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National Highway Traffic Safety Administration

1200 New Jersey Avenue, S E

Washington, D. C. 20590

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

Attached please find a letter I sent to Forest River. There are issues which I feel involve your organization. I am hopeful but admittedly doubtful that anything will result though.

Thank you for taking time to look this over.

[REDACTED]
Eatonton, Georgia [REDACTED]

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11-26-19
WD

RL

Forest River

P.O. Box 3030

Elkhart, IN 46515-3030

13 November 2019

To whom it may concern,

I am the not so proud owner of a 2019 Puma Palamino (Forest River) 5th wheel, VIN 4X4FPUA27K[REDACTED] [REDACTED], purchased at Mid State RV in Byron, Georgia, on May 17th of this year. This has been an experience i would not wish on an enemy.

Whoever does your quality control is to say the least, lacking. The worst and most egregious issue I want to report (and this is why I have copied the National Traffic Safety Administration), is the extraordinarily poor job of wiring, the worst being the wiring from the 50AMP feed to the inverter. Whoever wired it was so sloppy, the wiring insulation chafed and shorted out, therefore making the camper totally inoperable. When the hot wires touched the frame, had someone been coming in or leaving the camper, they would have been electrocuted on the spot. This was because no one checked to see how the wiring was routed. It also made towing the camper impossible, as had I hooked up to the truck, I would have fried the circuits in the truck, and of course would have had no lights. It took your roadside assistance people 8 days to pick up the camper, which thankfully was not in harms way when all this happened. We were extremely fortunate that we had literally just gotten home from a lengthy trip, when the short occurred, and were able to put everything in our house WHICH WE COULD NOT MOVE IN TO, BECAUSE IT WAS JUST BUILT, AND WE HAD NO CERTIFICATE OF OCCUPANCY. Of course, we could not stay in the 5th wheel either.

The next wiring issue was the sloppy loose hanging wires which connected the front stabilizer legsmotor to the switch. I did not realize until it was too late, that the wires could wrap around the rod which lifted the two legs, and pull loose from their connections. Fixing them in 105 degree weather was torture, but hand cranking the legs was worse. All it would have taken is wire ties to secure the wires. The assembler should have taken the extra 2 minutes to do it right.

Our first experience with QC was when we noticed the dome trim over the shower was cracked. It took over 3 months, numerous phone calls, and numerous photographs, to get a new trim piece, which I had to install.

Next was our sad discovery that you use aluminum paper (reinforced with spring wire)

as duct work for the forward most heat duct. That (no other word for it) crap broke open when something in the "basement" storage compartment shifted in our travels. I fixed that by buying a piece of flexible dryer duct, which is 100 times stronger than that junk you use. Please improve the material used for your duct work, or at least box it in so things in the "basement" don't tear it. Oh, so you know... it is extremely flammable. I am not sure that using that for a heat duct pipe is the smartest thing you can use. I know it is flammable, as I lit in on fire easily.

Awning motor. Oh my gosh. Could you have chosen a bigger piece of junk than Dometic? The awning motor quit in 4 months...just froze up. I was able to get a new one sent to me by Mid State, and have installed by a good RV technician, but it cost me \$31 to have it shipped, and \$90 to have it installed. I was able to get the \$90 reimbursed. The RV tech informed me he had replaced 16 of them this year, all on new campers and coaches. He said it would go again. The next time, I guess i will be stuck paying over \$450 for a Dometic motor (plus installation) and honestly, that is not acceptable. We observed the issue Dometic toilets have with leaks, and the fact that they refused to replace a fellow camper's toilet because it was about 15 months old. Even Dometic acknowledged the toilet in question is garbage.

Lastly, the hinges on the glass stove top just broke. Other than the fact they are a cheap plastic, I could not explain why they broke.

Mid State RV in Byron was able to repair the wiring issue, and replaced the glass stove top in the past few weeks. I don't know when the next shoe will drop though. When you buy a \$32000 camper, you expect way more than this. What is it going to take before the camping industry gets it's act together, and start producing a quality product? When are you going to demand that suppliers like Dometic get good quality parts to you? When are you going to hire good quality control people to oversee workmanship? Is it going to take Federal Government involvement to regulate your industry?

I doubt that a thing will happen as a result of this letter, other than I got to let off some steam. Maybe the only way things will change, is if someone you love or care greatly about is hurt (or worse) from the negligence of YOUR workers or the materials you use. I would like to think that shouldn't be necessary.

[REDACTED]
[REDACTED]
Eatonton, Georgia [REDACTED]

cc: Palamino

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