



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

August 19, 2020

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: Forest River Inc
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are processing it through our Informal Complaint Resolution (ICR) service. We are forwarding you a copy for your information because it may include information of interest to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRC@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

CHRISTOPHER KIEFER
Consumer Protection Specialist
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Enclosure(s)

Transaction Date:

Explain your complaint in detail:

I purchased a Forest River R-Pod 190 brand new three months ago. There is a known issue with the sewer pipe falling off the trailer while in motion and breaking into pieces (potentially damaging other vehicles), and allowing raw sewage to escape onto the roadway. I have had it repaired once and the issue has resulted again. You can find multiple blogs on this issue dating back to 2015. Forest River claims they are working on a fix but this isn't a complicated issue. This should be simple to repair and solution and they have know forever. I am very concerned about the safety of my travel trailer and the environmental impacts of having this issue reoccur for a third time.

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] **Date** 08/12/2020

Received via the Internet

City and State where signed Seattle, WA

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Marysville, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

[REDACTED]

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

No

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Business Information

Name of business that I am complaining about:

Forest River Inc

Address:

1429 SE Uglow St

Dallas, OR 97338

Phone:

(503) 831-1200

Email:

astanton@forestriverinc.com

Names and contact information of any other businesses involved in your complaint:

About Your Complaint

Amount in Dispute:

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Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
800 FIFTH AVENUE #2000
SEATTLE WA 98104-3188

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