



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

FOR AGENCY USE ONLY 100148

Date Received

30-NOV-2016

FEB - 3 2017

Repository ☐

Reference No.
10928761

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

RUSK

State

TX

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

Serial # 4X4 FRLD 22 G 1
Chassis

Make

FOREST RIVER

5th whl

Model

31 FT.
ROCKWOOD

Signature 46

Model Year

2016

Date Purchased

8/4/16

Dealer's Name and Telephone Number

Camping World R.V. Sales

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Cedar Falls

State

IA

Zip Code

56413

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-SEP-2016

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 160000 STRUCTURE, 980000 UNKNOWN OR OTHER, 130000 VISIBILITY/WIPER (PWS), 110000 ELECTRICAL SYSTEM

Failure Mileage
1200

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

Number of Deaths

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 2016 FOREST RIVER ROCKWOOD RV. THE CONTACT STATED THAT THE WINDOWS FAILED TO OPERATE WITHOUT WARNING. IN ADDITION, THE HOOD VENT OVER THE STOVE THAT RELEASED THE FUMES WHILE COOKING WOULD NOT OPEN AND THE ELECTRICAL POWER FAILED. THE VEHICLE WAS TAKEN TO AN RV DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS APPROXIMATELY 1,200.

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 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.

01/05/2017

Ray Ramirez
Parts & Accessories Mgr.
8805 B North Desert Blvd.
Anthony TX 79821
915-886-3777 Ext 1101

To whom it may concern.

We did a courtesy walk thru for [REDACTED] and during this walk thru we noticed the following. The stove vent was broken, the windows would not open and seem to be stuck to the rubber gasket and the final problem was with the rain gutter. [REDACTED] said he would take the unit back and have them repair all of the above.

31 OCT 16

Thank You, Ray Ramirez

Camping World Anthony
8805 B. North Desert Blvd.
Anthony TX 79821

EL PASO TX 799
RIO GRANDE DISTRICT
06 JAN 2017 PM 1 T



[REDACTED]

DOVER MN.

5592981707



CAMPING WORLD RV SALES - ANTHONY
8805 N DESERT BLVD
ANTHONY TX
US
79821
915-298-5400

CUSTOMER WORK ORDER # [REDACTED]

WO Date: 31 OCT 16
Tag#: WAITER
Author: KPEACOCK
Stock No: [REDACTED]
Year: 2016
Manufacturer: FOREST RIVER
Brand: ROCKWOOD SIGNATURE ULT
Model: 8280WS
Length: 31'0"
Serial#: 4X4FRLD22G1 [REDACTED]
Chassis#: 4X4FRLD22G1 [REDACTED]
Miles/Hrs:
Purchased Date: 04 AUG 16
Warranty Date: 04 AUG 16
Date In: 31 OCT 16

First Name: [REDACTED]
Customer Name: [REDACTED] - [REDACTED]
Address: [REDACTED]
: LIME SPRINGS, IA
Postal/Zip: [REDACTED]
Phone#(res): [REDACTED]
Phone#(bus): [REDACTED]
Cell Phone:
ExtW Co:
ExtW No:
Email: NONE
Promised Date: 08 NOV 16
Completed Date: 01 NOV 16
Invoice#:
:

Job #	Description	JOB INFORMATION
1	COMPLAINT: A/C IS NOISY	
1	CORRECTION: HAD UNIT PLUGGED IN FOR DIAGNOSIS AND RAN UNIT FOR 3 HRS AND DID NOT FIND IT NOISY.	
2	COMPLAINT: CHECK CONVERTER	
2	CORRECTION: CHECKED CONVERTER AND PUTTING OUT 13.6 VOLTS.	
3	COMPLAINT: INSTALL SHOWER LOCK ON THE OUTSIDE OF SHOWER DOOR	
3	CORRECTION: DID NOT HAVE PART AT TIME OF REPAIR. CUSTOMER WILL GET IT REPAIRED AT ANOTHER CAMPING WORLD.	
4	COMPLAINT: BATTON STRIP ON THE REAR OF MAIN SLIDE CAME OFF	
4	CORRECTION: <u>RENAILED BATTON</u> STRIP ON MAIN SLIDE.	
5	COMPLAINT: CHECK TO MAKE SURE MICROWAVE WORKING PROPERLY	
5	CORRECTION: MICROWAVE IS WORKING CORRECTLY.	

- Not done
- Rain Gutter
Refuse To Repair

Lab Code	Job#	Description	LABOUR	Total
Z992	1	A/C	TM	W -N/C-
Z992	2	CHECK INVERTER	TM	W -N/C-
Z992	4	BATTEN STRIP	TM	W -N/C-

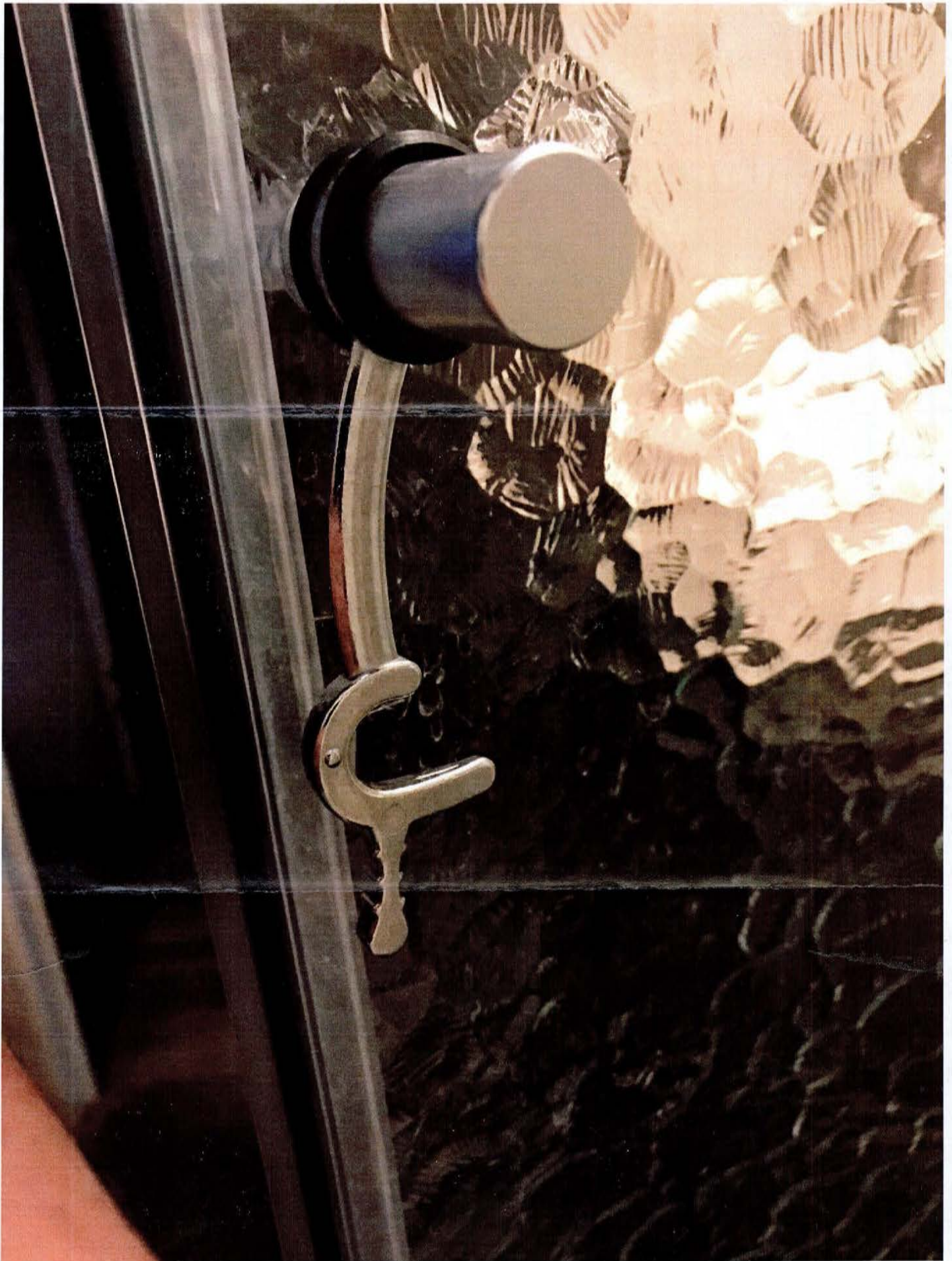
- #1. Walk through not done according to requirements.
- 2. Was not closed and serviced for delivery.
- 3. Discovered minor damage, Right side (Butter)
- 4. Microwave badly marked up from being used.
- 5. Stove Vent Rear, Jammed shut. Required open when cooking
- 6. Asked if two 30lb. L.P. Tanks full. They were not.
- LX 7. Had to work on shower's doors. Notified them which they approved
- 8. Windows would not open. Two inspection people needed to get them loosened from side.
- 9. Realized wheels and tires not checked.
- LX 10. Stove top not level, pan's slide off Front burner.
- 11. Under Carriage Extremely Rusty. --
- 12. Bathroom Stool keeps coming apart. Lid --
- 13. Today, 11/18/12 talked with Forest River over Electrical problems. Breakers kicking out. Was told they build them to just under 30 or 50 Amps. I only had a night lite plugged. --

Returned to Iowa For Xmas. R.V. being
Worked on at Campsite R.V., Cresco, IA.
563-547-1500

Ask for Kelley --

I give you the okay to Ask for
Any and All info, Records, if needed.





Shower door latch which I had to move
to the inside in order to close door. Called
Forest River recommended a change which they
seemed to like. 

Front burner, PAWS slide & P.
Called Forest River to Explain
Danger.



I was not able to get
picture of stove vent, Rear,
Number #5.