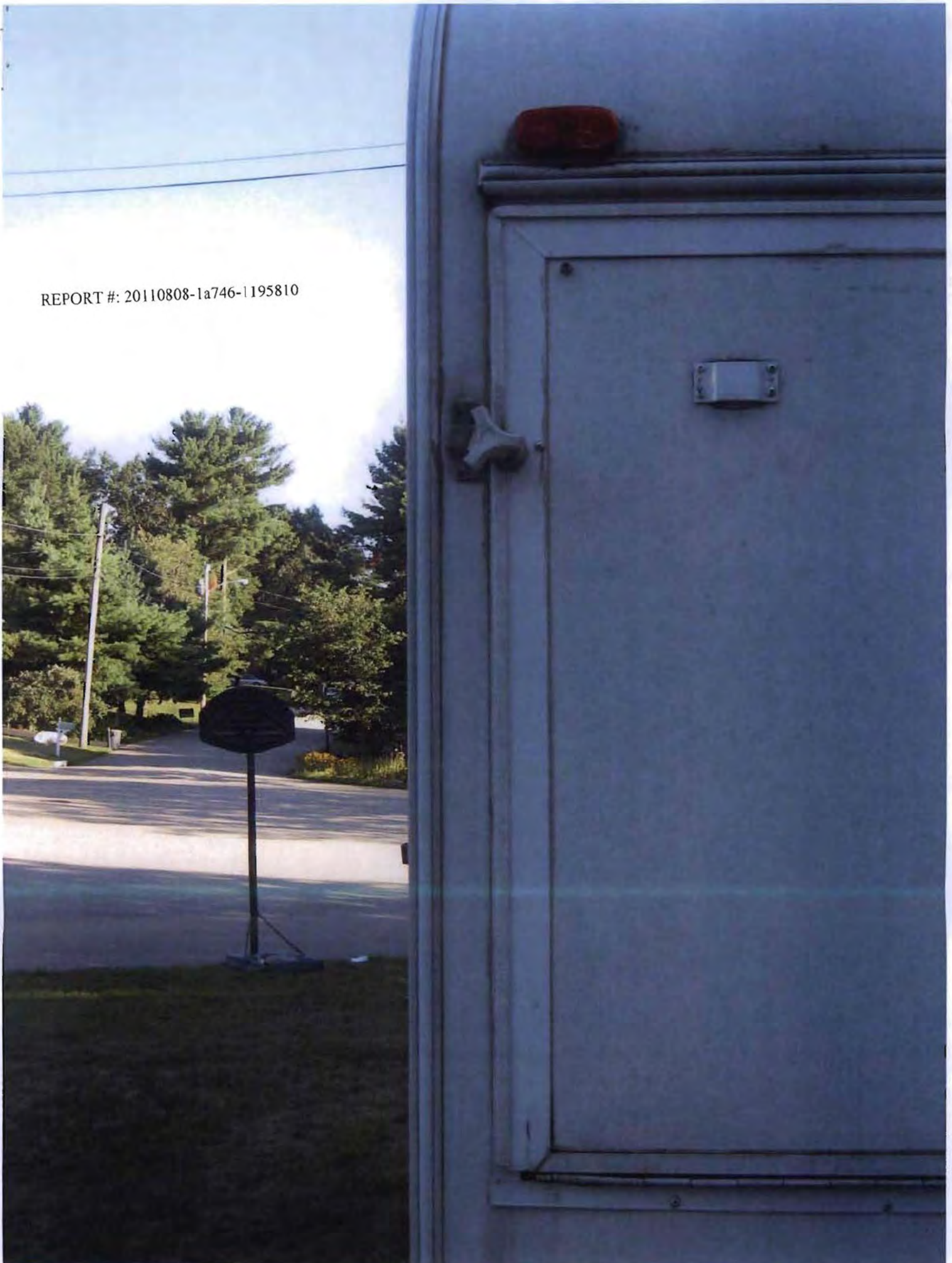
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REPORT #: 20110808-1a746-1195810

SHANRECK
by name

REPORT #: 20110808-1a746-1195810

Outback



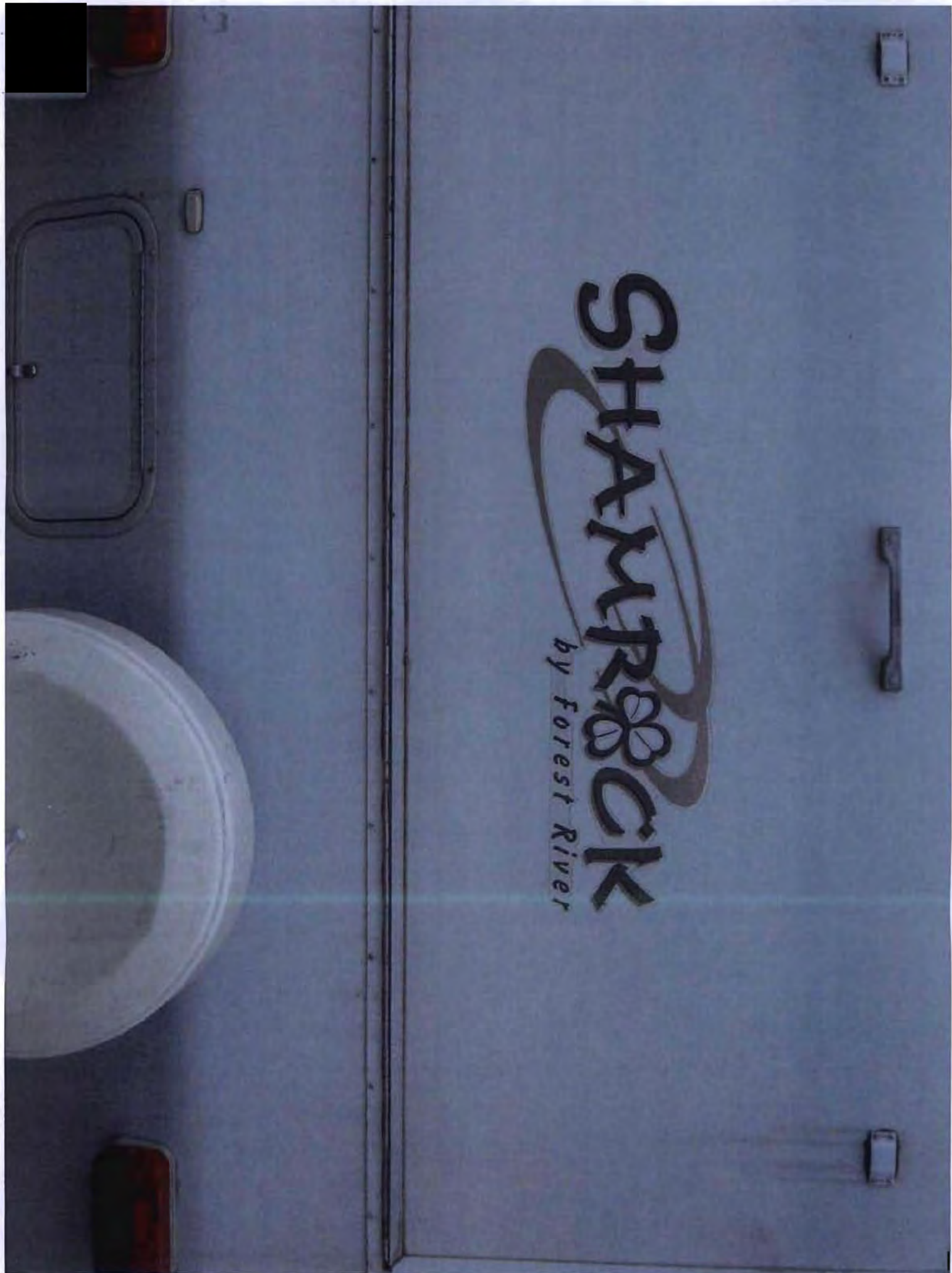
HAUTROCK
by Forest River

REPORT #: 20110808-1a746-1195810

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SHAMROCK
by Forest River

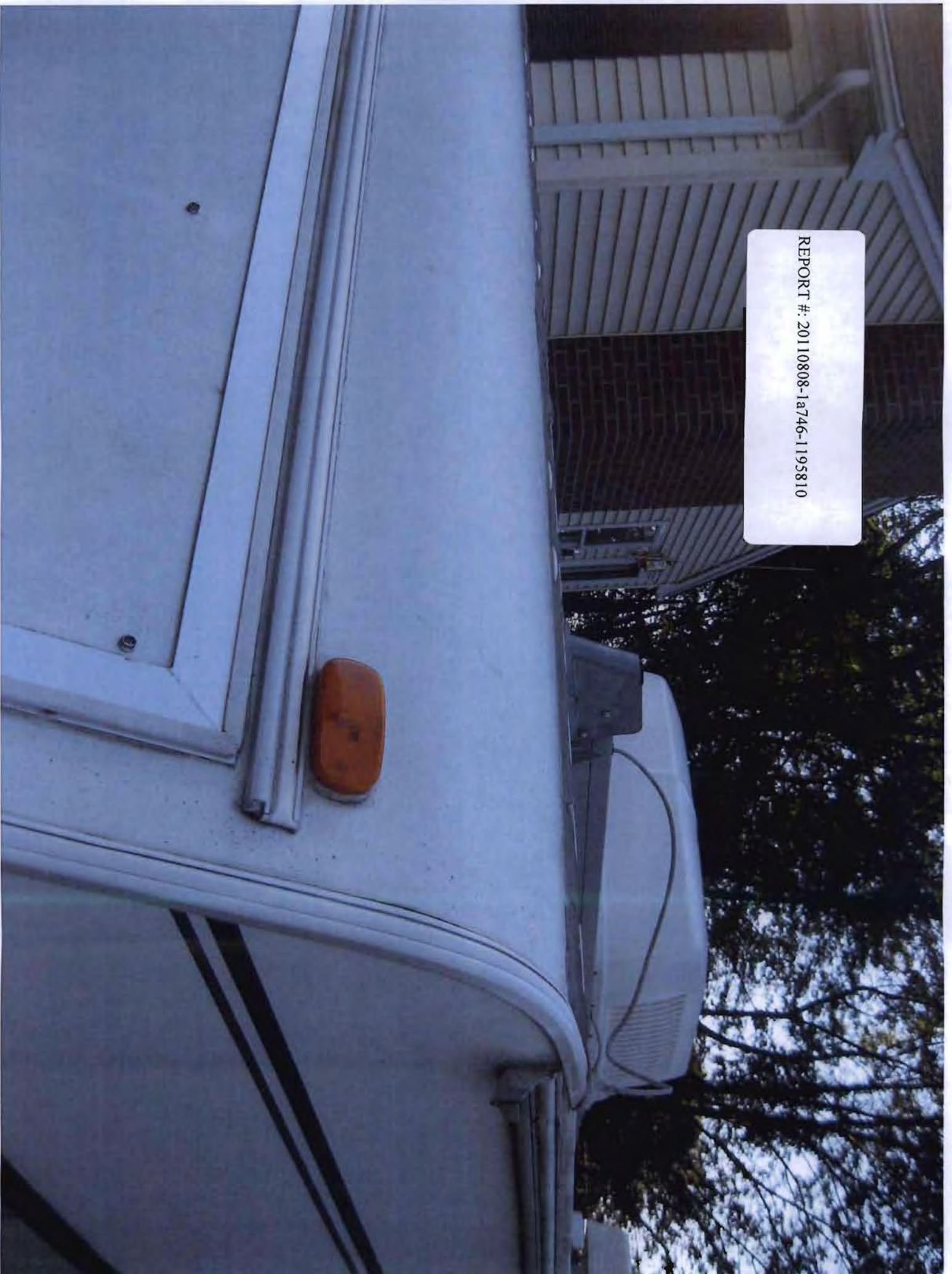
SHARTRICK
by Forest River



REPORT #: 20110808-1a746-1195810

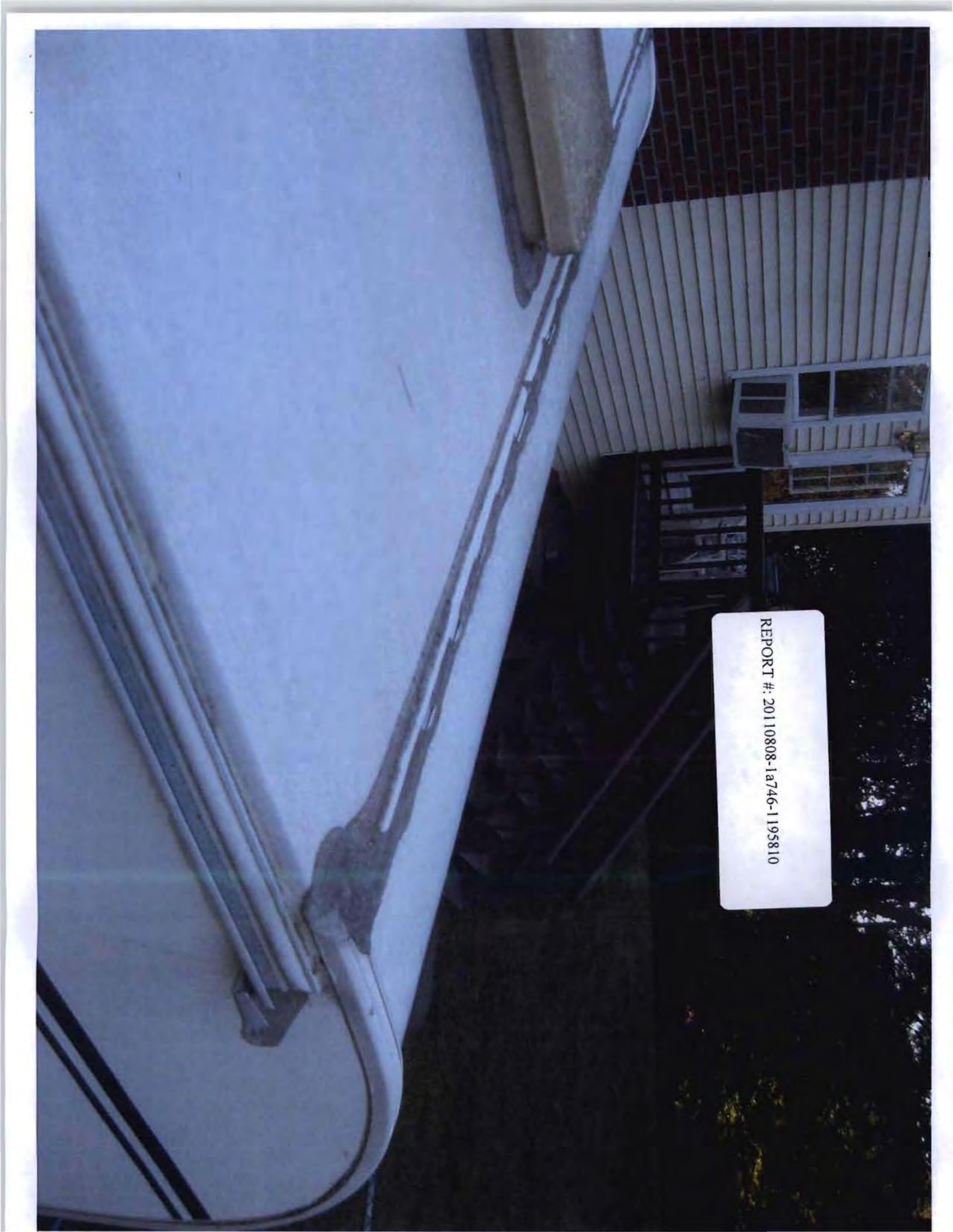


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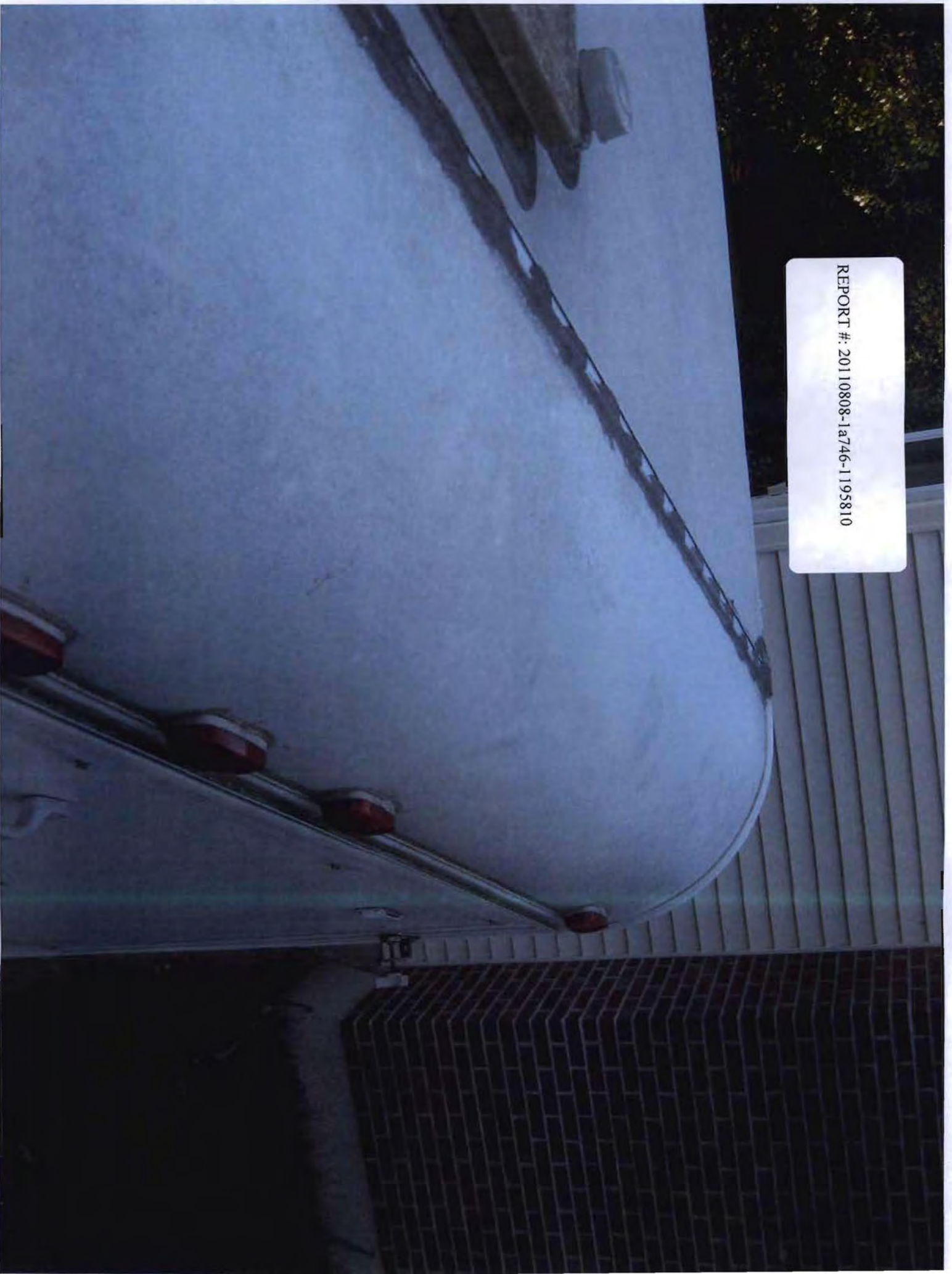
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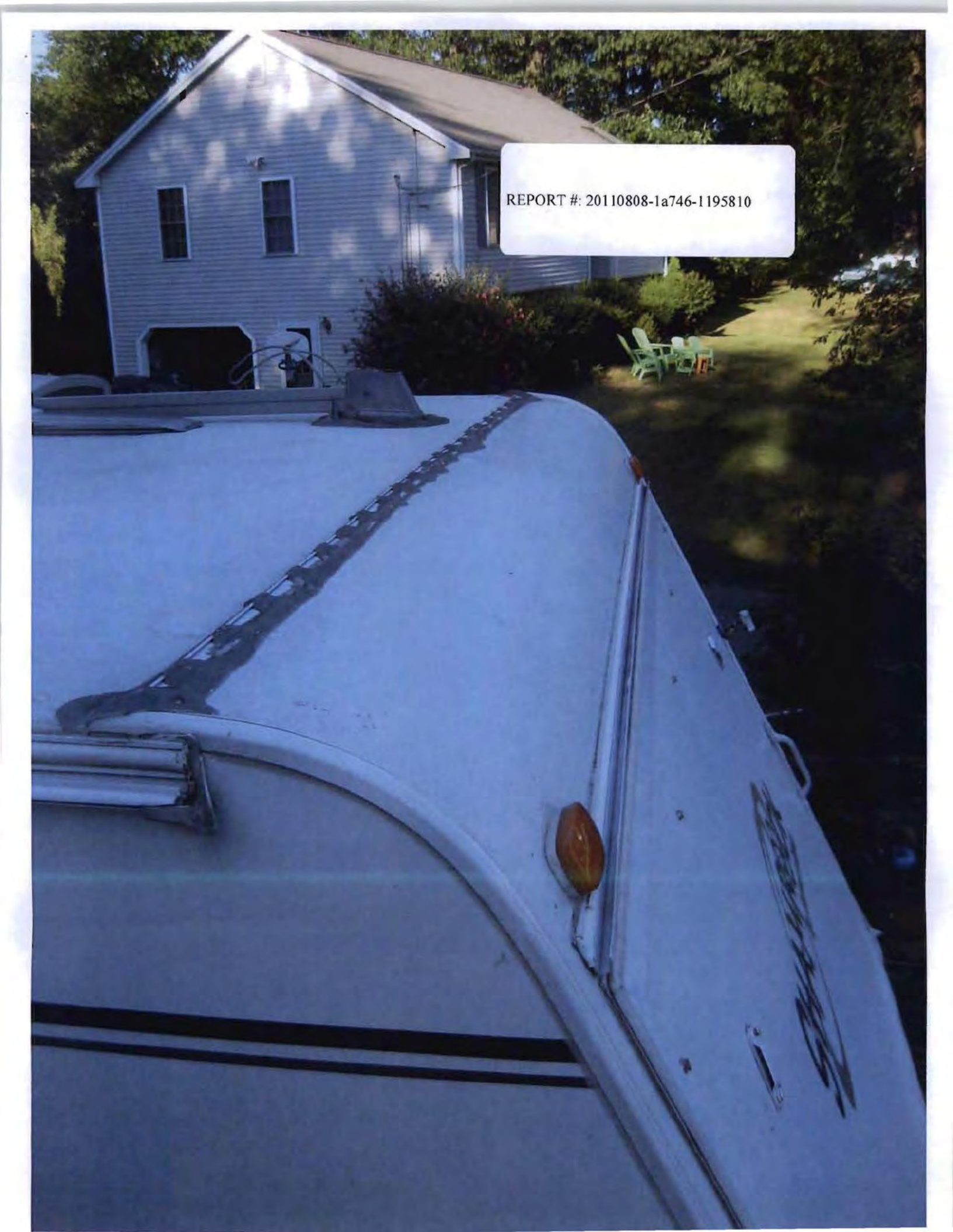


A photograph of a white boat, likely a motorboat, with a prominent chrome trim running along its side. The boat is positioned in the foreground, angled towards the left. In the background, a house with light-colored horizontal siding and a dark roof is visible. A window with a white frame is partially seen on the house. The scene is set outdoors, with some dark foliage visible in the lower right corner. A white rectangular label with black text is overlaid on the right side of the image.

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A photograph showing a white, two-story house with a gabled roof and a garage. In the foreground, the white roof of an RV is visible, featuring a curved metal vent pipe and a small, brown, teardrop-shaped light fixture. The house is surrounded by green trees and a lawn with some outdoor furniture. A white text box is overlaid on the right side of the image.

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REPORT #: 20110808-1a746-1195810

SHA

H1180089A

Report No: 20110808-1A746-1195810

Consent & Submit

Please let us know how you would like us to handle your Report.

May we include your Report, including any documents or photographs that you have attached to your Report, but **without your name and contact information**, in the CPSC's Public Database?

- ☒ Yes, you may include my Report in the Public Database.
☐ No, do not include my Report in the Public Database.

May we release your name and contact information to the product manufacturer / private labeler identified in your Report?

- ☒ Yes, you may release my name and contact information to the product manufacturer/private labeler.
☐ No, do not release my name and contact information to the product manufacturer/private labeler.

☒ By signing this form, I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief.

[Redacted Signature]

8/16/11
Date

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