

NEF-010

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CL-11228212-7315

Tioga, PA

June 7, 2019

### Cardinal

3603 Nappanee St. South  
Elkhart, IN 46517

To Whom It May Concern:

Re: 2019 Forest River Cardinal Luxury Model 3825FLX

To Whom It May Concern:

We would like to say what a great layout for a camper you have. We looked at several before we traded our Jayco Seismic Model 3712 Custom Toy Hauler on this.

We hate to say this, but we are really wishing that we had never made this transaction. We have a list of items that we have found wrong with this and keep finding more and more every day.

We purchased this camper to have for the next several years and we are now not sure that it will even make it through the summer.

Some of the MOST IMPORTANT things to start with are: There are holes in the roof and when the representative from Meyer's RV came to take photos and inspect this he found more than the ones that we found and pointed out that this has been this way for some time so that being said, all the water getting down through the roof has more than surly damaged the walls and interior.

1. Tablet doesn't power on all the time (to operate everything in camper).
2. Cannot turn on lights correctly.
3. None of the wiring is hooked up right. Lights don't work- no power.
4. No one knows how to hook up the tv's to work - the wiring is wrong.  
The tv cables are not hooked up, no reception and somewhere in the camper they are not even connected.

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5. The awnings, over the slide outs, are coming out of the side of the camper and they have only been put in & out 3 times.
6. The slide outs are losing screws (called toppers) they are falling apart.
7. The awnings over the slide outs and above the doors have holes in them.
8. The sewer doesn't open and neither does the Kitchen or Shower drain – you can physically not open them. And they are not even marked as to which drain is which. Pull cable bent under front rails.
9. There is no water pressure at all.
10. The Bose system does not work at all. And we are not sure but is there no radio that comes with this camper?
11. The lights in the front by the television don't work at all.
12. The cupboard door (lower left behind kitchen sink – where is dishwasher that goes there?)
13. The steps into the living room are scratched
14. Kitchen walls and bedroom walls are stained and need to be completely replaced (this may have to do with the roof leaking)
15. Bathroom door (inside & Out) have scratches all over them
16. Bedroom closet door is completely broke, they fixed a latch to help keep it shut but now it has holes in the wall and the door is still broke.
17. LED lights in front of the camper by the 5<sup>th</sup> wheel need replaced
18. Bedroom door touch up
19. Leveler Box taped never fixed
20. Calking slides all of them, where the trim is at the calk is off, so it didn't seal anything the screws are falling out.
21. Water lines under slide
22. Microwave Plate and turner completely missing
23. Leveling system does not work correctly
24. Shower drain doesn't work, and the shower drain screen collapsed.
25. Stove seals are missing
26. There are NO instructions of any kind anywhere in the camper on how to operate anything
27. The computer – if this goes bad then what you cannot use lights, slide outs or anything? They are already wired wrong because you cannot turn on some lights with this and there is no other option for the lights.

This is what we have found wrong to date and who knows what else may be wrong with this unit.

We purchased this from Meyer's RV in Bath, NY on 5/15/2019 And they could not wait to get this sale complete and they had our Jayco sold before we even picked our camper up on 5/23/2019. So even if we wanted them to take this back, we cannot get our camper back because they have sold it. We have contacted Meyer's several times regarding this camper and they finally had someone come out and take the photos of the items wrong with the camper on 6/7/2019.

We are contemplating on hiring a lawyer but wanted to give you the manufacturer the opportunity to work with Meyers and make this right. We are truly sorry but with all of the problems with this camper it will never be right. So, would you please contact us at the above address to try to reach a solution to this problem or will have no choice but contact legal help.

We have paid too much money for something that has this many problems and hope that we can work on a solution as soon as possible since we use our camper every weekend.

• Would you please contact us and let us know what you plan on doing since you are the manufacturer of this unit and we believe that you would like to work out this situation.

Thanks for your help with this situation.



Cc: National Highway Traffic Safety Administration  
Forest Rivers  
Meyer's RV

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

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