

FOR AGENCY USE ONLY 100148

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U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NOBI State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5ZT3STZF0HC [REDACTED]
Make FOREST RIVER Model PRIME TIME Model Year 2017
Date Purchased Dealer's Name and Telephone Number Engine: No; Cylinders Fuel Type:
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 01-JUN-2018
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Failure Location:
 Prior Repair
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured Number of Deaths Reported to Police
N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2017 FOREST RIVER PRIME TIME. THE CONTACT STATED THAT THE ALUMINUM FRAME WELD WAS BROKEN WITHIN THE CAMPER'S VEHICLE WALLS. THE MANUFACTURER WAS CALLED AND THEY STATED THAT THE ISSUE WAS THE CONTACT'S FAULT. THE DEALER WAS NOT CONTACTED. THE CONTACT SAW THAT INITIALLY THERE WAS A THREE YEAR STRUCTURAL WARRANTY ON THE VEHICLE BUT THE MANUFACTURER STATED THEY ONLY OFFERED A ONE YEAR WARRANTY. THEY LATER OFFERED A PARTIAL REPAIR COST TO PAY BY THE CONTACT OF \$1,500 TO \$2,000. THEY ALSO PROMISED A CALLBACK BUT HAVE NOT RETURNED A CALL. THE FAILURE MILEAGE WAS NOT AVAILABLE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Our major issue and concern is the weld(s) in the walls of the 5th wheel is a structural defect from inadequate welds from the manufacture (PrimeTime Forest River). We did nothing to cause the welds to break. The bulge in the wall will only continue to grow as the wall shifts with normal use. The fiberglass siding will crack allowing water to get behind the wall causing further damage. We are willing to drive the 5th wheel to PrimeTime, but we should not have to pay after only 1.5 years when it happened. I have enclosed our email copies, our and their response.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

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UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



FW: Prime Time - Contact Us: "Defective frame"

[REDACTED]
Tue 5/19/2020 11:40 AM

To: [REDACTED]

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Sara Hankins <SHankins@forestriverinc.com>

Date: 5/19/20 11:03 AM (GMT-05:00)

To: [REDACTED]

Subject: RE: Prime Time - Contact Us: "Defective frame"

Good morning [REDACTED]

Thank you for taking the time to contact Forest River in regards to your Spartan Toy Hauler.

I see that Terry Baughman had offered to do the repairs here at Prime Time for \$1500-\$2000. If this is something that you would be interested in we will need to get this scheduled as soon as possible. This must be resolved in 6 months.

Please let me know how you would like to proceed.

Thank you and have a great day.

Sara Hankins

Forest River, Inc.

Retail Advisor

PH: 574-862-3099

Fax: 574-970-4992

shankins@forestriverinc.com



From: Mailform@forestriverinc.com [<mailto:Mailform@forestriverinc.com>]

Sent: Saturday, May 09, 2020 1:01 PM

To: Lori Rewa <lrewa@forestriverinc.com>; Adam Smith <asmith@forestriverinc.com>; Duane Casteel <dcasteel@forestriverinc.com>; Sara Hankins <SHankins@forestriverinc.com>; Wendy A. Corl

<wcorl@forestriverinc.com>

Subject: Prime Time - Contact Us: "Defective frame"

[REDACTED] has sent the following message:

" We have reached out to you numerous times regarding the broken weld in our wall. Your response was that we can pay for repairs. Still waiting to hear from you. Even though we were told there was a 3 year structural warranty by the dealer you guys say it's only 1 year. Either way a improperly welded wall should not be our fault. It was your company that did the welding, and that weld should last a lifetime unless there was an accident; which has never happened. I feel this is your responsibility to have inspected this unit during assembly. This is a concern for our safety and the people on the road as well. We are still making payments on something we are afraid to use, and can't even sell it if we wanted to. I understand things will happen that we would need to repair over wear, and time, but a structural failure after only 1.5 years, and a few trips out is unacceptable. If this were a passenger vehicle this would never be allowed. The car company would have a recall or at least stand behind their product. I would hope after us spending the money that we did that the camper industry would be the same. "

Click [mailto:\[REDACTED\]](mailto:[REDACTED]) subject- Defective frame or copy the following e-mail address to reply to the user [REDACTED].

Address Information

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone Number: [REDACTED]

Street Address: [REDACTED]

City: Novi

State: MI

Zip: [REDACTED]

VIN: C [REDACTED]

This email and any files transmitted with it are confidential and intended solely for use by the intended recipient. If you are not the intended recipient, please notify the sender immediately and delete the email and any files transmitted with it from your system. If you have received this email in error, disclosing, copying, distributing, or taking any action in reliance on the contents of this email is strictly prohibited.