

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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		Date Received 11-AUG-2014		Repository ☐ Reference No. 10621505	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number		NOEMAIL@UNK.GOV	
City ROCK HILL		State SC		Zip Code			
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 4X4TLF20D1				Make FOREST RIVER		Model Year 2013	
Date Purchased 2-8-13		Dealer's Name and Telephone Number Tom JOHNSON Camping 704-455-1440				Engine: No: Cylinders	
Original Owner ☒		Dealer's City Concord		State NC		Zip Code 28027	
Transmission Type		☐ Antilock Brakes ☐ Cruise Control		Powertrain		Incident Date(s) 09-JUL-2014	
Multiple Failure:							
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 210000 TRAILER HITCHES, 020000 SUSPENSION						Failure Mileage 400	
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 2013 FOREST RIVER VLITE RECREATIONAL VEHICLE. SHORTLY AFTER THE VEHICLE WAS REPAIRED ACCORDING TO NHTSA CAMPAIGN NUMBER: 13V554000 (SUSPENSION, TIRES), THE VEHICLE WOULD ONLY ACCELERATE TO 55 MPH. THE CONTACT STATED THAT THE VEHICLE SWAYED TO THE LEFT AND RIGHT. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHO SUGGESTED THAT THE HITCH BE LOWERED. THE CONTACT STATED THAT THE HITCH WAS ALREADY AT ITS LOWEST POSITION. THE FAILURE MILEAGE WAS 400.							
Forest River Inc. is the Manufacturer. Mark Atkins 574-642-0368							
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.							

09/15/14

To whom it may concern:

On 02/08/2013 we purchased a 2013 Forest River Flagstaff Vlite travel trailer from Tom Johnson Camping Center Concord NC. In January of 2014 we received a recall notice from Forest River about the suspension and tire. When we got the notice we went out to inspect the camper and look under the fender wells over the tires and notice that the wheel well cover had be worn all the way to the wood flooring. So we called for an appointment and took the camper in for the necessary repairs in March 2014. After the repairs were made we pulled the camper home. We took the camper back in April 2014 because of unsafe handling and poor workmanship on the wheel well repair that we were told was not part of the recall. The hitch height was adjusted and there was an improvement in the handling however the camper was not loaded. We told Tom Johnson that we were going on vacation in June 2014 and would let them know the outcome.

The camper did not handle well at all. My husband, who is a 30 year veteran truck driver was exhausted from trying to maintain control of the camper. As for the set up of the camper it is a tremendous amount of work that is needed to get the camper level and stable since the recall repair. Tom Johnson Camping Center Concord NC is not doing anything to help us. They continually want to do the same thing as before. I had them come to my house a pick the camper up because my husband refused to pull it back again for the fifth time.

Once we determined that Tom Johnson was not going to help us we contacted Forest River Inc. There recommendation was to install manual scissor jacks behind the wheels to help with the stability problem at set up. They finally sent the jacks but it took 3 months and 2 more phone calls to receive them. The solution they recommended for the handling of the camper was for us 5 to purchase a better grade tire and they reimburse us \$375.00 for tires that would cost us over \$600.00. This being said we have not used our camper but once this year due to all the problems the recall has caused. We would like a full refund for this camper and told Tom Johnson this to no avail. See attached invoices and photos.



January 7, 2014

10621505
72 hrs
Email Confirmation

ROCK HILL, SC

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

NHTSA Recall Campaign #: 13V554

Unit Vehicle Identification Number: 4X4TFLF20D1

Dear Forest River Trailer Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Forest River Inc has decided that a defect that relates to motor vehicle safety exists in the Rockwood or Flagstaff travel trailers with the VIN number indicated above.

SAFETY DEFECT

There is not adequate clearance between the tire and the bottom of the floor at full GVWR. The tire may hit the bottom of the floor in the event that the travel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death.

REPAIRS

PLEASE TAKE YOUR UNIT PROMPTLY TO YOUR FOREST RIVER DEALER. At no charge to you, the dealer will perform the necessary repairs. The required repair procedure will require the removal of the axles so that a lift kit may be installed between the frame and the axles and the re-installation of the axles to the lift kit. Please contact your dealer and set up an appointment, this procedure may take more than a few hours.

REFUNDS

If you have paid to have this service performed prior to receiving this notice you can receive a full refund. Please mail your paid original invoice or receipt to attention Rockwood or Flagstaff Warranty Forest River, Inc. P.O. Box 3030 Elkhart, Indiana 46515-3030.

CHANGED ADDRESS OR SOLD THE VEHICLE?

Any vehicle lessor receiving this recall notice must forward a copy of the notice to the lessee within 10 days.

If your dealer does not make the required repair promptly and without charge, you may contact Forest River Customer Service at 574-642-2640. You also may contact the National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret the inconvenience this situation may have caused you. However, Forest River, Inc. believes in the early detection and immediate correction of potential concerns.
Thank you for your understanding.

Sincerely,

Forest River Inc.
Warranty and Service