

NHTSA ccmMercury Routing Slip



CL-10483498-8688

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

Printed: 2/8/2013

NHTSA #: ES13-000707

XREF #:

Delivery: MESSENGER ENV.

Rec'd Date: 2/8/2013

Doc Type: CNG

Address To: DOT/I

Referred By: NPO-011

Doc Date: 2/7/2013

Due Date: 2/28/2013

S10 #:

DOT/I #: S 2013 28

RMP #:

**Subject: LETTER FROM SENATOR CORKER ON BEHALF OF CONSTITUENTS
REGARDING PROBLEMS WITH THEIR FOREST RIVER CAMPER; HE FILED A COMPLAINT
WITH NHTSA AND HIS SEEKING A RESOLUTION TO HIS COMPLAINT; ATTN: STEPHANIE PARSONS**

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: TMAPP x62870

Ack By:

Signature: CHAN LIEU

Cleared By:

XREF File:

Modified By: TAMMY.MAPP

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE BOB CORKER SENATOR
UNITED STATES SENATE
OFFICE OF SENATOR BOB CORKER
3322 WEST END AVENUE, SUITE 610
NASHVILLE, TN 37203
Tel: 615-279-8125 Fax: 615-279-9488 E-mail: <http://corker.senate.gov>

EXECUTIVE SECRETARIAT
2013 FEB -8 P 3:32
RECEIVED - NHTSA

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	2/8/2013	2/28/2013	
NGA-110	INFORMATION	2/8/2013		2/8/2013

FEB 11 2013

NM
2/11/13
XMD



FAX TRANSMISSION

OFFICE OF SENATOR BOB CORKER

3322 West End Avenue

Suite 610

Nashville, TN 37203

615-279-8125 (phone)

615-279-9488 (fax)

Website: <http://corker.senate.gov>

To:

Department of Transportation
NHTSA

Fax #:

202-366-3675

From:

Stephanie Parsons

Date: 2/7/2013

Pages: 8

EXECUTIVE SECRETARIAT
2013 FEB - 8 P 3:20
RECEIVED - NHTSA

COMMENTS:

██████████ has contacted Senator Corker's office for assistance with a complaint he filed with the NHTSA. ██████████ states he has not received a resolution to his complaint and does not feel that his complaint has been properly addressed. Any assistance or information you can provide is appreciated.

Thank you very much!!

Stephanie Parsons

ES13-000707

Feb-04-2013 08:57 AM United States Sen. Bob Corker 6152799488

10:00:43 a.m.

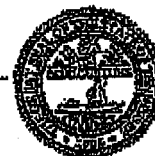
02-06-2013

2/2



UNITED STATES SENATOR - TENNESSEE

BOB CORKER



CONSENT FOR RELEASE OF INFORMATION

Due to the restrictions of the Privacy Act of 1974, a signed consent form must be returned to Senator Bob Corker to allow for the viewing of any personal files and information. The information includes, but is not limited to, medical records relative to the inquiry.

To begin processing your request, please complete the following information (Please Print):

Name: [REDACTED]
 Address: [REDACTED]
 City: LA BORO State: IN Zip: [REDACTED] County: RUTHERFORD
 Phone Number(s) - Home: [REDACTED] Work: [REDACTED] Cell: [REDACTED]
 Email: [REDACTED] Fax: [REDACTED]
 Social Security Number: [REDACTED] Date of Birth (mm/dd/yyyy): [REDACTED]

Complete the following fields only if applicable to your case.

Veteran's Claim Number: [REDACTED] Branch of Service: [REDACTED]
 Rank/Unit: [REDACTED]

Type of claim filed: SAFETY, WITH US DEPT OF TRANSPORTATION (NHTSA) # 10467764

Initial Claim	Date Filed: [REDACTED]	☒ Pending	☐ Approved	☐ Denied
Reconsideration	Date Filed: [REDACTED]	☐ Pending	☐ Approved	☐ Denied
ALJ Hearing	Date Filed: [REDACTED]	☐ Pending	☐ Approved	☐ Denied
Appeals Council	Date Filed: [REDACTED]	☐ Pending	☐ Approved	☐ Denied

Applicant's Name: [REDACTED] Type of Application Filed: [REDACTED]
 Alien Registration Number: [REDACTED] Receipt Number: [REDACTED]
 Date of Birth: [REDACTED] Place of Birth: [REDACTED]

Briefly explain your problem and/or desired information (Include additional pages if needed or copies of any documentation that you may have which would help expedite your inquiry. Please do not send original documents.)

In keeping with the Privacy Act of 1974, I [REDACTED] authorize any federal agency or department relative to my case to provide information regarding my case/claim to U.S. Senator Bob Corker and staff.

Signature: [REDACTED]

Date: 2/6/13

10:00:18 a.m. 02-06-2013

1/2

Senator Bob Corker Attn: Stenpanie Parsons

Per our phone conversation these are the pictures we discussed. Please ask Mr. Corker to review them.

I filed a complaint with the NHTSA which has been put on hold waiting for someone to have the same problem or die. If this does not happen they would close it without resolving the issues. This seems an inappropriate way of handling a serious safety complaint. It was suggested by a member of the US Department of Transportation NHTSA that I might get something done if my Congressman was to review these serious safety problems, contact the NHTSA, and request action be taken to resolve them. I'm asking for help in this matter.

There is no state or federal inspections done on campers. The company can make them as unsafe as they see fit since there is no one looking after the consumer.

We have been complaining about problems with this camper since 2008. They refuse to repair anything even under warrantee. We have a 4-5 page list of things that are wrong with the camper and they refuse to own these problems. However, the safety problems with the tires, lights that melted, 50amp electrical plug that was attached to the camper with glue, serious problems which could have killed our family are our main CONCERNS!

My only option would be to let the camper go back but I am fighting having to do this. You can contact me at this email or phone [REDACTED] with any information related to these problems and any solutions.

With Hope of Resolution

[REDACTED]
Murfreesboro, TN [REDACTED]
Ph# [REDACTED]

FAX 279-9488

STENPANIE PARSONS

Stephanie?

Parsons, Stephanie (Corker)

From: [REDACTED]
Sent: Thursday, January 03, 2013 5:23 PM
To: Parsons, Stephanie (Corker)
Subject: [REDACTED] Forest River Camper Problems
Attachments: BB4.jpg; BB7.jpg; BB35.jpg; BB52.JPG

Per our phone conversation these are the pictures we discussed. Please ask Mr. Corker to review them.

I filed a complaint with the NHTSA which has been put on hold waiting for someone to have the same problem or die. If this does not happen they would close it without resolving the issues. This seems an inappropriate way of handling a serious safety complaint. It was suggested by a member of the US Department of Transportation NHTSA that I might get something done if my Congressman was to review these serious safety problems, contact the NHTSA, and request action be taken to resolve them. I'm asking for help in this matter.

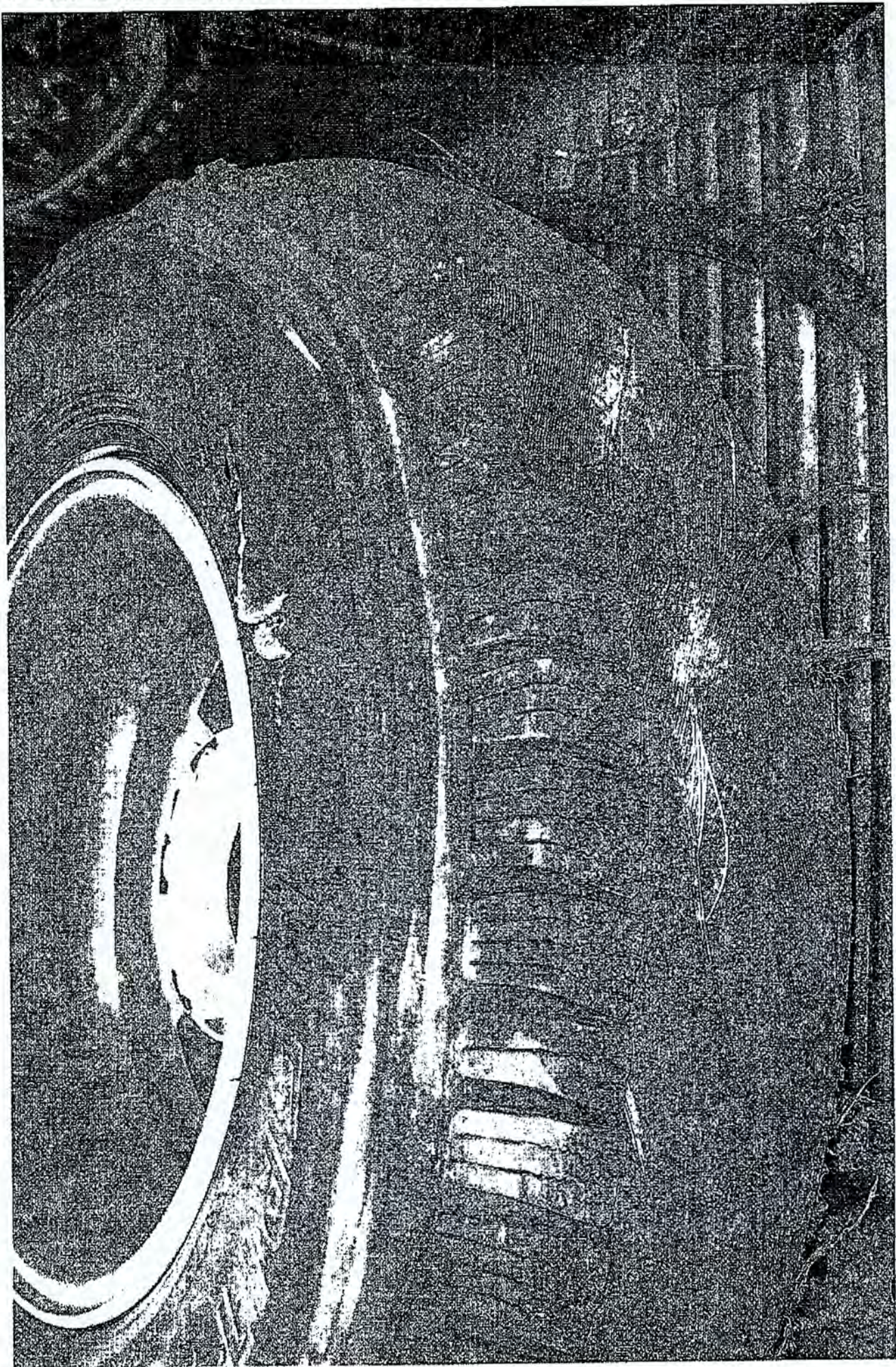
There is no state or federal inspections done on campers. The company can make them as unsafe as they see fit since there is no one looking after the consumer.

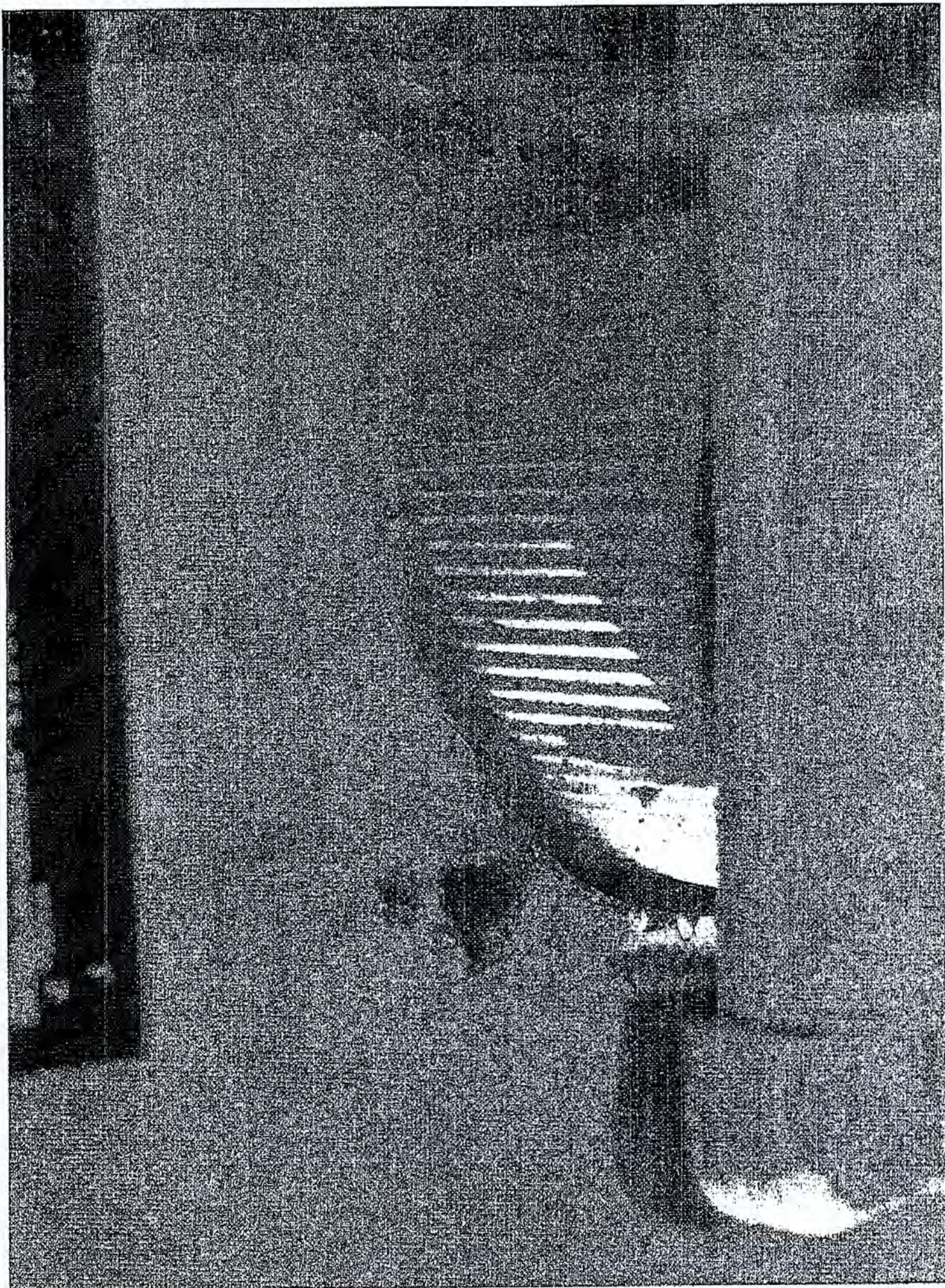
We have been complaining about problems with this camper since 2008. They refuse to repair anything even under warranty. We have a 4-5 page list of things that are wrong with the camper and they refuse to own these problems. However, the safety problems with the tires, lights that melted, 50amp electrical plug that was attached to the camper with glue, serious problems which could have killed our family are our main CONCERNS!

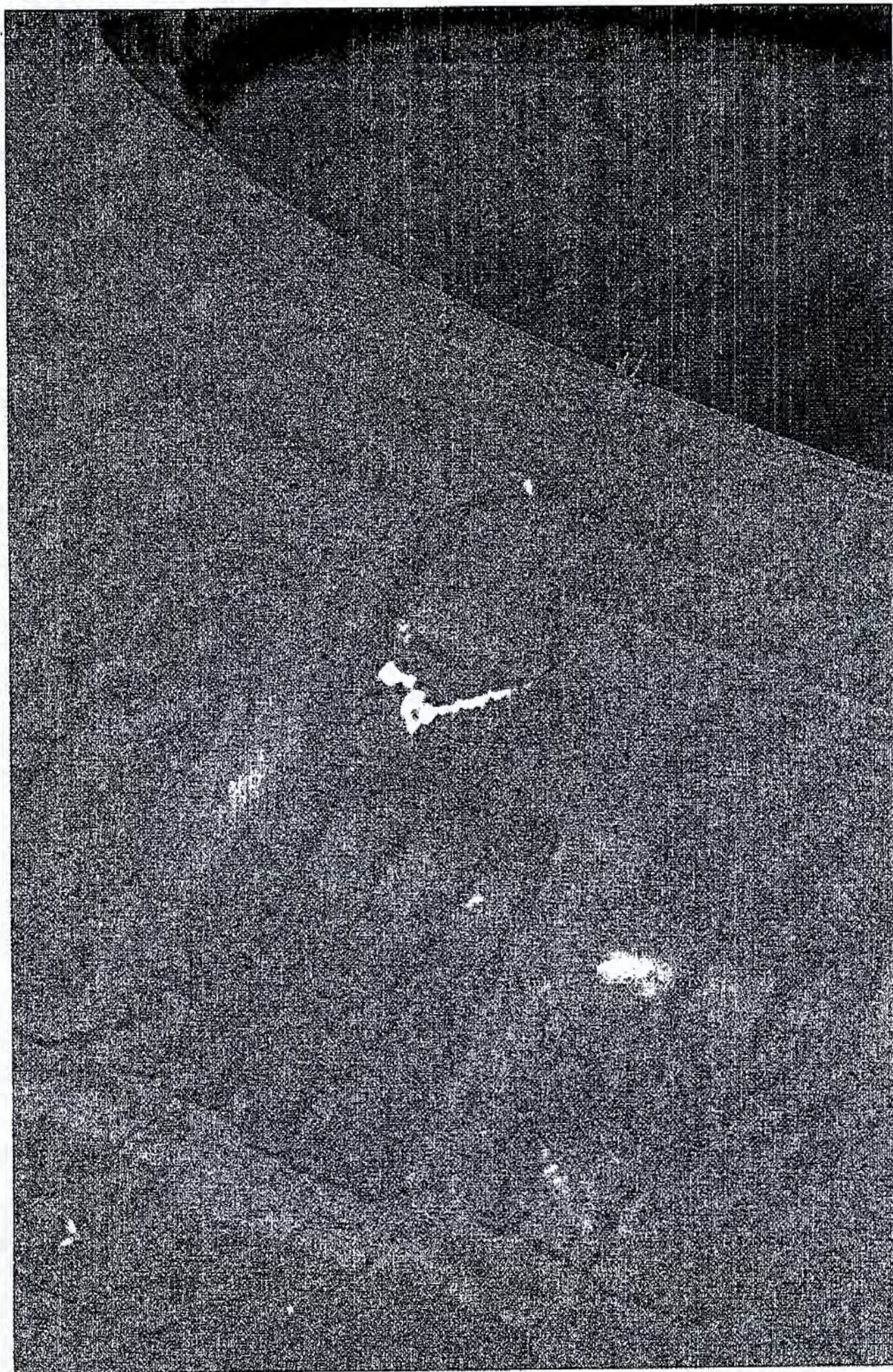
My only option would be to let the camper go back but I am fighting having to do this. You can contact me at this email or phone [REDACTED] with any information related to these problems and any solutions.

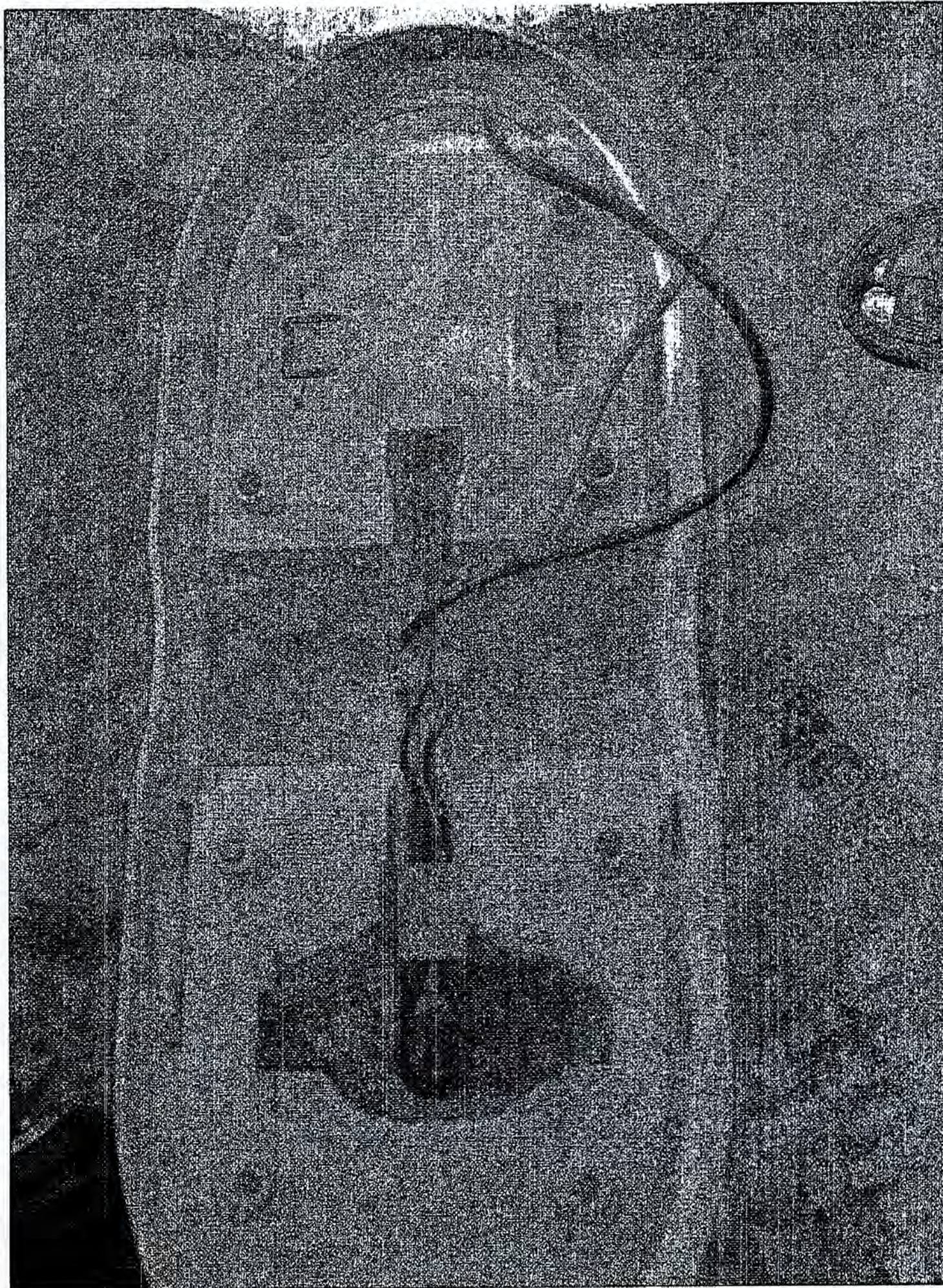
With Hope of Resolution.

[REDACTED]
Murfreesboro, TN [REDACTED]











2012 Senate Input Form for Governmental Affairs Correspondence Control Sheet (I-10), W85-328



Control Number S - 2013 28

General

Date DOT Received 2/7/2013
Date DOT Entered 2/7/2013
Member's Date 2/7/2013
Member Last Name Corker
Member First Name Bob
Member Organization United States Senator
Address1 3322 West End Avenue, Suite 610
Address2
City Nashville
State TN
Zip 37203

Constituents

File Name [REDACTED]
Date 2/7/2013
Subject Forest River Camper Problems
Action Office NHTSA
Action Code
Due Date 2/28/2013

Contacts

MemberContact Stephanie Parsons
Phone (615) 279-8125
Pending ☐
Closed Date
Remarks
DOT Contact Maria Harrison at (202) 366-4573

Notes: