

To: **Cedar Creek**
501 Hawpatch Drive
Topeka, IN 46571

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

From: [REDACTED]
Prince George, Virginia [REDACTED]

Date: April 22, 2020

Subject: 2020 Cedar Creek model 38ERD Serial Number – 4X4FCRP211 [REDACTED]

We purchased this RV on March 25, 2020 – retail price of 86,612.00. Dealer actually delivered it to our campsite approximately 20 miles. Sales experience was very cordial and the folks at Carolina RV were very helpful.

On April 7, 2020 we had Coast RV pick up unit for storage. During trip of less than 15 miles the leaf spring bracket broke and the axle shifted almost coming completely off of RV. According to the service department at Carolina RV they are waiting for direction from Forest River for parts and repair.

As you can imagine, we were glad to hear that the driver was not injured, and glad that he had the experience to get the RV back under control.

Carolina RV has kept us informed but understand our concerns. If the original components were defective how can we be assured this will be safe in the future. Has the manufacturer identified and corrected the defective parts, what is the position of you as the RV manufacturer done to assure the owners that any and all repairs will be safe? Below is a copy of the e-mail to the original salesman, as well as the Cedarcreekowners@forestriverinc.com inquiring about safety issues going forward:

From: Keith Atchley **Date:** April 9, 2020 at 8:42:58 AM EDT
To: Scott Burlison
Cc: My Woman
Subject: RV axle repair

Not sure if you were aware that when Coast RV Storage picked up for storage the rear axle came loose and your service department had to make a road repair to get it back to your shop. That was Tuesday of this week. Got a call Wednesday morning that y'all had it and were waiting on Cedar Creek for direction on parts and repair.

I am back in Virginia and would be nice to get updates on what is going on - status of repair - road testing - how and when y'all get it back together- will it be safe to haul in the future and plan to get it back to Coast RV for storage.

We have not been notified on any of the questions, and I am not really confident that Forest River has responded in a timely manner. I do realize that there is a medical pandemic that may

be slowing the supply chain, although that is no excuse for communication and estimates for safe and satisfactory repairs, assuring the public that this should not happen and what caused the issue in the first place.

Also have included the following pictures:



Please advise all parties when and how this will be resolved.

CC:

Carolina Adventure RV, LLC
Joey Brown, Sales Manager
4722 S Kings Highway
Myrtle Beach, South Carolina 29575

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



OR-
ODI



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, HOLD AT DOTTED LINE
CERTIFIED MAIL



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

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