

OCT 17 2017

CL-11041229-7522

NEF-010

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

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

Coachmen RV
423 N. Main Street, PO Box 30
Middlebury, IN 46540

Wilken RV
7447 Ste Rte 96
Victor, NY 14564

October 12, 2017

To whom it may concern,

My husband and I purchased a 2015 Palomino Solair Camper July 2016 from Ballantine in Cicero NY. We used the camper six times last summer. We winterized it in October 2016 then on May 6th, 2017 we opened up our camper to find water running through an outside speaker seal, down through the cabinets and light fixture under the microwave and pooling on the floor. This was not acceptable, obviously. At the time, we had owned our camper ten months, used it six times and now it's filled with water, rust and mold. The cabinets and flooring were destroyed. I had to throw away roughly two hundred dollars worth of items that were inside the drawers and some pots that were stored in the cabinet under the stove. The items were ruined beyond restoring, with mold and rust. We have two children and three dogs, we would not use the camper until it was either completely repaired, as in the whole slide out replaced or were given a replacement camper.

I called the dealer that we purchased the camper from on May 8th, but they sold their business to Wilkins RV. So I spoke to Mike at Wilkins RV in Cicero. He said that our camper was too big to fix at their site and we needed to take our camper to Wilkens RV in Victor NY (Rochester NY). We live two and a half hours away from Rochester. So my husband had to take five hours out of his work day to drive the camper to Victor on May 12th.

We waited two weeks to hear if you, the manufacturer were going to repair our camper under warranty or replace our camper. Then in addition to waiting the two weeks, we waited nine weeks more to actually get our camper back. I called Wilkens RV in Victor and spoke to Beth in service, once to twice a week for eleven weeks. Beth informed me that we were waiting on you to order the parts and build the entire kitchen cabinet for our slide out, then ship to them to Victor to be installed. Once the parts were shipped, I was informed that instead of sending the cabinet base, they were sent cabinets doors, the wrong drawers too. The following week the cabinet was going to be shipped. We still do not have drawers in our camper and were told we needed to bring our camper back to the dealer in Cicero, which is an hour's drive.

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The camper was delivered to Cicero on July 18th from Wilkens in Victor. We went the next night July 19th to pickup our camper. Once we got there we see that the key is misplaced, they never un-winterized the camper and the back compartment under the bunk beds was crawling with thousands of ants. I was told that the camper was getting cleaned by Dunlop and that it would be de-winterized by Beth in Victor, NY. I would like to know what kind of cleaning would leave behind thousands of ants?

I have waited a several month to see if the drawers would be shipped or even to receive a phone call from Wilkens about the drawers and heard nothing. So I called Wilkens RV in Victor and spoke to Beth on Monday, August 14th at 2:30pm to find out where our drawers were. She called me back on Wednesday August 16th at 9:30am to tell me that they are still making the drawers, which they basically forgot! I informed Beth that at that time that we are not happy with the pickup of our camper. I asked for a detailed list of parts replaced and cleaning that was done, since we never received any paperwork when we picked it up. I also informed her that our key and paperwork were misplaced and the de-winterizing was never done, along with the mess of ants.

We spend \$400 a month to own this camper (\$4,800 a year). We made three separate reservations in the winter to go camping; May 26th in Kayuta Campground, June 16th at Brown Track Pond and July 9th at Delta Lake Campground. We had to cancel two of the reservations and lost over a couple hundred dollars of the deposits and we rented a popup camper to use during one of the trips and it cost \$150. Now at the very beginning of this whole mess, I asked Wilkens if they could loan us a camper to use until ours was fixed and returned, only to be told that they were not in the business of renting their campers. So we waited and hoped that ours would be returned before our scheduled trips, and it wasn't. Since we have owned this camper we have spent over \$5,000 to own a camper that we couldn't use. Now we have lost value on our camper that we have to pay for the next 19 years. We want you Forest River and Wilkins RV the distributor to make this right. I expect to hear from you in the next thirty days.

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Oriskany Falls, NY [REDACTED]

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