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NEF-010

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April 24, 2018

CL-11093088-6057

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

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

Trailer Life RV Resolutions
2750 Park View Court Suite 240
Oxnard, California 93036

Forest River - Wildcat
66149 SR 19
Wakarusa, IN 46573

Events of December 16, 2018 RE: Fire in a 2015 Forest River Wildcat 5th wheel. Vin #
4X4FWCK26FV [REDACTED] Pictures and invoices enclosed with this letter.

Dear Sir,

During the daylight hours, the smoke detectors began going off in our 2015 Forest River Wildcat 5th wheel camper. The camper was covered, winterized and parked alongside our garage. Once the unit was uncovered and entry was made, the unit was found to be filled with thick black smoke that was billowing out of the doors. At that time, no source was evident and no flames showing. 911 was contacted and multiple fire departments responded. In an effort to locate the source, firefighters spent a significant amount of time using equipment to locate the source without success. Smoke continued to drift out from under the unit and through the heating/cooling vents. Thinking that the source was in the flooring, fire department personnel went so far as to crawl under the unit and remove some of the panels underneath, without success. Eventually, the unit was moved away from our garage for safety and monitoring.

Because our insurance adjuster was unsure how to handle the situation, I had to make arrangements with the dealer, Susquehanna RV, Bloomsburg, Pa, to bring the unit to them so they could attempt to locate the cause. They found that the microwave (High Pointe Model number EM925RYS) "malfunctioned" and started to burn. Remember, the unit was winterized and covered, NOT IN USE. So, how does this happen? Susquehanna RV stated that they did test the wiring and they claim that it is intact and not the cause of the microwave malfunction. How can this be true? If there is no wiring issue, then how does a microwave turn on when no one is pushing the buttons? When this information was given to the responding Fire Chiefs they disagreed that this was the cause. The microwave malfunction may have been the result but not the cause. They concentrated their efforts on the floor as this is where the smoke was most prevalent. So in their mind there is a strong potential that there was a wiring anomaly that caused the microwave to turn on.

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In the event that this was a malfunctioning microwave, we have done an internet search and found that this is not a new occurrence. We also have been told by other campers that they are aware of the issue with microwaves starting fires or they themselves have been contacted by manufacturers of the potential of a fire in the microwave. However, the representatives that we have been dealing with at the dealership and the manufacturer claim to be oblivious to the hazardous potential of these microwaves. "They have not heard of this happening before". If this is a new or rare incident with a Forest River product, then they have been fortunate but now they are part of potential disaster. What if my family was in the camper when this fire happened? What if the fire started at night and went undetected until our garage and house became involved? No one seems to understand or wants to recognize the hazards and devastating outcomes this could have on property and lives. Would anyone feel comfortable putting their family in the unit at this point? Every time we ask that question everyone agrees that they would not, the insurance adjuster, the service department at the dealership and the representative at Forest River named Mike. I must say that I am not satisfied with his response to our situation. He went so far as to make a joke that was not appreciated.

Time and time again we have been told that there is nothing that can be done to help us without exception. Everyone is basically saying we are on our own and deal with it and washing their hands. Let's face it, it is not anyone else's family who will be staying in the camper. But where is the company that professes to stand behind their product. I understand that we are only one customer and they sell hundreds of units a year but in this case a different outcome could have been devastating.

So where does that leave us? I will tell you, making payment on a virtually new camper, not sure if it is safe to stay in and potentially not able to sell it based on the history. The insurance company will not even cover the cost of replacing the microwave or hiring a cleaning company to remove the smoke damage because of the deductible. Please keep in mind, we did not purchase nor install the microwave, it came with the camper, so we had no choice in the matter. But we are left with absorbing the cost to replace it. In addition, in our haste to remove the tarp one of the vents on the roof was damaged and we have to pay to replace that as well. We are beyond frustrated. Through no fault of our own we will have to pay to restore the unit and then continue to pay on it when we do not feel safe using it. How is this fair? This whole event has caused both emotional and financial hardship. What once was an enjoyable family activity, is no more. We can no longer "Open up to family time, new experiences, natural beauty or the world outside" as your web site advertises because we will never be able to spend a restful night in the fifth wheel again.

Frustrated,

[REDACTED]

Wyoming PA, [REDACTED]

[REDACTED]

SUSQUEHANNA VALLEY RV SALES AND SERVICE, INC
560 MONTGOMERY BLVD
BLOOMSBURG, PA
US
17815
570-389-9900

Work Order : [REDACTED] Customer : [REDACTED]
Stock No : [REDACTED] Description : 2014 FW FOREST RIVER WILDCAT 5W 344
License : [REDACTED] Date In : 03 JAN 2018 Mileage :
Author : DROUSH Date Out :

Job# Description Type

1 CHECK FOR FIRE DAMAGE, AND SOURCE (ELECTRICAL) | THE SOU E
SOURCE OF THE SMOKE WAS THE MICROWAVE SHORTED
OUT | REMOVED THE MICROWAVE
2 REPLACE BROKEN TRAILER CORD JUNCTION BOX | CUSTOMER WENT E
TO MOVE THE UNIT IN A HURRY AND THE UNIT WAS NOT
LATCHED IN THE FIFTH WHEEL HITCH AND IT CAME ON
HITCHED | REPLACED JUNCTION BOX AND REWIRED AND TESTED
3 REPLACE MICROWAVE OVEN | TRANSFORMER FAILED IN THE ORIGI E
ORIGINAL ONE

Part No Description PARTS Qty Price Extn

19-3398 B JUNCT BOX 7-POS 1.00 18.59 18.59
72-1385 "MICROWAVE, 1.0 CF, BLACK" 1.00 159.59 159.59
19-9090 TRIM KIT FOR MODEL RV980B 1.00 58.19 58.19

Parts Total : 236.37

Code Description LABOUR Hrs Rate Extn

MISC MISC 0.50 114.00 57.00
RV8AIV-8 TRAILER CORD R&R 4 WIRE UP TO 6 FT 0.00 114.00 0.00
RV8AIV-8 TRAILER CORD R&R 4 WIRE UP TO 6 FT 0.70 114.00 79.80
SP055100 MICROWAVE OVEN R&R 0.70 114.00 79.80

Labour Total : 216.60

Subtotal : 452.97

PENNSYLVANIA STATE SALES TAX : 27.19

Total : 480.16

Payments:

10MAR18 Visa 480.16

I agree to pay above amount according to card issuer agreement

Signature _____ 10:11:15 10 MAR 2018

SUSQUEHANNA VALLEY RV SALES AND SERVICE, INC
560 MONTOUR BLVD
BLOOMSBURG, PA
US
17815
570-389-9900

Work Order : [REDACTED] Customer : [REDACTED]
Stock No : [REDACTED] Description : 2014 FW FOREST RIVER WILDCAT 5W 344
License : [REDACTED] Date In : 04 JAN 2018 Mileage :
Author : DROUSH Date Out :

Job# Description Type

1 REPLACE BROKEN VENT COVER|ROOF VENT WAS BROKEN WHEN TH E
THE CUSTOMER DROPPED OFF|REPLACED ROOF VENT LID

Part No Description PARTS Qty Price Extn

4109010 VENT LID ROOF 14" WHITE 1.00 17.58 17.58
Parts Total : 17.58

Code Description LABOUR Hrs Rate Extn

SP030800 VENT COVER R&R 0.50 114.00 57.00
Labour Total : 57.00
Subtotal : 74.58
PENNSYLVANIA STATE SALES TAX : 4.47
Total : 79.05

Payments:
10MAR18 Visa 79.05

I agree to pay above amount according to card issuer agreement

Signature _____ 10:13:06 10 MAR 2018

THANKS FOR THE 34 YEARS





Microwave Oven For Household Use Only
(NOT FOR COMMERCIAL USE)
120Vac, 60Hz, SINGLE PHASE
POWER CONSUMPTION: 1.36KW
MICROWAVE POWER GENERATOR: MAGNETRON
OPERATING FREQUENCY: 2450MHz
MAXIMUM OUTPUT: 900W, WATER-LOAD: 275ML
NORMAL OPERATING VOLTAGE: 4.0KV
Manufactured by / fabriqué par Guangdong Midea Kitchen Appliances Manufacturing Co., Ltd

MODEL NO./MODÈLE N°: EM925RYS
SERIAL NO./N° DE SÉRIE:

1312M003300

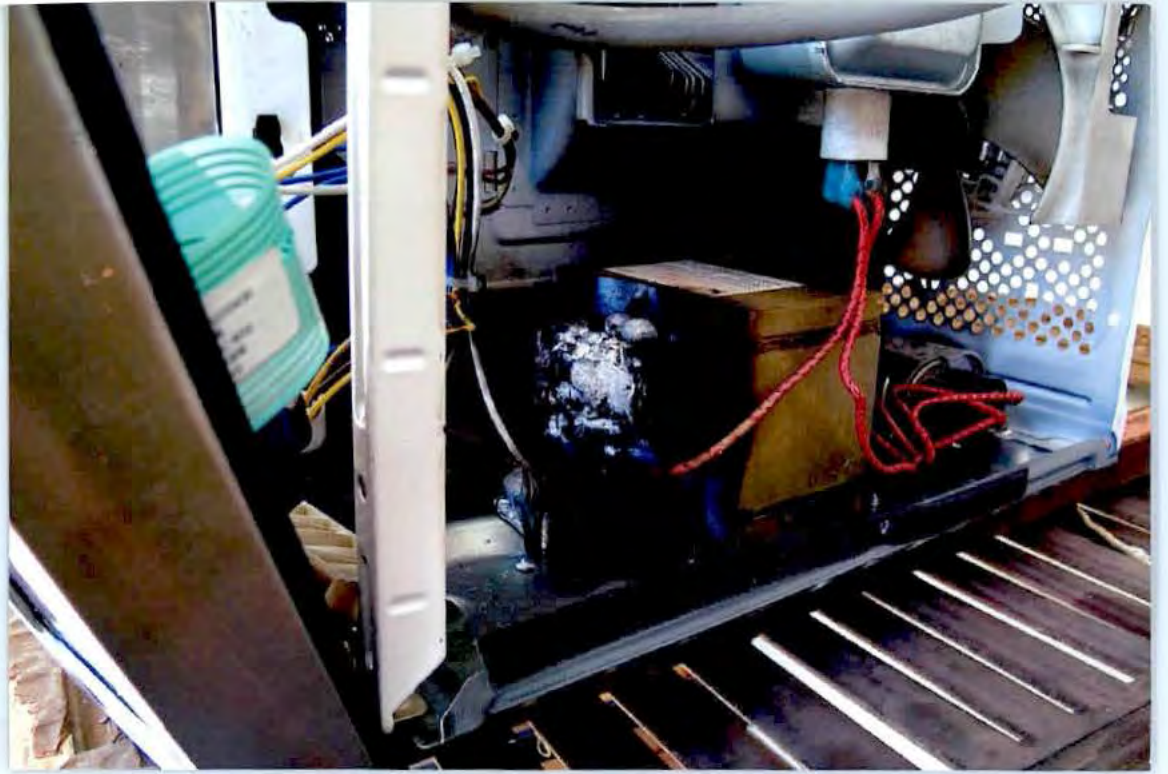


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54NJ
8214180
Microwave Oven

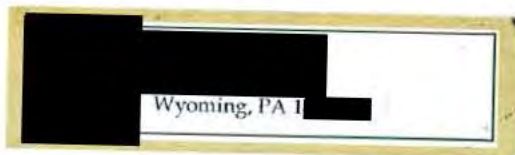
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DHHS RADIATION
PERFORMANCE ST.
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25 APR 2018 PM 4 L



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE.
Washington D.C. 20590

RV Safety issue

