

Whitney, TX [REDACTED]

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

March 22, 2017

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

APR 3- 2017

To Whom It May Concern:

My name is [REDACTED] My mother purchased my M-3850RL – 41' Trilogy by Forest River/ Dynamax from Fun Town RV, 1726 North Main, Cleburne, TX 76033 on July 16, 2013 for \$70,968.00 (VIN: 5ZT3TL4B3DC [REDACTED]). I assumed the payments and eventually purchased it from her in January 2016. Initially, our family was thrilled to have such a nice unit to enjoy, and we did, for a little under two years.

After extensive conversation with RV owners, maintenance workers, dealers, builders, and being told it is absolutely mandatory that I contact Trilogy/ Forest River/ Dynamax: here I am. I could write a letter pages long, detailing the troublesome experience I have had with this unit, but I will keep this as short and to-the-point as possible.

My family has owned RVs for decades. We are not uninformed when it comes to the use and upkeep of them. We understand that it is in the unfortunate nature of owning an RV, that there will almost always something in need of maintenance on a unit. With that said, and after thousands of dollars spent: almost every time that I have used this RV, the experience has been a massively complicated project that I have been hardly lucky to have another person's hand with, if I was on the road. I am beyond the point of dissatisfied with any and every company associated with building this unit, and anything they promised upon marketing them, (on this note – Trilogies are no longer being produced. I wonder why?)

Below is a timeline of events, outlining the falling apart and malfunctioning of this unit, which is beyond the point of "regular and expected maintenance":

1. April 2015
 - Rewiring of entire entertainment/ kitchen slide. Power loss in slide for no identifiable reason after moving the unit
 - Interior reaches over 90 degrees beginning in April 2015, with A/Cs running on "high", and all shades completely drawn. Had A/C units serviced – no improvement.
2. November 2015
 - During set up, and push out of bedroom slide, entire pulley/cable system unscrewed/ detached from wet and rotted slide frame on the side nearest front of unit. Seals were all in great condition? Had repaired.
3. December 2015
 - Began to notice mold growing underneath wall paper in 3 different locations in trailer – hall, kitchen, living room.

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4. March 2016
 - Interior reaches over 90 degrees beginning in March of 2016, with A/Cs running on "high", all shades drawn, and reflective material inserted into every window. Had A/C units serviced. Then, had A/C units REPLACED with brand new units. NO DIFFERENCE IN TEMPERATURE. Unit is NOT EQUIPPED to be kept at a reasonable temperature when the exterior temperature is above 89 degrees.
5. August 2016
 - Hot water heater malfunctions and floods underbelly – replaced entire unit, and personal belongings ruined.
6. September 2016
 - Screws from clothing rod in closet fall out of moist wood frame
7. January 2017
 - Dining shade screws fall out of moist wood frame
 - During haul, underbelly compartment that was closed and locked CONTINUALLY flies open during the drive on open highway. Would NOT stay closed or locked.
 - During set up, and push out of bedroom slide, entire pulley/cable system detached from wet and rotted slide frame on the side nearest rear of unit – OPPOSITE the side that had already been repaired in 2016. Seals were in great condition. At this point, slide is not functional whatsoever. I have not had it repaired. The unit cannot be moved until it is repaired.
 - Mold in hall, kitchen, and living room continues to grow, makes safety of inhabiting the unit questionable
 - March 2017 – Interior already reaching over 90 degrees

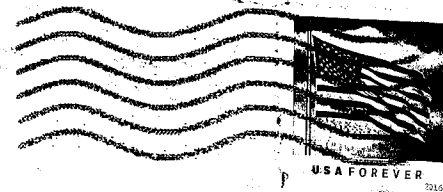
I have had enough. I was convinced that I was buying a dependable, safe, not to mention, healthy, unit. Every time I bite the bullet and spend thousands on another repair that I chalk up to being "expected maintenance", something else goes terribly wrong. Again, I have spoken with dozens of owners, maintenance workers, dealers, builders, and no one has seen or heard of the kind of problems I have had in this caliber of unit, which happens to have Warren Buffet's name on it, and a six-figure sticker price. Why? Why are my walls wet like sponges and rotting? I have had it parked in Texas, not Washington State. Why are there two A/C units in a Charcoal Gray, 42-foot long fifth wheel, which reaches, on average, ninety-two degrees, INSIDE, at 3 PM in the afternoons IN MARCH? Why can't I pack up and take this fifth wheel on a trip with family or friends without something structurally catastrophic prohibiting me from doing so? I was expecting to be able to enjoy this fifth wheel for at least a decade, and have had nothing but serious problems with it in the first 3-1/2 years. I will not continue to invest the time and money into supporting this unit's malfunctions.

The only options I have are to 1) Spend thousands more to repair the structural integrity, somehow install a third A/C unit, and have the mold removed, wall paper replaced, etc.; or 2) Pass this unit off to someone who would purchase it from me, which I would not feel good about doing. What will your company/ies do to make this right? These are not common problems to be expected in a luxury fifth wheel. No one that I know in a Heartland, DRV, or Redwood has mold growing in their walls. Why this unit? Why Trilogy/ Forest River/ Dynamax?



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