

FEB 22 2018

CL-11074827-2189

February 10, 2018

RE: Extreme Road Traffic Safety Issue in 2017 Grey Wolf by Forest River

Photos enclosed.

Material evidence currently retained by plaintiff, Chandra Mobus.

To Whom it May Concern,

I write this letter imploring you to investigate and require the manufacturer Forest River to repair and rectify the serious safety issue (outlined below) in my, and most surely all, 2017 Grey Wolf travel trailers by Forest River. Receiving no concern or resolution after contacting Forest River, and attempts at resolution on my behalf by the dealership (where the travel trailer was purchased brand new) with Forest River, I feel I must reach out to higher authorities who would find GREAT CONCERN regarding this issue.

On Oct 13th, 2017 while filling the fresh water holding tank for our 6th and unfortunately final camping trip of the year, the tank suddenly fell to the ground. In utter disbelief, and upon further inspection, the thin metal straps serving as the carriage holding the tank in place had completely ripped from the frame. These straps were in no way reinforced where they were screwed to the frame and were of very thin, light weight sheet metal. Also as a result of this, wiring was damaged; sheared off or torn away from the wiring harness. What makes this so EXTREMELY DANGEROUS, is that this holding tank is located in front of the axle on these campers. Had I been traveling on a roadway when these holding straps failed, it would have been a catastrophic event and would have resulted in serious injury and very likely, fatalities. When I spoke with Forest River, they showed no concern for the situation and refused to fix it or even address it, though the camper was only 3 1/2 weeks past its 1 year warranty. They then directed me to go through the dealership where I purchased the camper, BRAND NEW, and have them send a request. I contacted AOK RVs who did contact Forest River with the request, and it was once again immediately denied. Please keep in mind, this was only the 7th outing with this new travel trailer, and only the 6th using the holding tank!

I purchased this brand new 2017 Grey Wolf 27RR from AOK RVs in Laurie MO on Sept 15th, 2016. The camper was used only 1 time that year on Oct 1-2 at which time a propane leak was suspected. On this occasion no plumbing, water tanks, etc. of any kind were used as we were at a location with all needed facilities on site. This travel trailer had 2 issues prior to the restraint failure which had to be repaired under warranty; a faulty propane valve (which was suspected after the very first use and could have proved deadly) and a cracked plumbing valve on toilet in the bathroom. In addition, there were issues we were able to attend to ourselves; all shower and bath fixtures were loose and sprayed water all over

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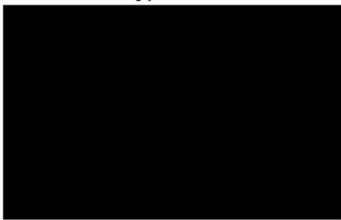
the room the first time the pump was turned on, the radio system had to be pulled, wires plugged into correct spots, and put back in. While some of these are minor annoyances, I feel Forest River is overly deficient in safety and quality.

In light of the issues I alone have experienced, I am certain there are many others who have already, or will encounter this extreme safety issue. I only pray that they have been, or will be, lucky enough to have this happen in their driveway as I did, and not at 65 mph in heavy traffic.

I now have a new \$18,000.00 travel trailer sitting in my drive that I cannot use due to the wiring harness being damaged and no water tank. I humbly but steadfastly demand that Forest River be required to take responsibility for their dangerous and shoddy craftsmanship and repair my travel trailer at no expense. Furthermore, I strongly urge that they be required to do a recall for safety inspection on all models with the same type of holding tank restraints as the 2017 Grey Wolf 27RR. I truly believe this will save lives!

Thank you in advance for your immediate response to this extremely dangerous issue.

Sincerely,



CC:

Forest River 404 Lehman Ave. Topeka IN 46571

Administrator, National Hwy Traffic Safety Admin. 1200 New Jersey Ave SE, Washington DC 20590

MoDot Central Office 105 West Capitol, PO Box 270, Jefferson City MO 65102-0270

Missouri Attorney General's Office: consumer.help@ago.mo.gov

AOK RV Sales and Service 621 N Main St., Laurie MO 65037



Mobus Warranty Claim part 1 -tank



Thu, Oct 19, 2017, 3:55 PM

To: <service@aokrvs.com>













Mobus Warranty Claim 2017 Grey Wolf

Thu, Oct 19, 2017, 3:47 PM

To: service@aokrvs.com <service@aokrvs.com>

Hello Rae, an additional note would be that when the tank dropped, as you can see in the picture, it ripped the wiring from the wiring harness. This will need to be addressed as well.

I took pics of both ends of the straps so as to show that the ends that had not yet failed were beginning to tear as well.

Mon, Oct 30, 2017, 7:42 AM

To: Rachel Brookshire <rbrookshire@aokrvs.com>

Good morning Rae,
Have you heard anything back from Forest River yet?
[Quoted text hidden]
image001.jpg, image002.jpg

Rachel Brookshire <rbrookshire@aokrvs.com>

Tue, Oct 31, 2017, 4:27 PM

I'm sorry, I thought I had replied to one of your initial e-mails. They did deny the claim due to it being "out of warranty". I left a message with the person that denied the claim, but he never called me back. If you would like to try and call the customer service line at 574-534-6521.

Thanks,

Rae

From: [REDACTED]
Sent: Monday, October 30, 2017 7:43 AM
To: Rachel Brookshire
Subject: Re: Mobus Warranty claim - wiring

[Quoted text hidden]

Wed, Nov 1, 2017, 11:47 AM

To: Rachel Brookshire <rbrookshire@aokrvs.com>

Hi Rae,
I knew they had initially denied and that you had called them. Didn't know if they had called you back. I will call them again and see where I get. If you would put in another call as well it would be appreciated.
Thank you,
[REDACTED]
[Quoted text hidden]

Rachel Brookshire <rbrookshire@aokrvs.com>

Wed, Nov 1, 2017, 12:08 PM

To: [REDACTED]

I sent an e-mail and inquired about it again, and I got the same answer, it is denied because it is past the one year warranty period.

Thanks,

Rae

From: [REDACTED]
Sent: Wednesday, November 1, 2017 11:47 AM

[Quoted text hidden]

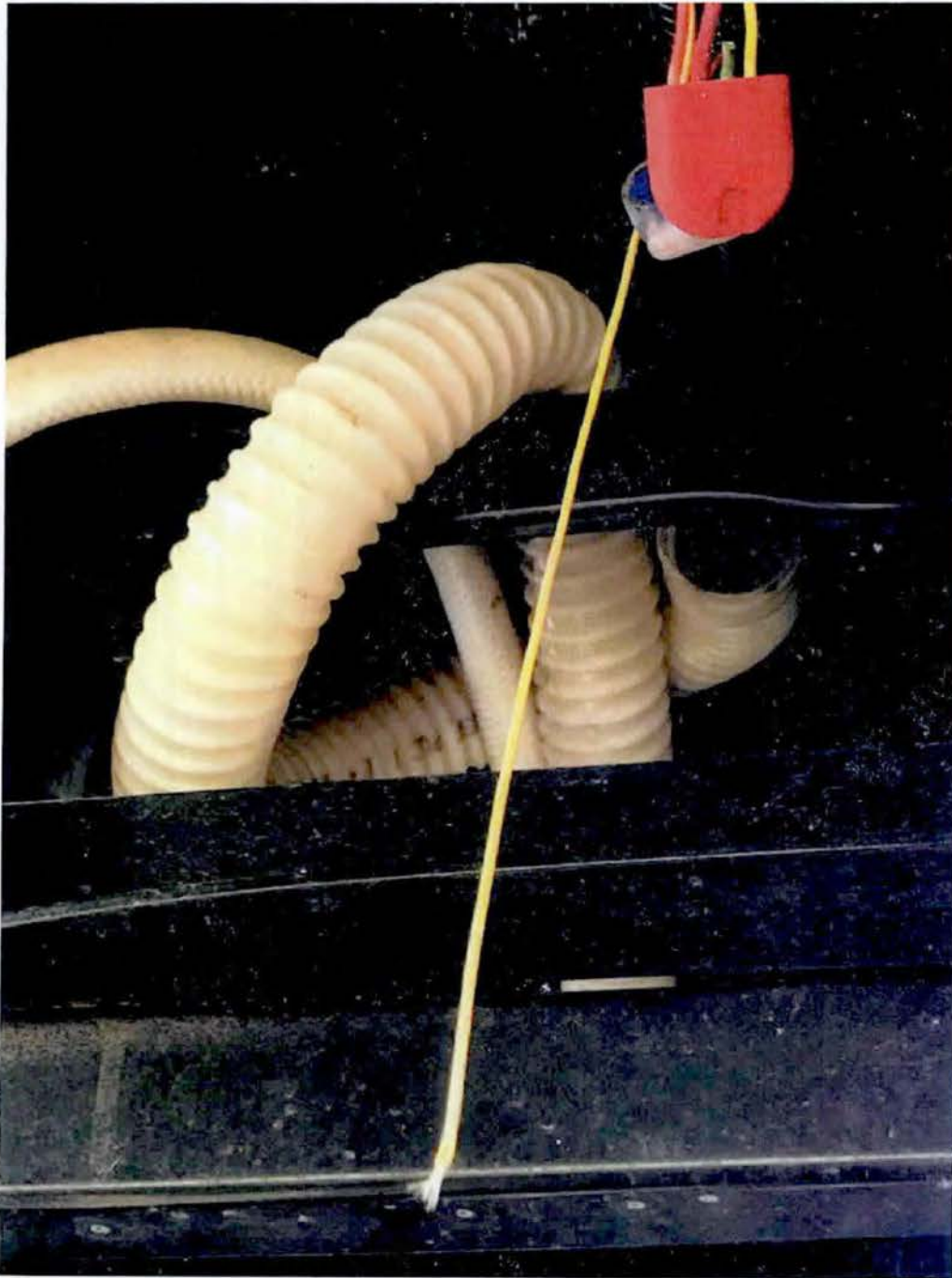
Warranty claim - wiring

6 messages

Fri, Oct 20, 2017, 8:52 AM

To: service@aokrvs.com <service@aokrvs.com>

Good morning Rae, I have attached a couple of pics of one of the areas where the wiring broke at the wiring harness.





Rachel Brookshire <rbrookshire@akrvs.com>
to [REDACTED]

So...as I suspected, I received the initial denial this morning from Forest River. I have a call in to them regarding the denial, I'll let you know as soon as I hear from them.

Thanks,

Rae

From [REDACTED]
Sent: Friday, October 20, 2017 8:52 AM
To: service@akrvs.com
Subject: [REDACTED] Warranty claim - wiring

Good morning Rae, I have attached a couple of pics of one of the areas where the wiring broke at the wiring harness.

Bolivar Mo



Administrator
National Highway Traffic Safety Admin
1200 New Jersey Ave SE
Washington DC 20590

