

NEF-OK

CL-11032529-9181

[REDACTED]
[REDACTED]
Schenectady, NY [REDACTED]

Phone: [REDACTED]

E-Mail: [REDACTED]

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

Date: July 29, 2017

Nesa Wilson
Service Representative
Prime Time Manufacturing
200 SR 19 North Bld. #2
Wakarusa, In 46573

AUG -8 2017

Dear Nesa:

My name is [REDACTED]. I reside in Schenectady, NY. I bought a 2008 Rockwood camping fifth wheel in 2008, and had nothing but problems. TV didn't work, hot water only worked on electric, and the wall was separated on the front right corner. This fifth wheel went back to the factory three times. I bought it from Albany RV in Albany, NY. They were less than helpful.

In August 2016, I bought an Avenger camping trailer from Alpin Haus in Amsterdam, NY, only to find after, that it was manufactured by Forest River!!! I went camping in July of 2017 and woke up to find out that 1/2 of the LED light strip in the awning had burnt out. In the middle of the light strip 3 to 4 inches had melted the plastic holder out!! I took it to Alpin Haus, where they took the strip out because it was a FIRE HAZARD!! (no kidding!) Alpin Haus told me 3 weeks ago that they were trying to get you to warranty and fix this problem, because of the hazardous defect. They said they had not heard from you. I know it only had a one year warranty, but because of the dangerous nature of this defect, I feel that you should have some sort of good faith policy.

After the plastic light strip was removed, I also noticed that where the awning was stiched together, there were little holes in it. This makes it impossible to hang my TV on the camper because obviously when it rains the TV gets wet!!

A call about these matters would be appreciated.

Sincerely,

[REDACTED]

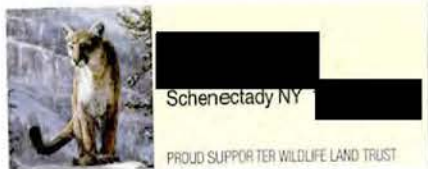
CC:

Bailey Brennan - Sales Representative - Prime Time Manufacturing

Administrator - National Highway Traffic Safety Administration

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

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