

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 06/NOV/2012 10483498		Repository ☐ Reference No. 10483498	
INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)							
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City		State		Zip Code		Evening Telephone Number	
MURFREESBORO		TN					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	
4X4FSAK279				FOREST RIVER		SANDPIPER	
						Model Year	
						2005- 2009	
Date Purchased		Dealer's Name and Telephone Number				Engine:	
7/23/08		AAL RV SALES				No: Cylinders	
Original Owner		Dealer's City		State		Zip Code	
☒		MURFREESBORO		TN		37127	
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:	
		☐ Cruise Control				Incident Date(s)	
						01-APR-2012 + JUL-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 190000 TIRES, 191000 TIRES: TREAD/BELT						Failure Mileage	
						3000	
						Failure Speed	
						60	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)			
UNKNOWN		UNKNOWN		235/85R16			
DOT No. (Example: DOTM19ABC036)		☒ Original Equipment		Failure Location: DRIVER SIDE FRONT			
030R4J0B		☐ Prior Repair					
Tire Component Code				Tire Failure Type: BLOWOUT			
191000 TIRES:TREAD/BELT							
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		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		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 2009 FOREST RIVER SANDPIPER TRAILER WITH HERITAGE TRAIL TRAC A/P TIRES, SIZE LT235/85R16E. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 60 MPH, HE HEARD A LOUD ABNORMAL NOISE. AFTER MOVING OFF THE ROADWAY, HE DISCOVERED THAT THE FRONT DRIVER SIDE TIRES EXPLODED. THE SPARE TIRE WAS INSTALLED ON THE VEHICLE. THE DEALER WAS LATER CONTACTED AND THEY ADVISED THAT THEY WOULD REIMBURSE HIM FOR A NEW TIRE. APPROXIMATELY ONE MONTH LATER WHILE DRIVING APPROXIMATELY 50 MPH, THE TREAD SEPARATED FROM THE REAR PASSENGER SIDE TIRE. THE SPARE TIRE WAS INSTALLED. THE DEALER WAS CONTACTED HOWEVER, THEY OFFERED NO ASSISTANCE. THE VEHICLE AND TIRE FAILURE MILEAGE WAS APPROXIMATELY 3,000.							
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.							

JOHN D. DRAKE

ATTORNEY AT LAW

July 22, 2010

Four Rivers RVs, Inc.,
ATTN: Peter Lengal, CEO
55470 Country Road #1
Elkhart, IN 46514

Re: [REDACTED]

Dear Mr. Lengal:

Please be advised that I represent [REDACTED] is the purchaser of a Sandpiper RV. During the approximate fourteen months he has owned the Sandpiper, he has incurred numerous problems. The details of which are shown in the attached work orders and repairs that have been conducted here in Tennessee and returns to your plant in Elkhart, Indiana. By this letter, I am advising you my client intends to seek his remedies under the Tennessee Lemon Law and wishes to return the camper and repudiate the contract purchase. Should you fail to make an arrangement to buy back the camper, you will leave my client no choice but to seek his remedies under civil law to include the Tennessee Consumer Protection Act, the Lemon Law and the Magnum Moss Warranty Act. Further, my client demands a return of the \$47,000 purchase price as well as compensation for all repairs and compensation for his time in having to have the camper returned for repairs as well as fuel costs and mileage.

If this agreeable, please do not hesitate to contact me, otherwise, if your firm decides not to compensate [REDACTED] properly, please advise.

Sincerely,

John D. Drake
Attorney at Law

JDD/kf

cc: A & L RV Sales

THIRD FLOOR, BANK OF AMERICA BUILDING • 120 EAST MAIN STREET • MURFREESBORO, TN 37130
PHONE: 615-895-0414 • FACSIMILE: 615-895-0155 •
E-MAIL: JOHNDRAKE@BELLSOUTH.NET
LEGAL ASSISTANT KELLIE FARRIS

TIRE INFORMATION

- (1) 4 Tires HERITAGE TRAIL TRAC AP (ON CAMPER)
LT235/85r16E
Max Load 3415lb @ 80psi
DOT # 0J OR4JOV (5207)
Made by HARRIS TIRE
- (2) 1 Tire HIWAY TROOPER (SPAR)
LT235/85R16G
Max Load 3758lb @ 110psi
DOT # OD U91X (4207)

Mark Borkowski	Harris Tire Company
3301 M. Woodpark Blvd	2500 South Blvd Old address
Charlotte, NC 28230	Charlotte, NC 28230
800-239-1868	800.239.1868
Do not supply original equipment tires only after market	

Green Ball Tire
222 S Harbor Blvd Ste 700
Anaheim, CA 92805
714.782.3060 Main Office
866.767.9637 Warrant

Haritage Trail Trac AP Not a Green Ball Tire
Hiway Trooper is a Green Ball Tire

September 15, 2012

Peter Liegl
55470 County Rd. 1
P O Box 3030
Elkhart, IN 46514

Dear Sir:

Well!! Here I sit wasting some more of my time writing you another letter. I was thinking today that if I were a Forest River employee what I could do to repair two blown out tires, a piece of pipe, electrical plug, awning, and all the other problems I have written you about to date. Then I remembered I have the roll of VELCRO that your quick thinking employee sent me to help fix the cushion problem. Maybe you were thinking of sending me a case.

Hey!! Had another thought why don't you make the camper out of VELCRO. It would be easy to work on and you would not have to put up a pretense that it was made for camping instead of just to work on.

[REDACTED]
Murfreesboro, TN [REDACTED]
[REDACTED]

September 12, 2012

Peter Liegl
55470 County Rd. 1
P O Box 3030
Elkhart, IN 46514

Dear Sir:

The following is an e-mail I sent to Mike Stump on September 7, 2012:

"Well!!! over the past few months I have talked to you many times about the tires on a camper. It seems to me there is an easier way to clear the problem up. You could send me the paper work on these tires, showing what tires were on the camper (all five) and who supplied them."

If I have not received this information in 10 days from the date of this letter I will be filing criminal and civil complaints against you and A&L RV Sales.

[REDACTED]
Murfreesboro, TN [REDACTED]
[REDACTED]

cc: A&L Rv Sale
130 Capital Way
Christiana, TN 37037

C22

September 6, 2012

Peter Liegl
55470 County Rd. 1
P O Box 3030
Elkhart, IN 46514

Dear Sir:

I am writing you again about the camper your company built that I unfortunately purchased. This past week I went camping in this camper and had to go 50 mph with someone following me in case I had more tire problems. I had no problems with the tires this time.

I however, was not lucky enough to have no problems with this camper at all. When I tried to unplug the electric cord from the camper the plug that was attached to the camper came off. The screw holes are too big for the screws. I am not sure how this plug was attached to the camper but it was not with screws (maybe glue).

Every time I have called your company about these tires I am told that a different company supplied them to you. I have checked with all of those companies and all say they did not supply you with these tires. I am not going to stop checking until I know how these tires got on this camper. Your misleading me only makes me want to know more. If your company was not hiding something you would have given me the information I asked for months ago as to where these tires came from.

I have finally figured out why I was sent a roll of velcro to fix the cushions at the dinette. The cushions in your camper are too small for the back rest so they will fit when making the bed. Your company can not design cushions to fit both the dinette back and be used too make the bed. I am not sure who is in charge of designing your campers. Whoever it is you should clean house.

[REDACTED]
Murfreesboro, TN [REDACTED]
[REDACTED]

August 8, 2012

Peter Liegl
55470 County Rd. 1
P O Box 3030
Elkhart, IN 46514

Dear Sir:

This letter is to let you know that I have spent many hours researching the tires your company installed on the camper I purchased from A&L RV Sales. This time has been well spent because I now have much knowledge about tires.

The first question I have is why did you put two different tires on this camper. The four that were on the ground are different from the spare. The four that were on the ground are Heritage Trail Trac AP, LT235/85R16E's max load 3415lbs @ 80psi. The spare is a Hiway Trooper, LT235/86R16G max load 3758lbs @110 psi. I am not sure what your knowledge of tires is so I will explain some of the above information. The E represents a 10 ply tire and G a 14 ply tire. These letters are related to the max load. Note G is greater than E.

I am not a tire maker or a camper builder but it seems unusual that you would put a spare tire with a higher ply and a greater max load in the camper and lower ply and lower max load on the ground. Maybe someone made a mistake and put the wrong tires on the ground. There are other issues with the Gross Vehicle Weight Rating (GVWR) of this camper. Before I am through I will have all the information about the GVWR on this camper. Your sticker states this weight is 14,278lbs. Do the math.

[REDACTED]
Murfreesboro, TN [REDACTED]

C19

May 9, 2012

Peter Liegl
Forest River Inc.
55470 Country Rd. #1
Elkhart, IN 46514

Dear Mr. Liegl:

I am sure you will be happy to receive this letter because it is the last communication you will receive from me about the Sandpiper Camper you built and I purchased. I am taking this time to let you know I have had more problems with this camper.

Many of the Bargman lights (model # 30-76223) have burned up along with the associate wiring. This is a fire hazard and causes a safety issue. I will be contacting the state fire marshal to file a complaint.

I had one of the tires blow out. I contacted Jeff Johnson to find out who made the tires, his response was Green Ball Tire. After many calls to Green Ball and their denial every time, I started calling all U. S. Government Departments, including U. S. Motor Carriers, U. S. Transportation Commission, U. S. Commission for Product Safety, and others. I was given the correct manufacture of the tires you installed on this camper by one of the Government agencies. I am not sure why your company gave me misleading information about the tires you installed on this camper.

The last problem I have to date (only because I have not been camping I am sure) is the plumbing. I had a piece of pipe crack. When it was replaced, would you know on one side of a coupler the pipe was schedule 40 on the other side of the coupling it was a piece of thin wall. I bet you think I was surprised no way.

What I am going to do if I do not hear from you within 10 days of the date of this letter. I will complain to the following: The Tennessee Fire Marshall, and any and all of the above listed Department of the U. S. Government and any other Department of the Tennessee Government. Don't worry I will not sue you or your company. I had rather make my government work for me.

[REDACTED]
Murfreesboro, TN [REDACTED]

October 21, 2009

Peter Liegl
Forest River Inc.
55470 Country Rd. 1
Elkhart, IN 46514

Dear Mr. Liegl:

For the past year I have made many efforts to get your company to correct many problems I have with a camper your company made. Every time I go camping I find another problem. The list is about three pages now. One of the problems with this camper is the cushions at the dinette table are too small for the hole and fall out. They are uncomfortable because when you sit in the dinette your back hits the wood frame. Your company's fix is to use velcro to attach the cushions to the seat this does nothing for the comfort. I was not surprised when I received the rolls of velcro in the mail. This is the way all of your employees think that is why we have had so many problems with this camper. But this fix is not good enough for me, I will require new cushions that are the correct size.

This letter is to let you know that I am not going contact your company anymore. In the future it will be someone else. As soon as I put A&L RV Sales out of business I will be working on Forest River. I will not stop until the both of you are no longer in Tennessee.

Respectfully,

[REDACTED]
Murfreesboro, TN [REDACTED]
PH# [REDACTED]

C4

September 1, 2009

A&L RV Sales
130 Capital Way
Christiana, TN 37127

Dear Sir:

Before we bough a camper from you, we noticed that one of the back jacks was bent. The plates on the front jacks are also bent we would like to know if this camper was in a crash before it was bough by us.

The battery will not stay charged we need all information required to get a replacement. If you do not give us this information and we have to purchase a new battery we will add this expense to what you already owe.

Respectfully,

A solid black rectangular box used to redact the signature of the sender.

C11

November 10, 2008

A&L RV Sales
130 Capital Way
Christiana, TN 37127

Dear Sir:

The enclosed is a list of expenses incurred related to our camper being returned to Forest River at Goshen, Indiana for major repairs.

The reason these expenses were incurred was because one of your employees drilled a hole in one of the holding tanks while preparing our new camper for pick up. Your prompt payment of these expenses will be appreciated and will not require us to take other action to recover these expenses.

Respectfully.

A solid black rectangular box used to redact the signature of the sender.

C6

October 20, 2008

Peter Liegl
Forest River Inc.
55470 Country Rd. 1
Elkhart, IN 46514

Dear Mr. Liegl:

This letter is a follow up from letter dated September 24, 2008. I had to pull my camper to A&L RV Sales where we purchased it because I did not hear from your company. It is still leaking sewage from the belly. I instructed the owner of A&L not to start working on it until a representative from Forest River Inc. responded by coming to A&L to check it's condition.

I had advance paid only a few days into a second month of a monthly rental campsite when this happened. This rental is non refundable in the amount of \$300.00 a month and in addition my payment is \$436.56 a month I will expect all of this refunded to me. If it takes more that a month I will expect additional payments to be made by your company.

I hope to hear from you about my camper soon.

Respectfully,

[REDACTED]
[REDACTED]
Murfreesboro, TN
Phone [REDACTED]

cc: A&L RV Sales
130Capital Way
Christiana, TN 37127

September 24, 2008

Peter Liegl
Forest River Inc.
55470 Country Rd. 1
Elkhart, IN 46514

Dear Mr. Liegl:

A couple of months ago we purchased a Forest River Sandpiper, 345QB, VIN 4X4FSAK279J [REDACTED] from A&L RV Sales in Christiana, Tennessee. Before we could go camping we had to return it to A&L for several repairs. It was there for about two weeks. They patched up some of the problems but most are still problems. These are issues that need to be discussed but nothing like what happened Sunday.

We have been camping on a monthly site and on Sunday, September 21, 2008 we and some friends were cooking lunch and noticed a smell of sewage. The smell was coming from under our camper. The under belly was full and leaking on the ground.

We immediately went to your distributor, A&L RV, Monday a.m. to have them pick the camper up to evaluate the damage. We are camping approximately 30 minutes from them but they refuse to pick it up for us since the under belly is full of raw sewage. A & L is afraid and so am I afraid to move the camper because if the liner were to give way the sewage would come out onto the campground or the road. Either of these conditions would cause a issue with TVA, EPA, or the health department.

It is my opinion this camper is now **unsafe** to use or move. I need an immediate response as to how to handle this issue. Because of the critical nature of this situation and because we can get no guidance from A & L in two days if we hear nothing from you we will have to report this to TVA, EPA and the county health department.

I am, also, enclosing a list of issues we have had with this camper because they are important and I do not want them forgotten in lieu of this immediate problem.

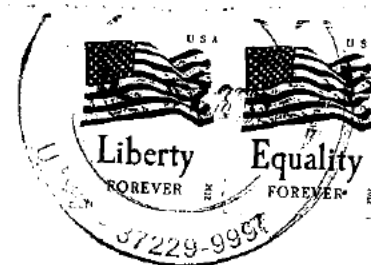
Respectfully,

[REDACTED]
Murfreesboro, TN [REDACTED]
Phone [REDACTED]

cc: A&L RV Sales
130 Capital Way
Christiana, TN 37037
615-896-4699

C1

Murfreesboro, TN



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
OFFICE OF DEFECTS INVESTIGATION, NVS-210
1200 NEW JERSEY AVE. SE.
WASHINGTON, D.C. 20071-9382