

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: VOQ #11097103
Date: Tuesday, June 12, 2018 3:09:07 PM

From: Harrison, Jonathan (NHTSA)

Sent: Tuesday, June 12, 2018 3:03 PM

Subject: VOQ #11097103

Please add this email and attachments to VOQ #11097103 into public repository.

Thank you,

Jon Harrison

From: [REDACTED]
Sent: Thursday, May 24, 2018 12:39 PM
To: Harrison, Jonathan (NHTSA) <jonathan.harrison@dot.gov>
Subject: file no. 11097103

Johnathan,

My husband [REDACTED] has been in communication with you concerning our Travel Trailer. I am responding to your email to him.

I am enclosing 4 pictures; one of the tire, three of the rod showing it almost setting on the tire. The shiny edge on the square is the part that shredded the tire while we were driving and the slide is closed.

I don't want to take up too much of your time, but would like to give you some info.

We do not have any written correspondence with Best RV, it was all verbal on the phone but I have the times that [REDACTED] has called them from his cell phone.

We were preparing to go on a short trip when we noticed the tire was flat and that started this whole mess. We didn't notice the tire before that because the slide was out and you can't really see it unless you are looking at it at a distance. The slide opens over the tires.

On 5/21 our first call to Best RV was at 9:55 am. [REDACTED] talked to the service department and we had a flat tire because there was an object sticking out and shredded the tire. This was the same tire that was low when we picked up the trailer on May 3rd. Actually all four tires were low and [REDACTED] had to check the air himself and insisted they fill up the tires. The tire with the problem had only 25 lbs of air and the others had 45 lbs. The recommended PSI is 60 lbs.

Our second call was at 1:13pm to Best RV wanting to know if there were any answers to our problem. The stated that they had contacted the manufacturer and were waiting for a response.

We also contacted the roadside assistance company Coach-Net on 5/21 at 12:13pm. [REDACTED] talked to Maurice, he asked to have some pics texted to him. At 1:57pm Maurice called [REDACTED] and had [REDACTED] go down to the trailer and asked some questions. He never asked for a picture of the shredded tire and

stated that this vehicle is okay to be pulled. No help from that end.

On 5/22 we contacted Best RV and they still had no answers and would call us.

On 5/23 we contacted Best RV again and they still had no answers and would call us. No calls yet. So no answers.

When we went thru the walk-thru on May 3rd, we noticed a thumping noise when the slide was opened. The young man Amador stated that the slides always make noises. We were tired, had been there for hours, had a two hour drive back and just accepted it. The trailer had been setting for a year so we thought some bugs need to be worked out. In hind site we realize that they didn't really check this unit out before we got there. We were supposed to pick it up on April 30th, but had to delay till May 3rd. We purchased the Trailer on April 14th, so they had plenty of time to go check this unit out. Obviously they didn't until the day we came.

We have never contacted Forest River, just the dealer Best RV.

The VIN number is: 4X4TRLH21H1 [REDACTED] Yes you an contact the manufacturer.

You can store this info on the publicly-accessible data base.

Thank you so much for your time and I'm sorry this is so much info, but I feel this is info you need to know. We are concerned that they knew this unit had a problem and sold us their problem, hence the price was too good to pass up.

Again Thank you.

[REDACTED]







