

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

National Highway Traffic Safety Administration 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received: 07-OCT-2020 Repository: <input type="checkbox"/> Reference No. 11363241	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	ZIP Code	Evening Telephone Number
EAGLE RIVER	AK		
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		MAKE	Model
4X4TCK716K9		FOREST RIVER	CHEROKEE
Model Year		Engine: No: Cylinders	Fuel Type:
2019			
Date Purchased	Dealer's Name and Telephone Number		STATE
9/18/2018	ABC RV		AK
Original Owner	Dealer's City	ZIP Code	
<input checked="" type="checkbox"/>	Anchorage		
Transmission Type	Antilock Brakes	Powertrain	Multiple Failure:
N/A	<input type="checkbox"/>	N/A	N/A
	Cruise Control		
			Incident Date(s)
			15-AUG-2020
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 162000 STRUCTURE:BODY		Failure Mileage Miles	Failure Speed
		approx. 2,500	30
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
N/A			
DOT No. (Example: DOTM AL9ABC036)	<input type="checkbox"/> Original Requirement	Failure Location:	
	<input type="checkbox"/> 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:	
N/A			
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
APPLICABLE INCIDENT INFORMATION (Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0
Reported to Police		N	
Narrative Description of Incident(s), Crash(es), 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 2019 FOREST RIVER CHEROKEE. THE CONTACT RECEIVED A NOTIFICATION OF NHTSA CAMPAIGN NUMBER :19V844000(TRAILER HITCHES). THE TRAILER WAS TAKEN TO TRAILERCRAFT INC(222 W 92ND AVE, ANCHORAGE, AK 99515) WHERE THE RECALL WAS PERFORMED . WHILE DRIVING AT 30 MPH, THE CONTACT STATED THAT THE TRAILER DISCONNECTED FROM THE VEHICLE AT THE VEHICLE'S TRAILER HITCH AND VEERED OFF THE SAFETY CHAIN AND COMPLETELY DETACHED FROM THE VEHICLE. DUE TO THE FAILURE, SEVERE DAMAGE WAS DONE TO THE FRONT END OF THE TRAILER. THE CONTACT WAS RECEIVED ASSISTANCE FROM THE LOCAL DEPARTMENT OF TRANSPORTATION AND HAD THE TRAILER REATTACHED TO THE VEHICLE. THE TRAILER WAS TAKEN BACK TO THE ORIGINAL DEALER WHERE THEY DETERMINED THAT BALL ON THE HITCH THAT WAS SERVICED ON THE RECALL WAS THE CAUSE OF THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND THEY HAVE BEEN NON RESPONSIVE IN REGARDS TO HER TRAILER. THE TRAILER HAD YET TO BE REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN. JO			
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)

Enclosed is relevant correspondence to manufacturer and insurance company related to the installation of a new coupler from NHTSA recall # 19V844. After numerous communication attempts the manufacturer responded with a notice dated 10/19/20 related to bush ball size (enclosed) we have ~~not~~ paid \$914 in repair with 1448.12 to be paid in 2021.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



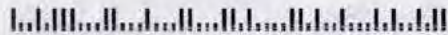
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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

IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

Indiana -
Kaniga 9/21
we Greg

NHTSA RECALL: 19V844
CANADA RECALL: 2019-594
FR ID: [REDACTED]
4X4TCK716K9 [REDACTED]

- o Integrity
- o Safety
- o Quality
- o Customer Service

from 2" to 2 5/16"

EAGLE RIVER, AK [REDACTED]

9/10/20 - Darlene web

2/12/2020

This Notice applies to your vehicle VIN listed above.

no cb

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance ("OCC") has decided that a defect, which relates to the motor vehicle safety, exists in certain 2018-2020 Cascade and Cherokee Travel Trailer Recreational Vehicles. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

WHAT IS THE DEFECT/NONCOMPLIANCE?

The Gross Vehicle Weight Rating ("GVWR") of the vehicle exceeds the GVWR of the trailer hitch coupler.

503 831 5106

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

The coupler may fail, which may increase the risk crash, property damage or personal injury.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Forest River is notifying dealerships of the recall. You may have the recall corrected to replace the coupler at any Forest River dealership. When contacting the Forest River Dealership, ensure they have welding capabilities. If you need help finding a service center please call our customer service line at (541) 995-3447. You may also visit www.forestriverinc.com for dealer locations.

7-4 PM M-Fri PT

However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

WHAT SHOULD YOU DO?

Please contact your dealer without delay and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for making arrangements to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 1.0 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following address:

Cherokee Oregon
Forest River, Inc.
Attn: WARRANTY MANAGER
30725 Diamond Hill
Harrisburg, OR 97446

cc: ABC RV.
cc: (Darlene)

Email: manager@forestriverinc.com
grogg@forestriverinc.com
win # / subject line / part #?
contact info

dtaylor@forestriverinc.com



MAIN LOCATION
 222 West 92nd Avenue
 ANCHORAGE, ALASKA 99515
 Phone (907) 563-3238
 Parts Fax (907) 562-6963
 Office Fax (907) 561-4995

FAIRBANKS LOCATION
 2143 Van Horn Road
 FAIRBANKS, ALASKA 99701
 Phone (907) 451-0033
 Fax (907) 374-0980

*** Customer Review ***

Date / Time: 5/30/2020 1:50:38PM
 Repair Order: [REDACTED]
 Customer: [REDACTED]
 Branch: 1
 Invoice Total: \$ 586.36

Credit Card

Page 1 of 1

Bill To: ABC MOTORHOME
 *****CASH ACCOUNT*****
 5550 OLD SEWARD HWY
 ANCHORAGE, AK 99518
 Shop: 9075611982

Ship To: ABC MOTORHOME Darren Lawless 227-8993
 *****CASH ACCOUNT*****
 5550 OLD SEWARD HWY
 ANCHORAGE, AK 99518

Recall work / Billed to ABC

Customer P/O: [REDACTED] Trlr: Q5560 derekr

Completion Date:

Unit Number: [REDACTED] **Model Year:** 2018 **Make/Model:** Forest River
Type: Trailer **VIN:** 4X4TCK716K9 [REDACTED]

Task: 1 0500000 Equipment - Miscellaneous Department: Service
Complaint: Customer request coupler replacement- Coupler is in the side compartment-3-4hrs
 Install swing jack leg-

Supp. Part	Description / Ref Number	U/M	Quantity	List Price	Extended Price
------------	--------------------------	-----	----------	------------	----------------

Totals	
Total Parts:	\$0.00
Total Core Chg:	\$0.00
Total Core Ret:	\$0.00
Total EHC:	\$0.00
Total Labor:	\$548.00
Total Miscellaneous:	\$0.00
Total EPA/Shop Fee:	\$38.36
Invoice Subtotal:	\$586.36
Total Tax:	\$0.00
Invoiced Total:	\$586.36

Payment Method

Credit Card

SIGNATURE

DATE

PHONE NO.

X
 No merchandise will be accepted or exchanged without a copy of this invoice. A restocking charge of minimum of 15% will be deducted from the original sales amount on all returns. Electrical components and special order parts are non-returnable. Returns must be free of markings, in their original packaging and in resalable condition. Cores must be in their original packaging.

Unless otherwise stated, payment is due upon receipt of merchandise or services. A late charge of 1.5% per month (18% per annum) will be added to invoices 30 days past due.

TRAILERCRAFT INC
222 W 92ND AVE
ANCHORAGE AK 99515



FAIRBANKS LOCATION
2143 Van Horn Road
FAIRBANKS, ALASKA 99701
Phone (907) 451-0033
Fax (907) 374-0980

08/31/2020

17:17

99515

CREDIT CARD

VISA SALE

Card # XXXXXXXXXXXX
Network: VISA
Chip Card: Visa Credit
AID: A0000000031010
SEQ #: 25
Batch #: [REDACTED]
INVOICE #: 19515
Trans #: 1025
Approval Code: 06222D
Entry Method: Chip Read
Mode: Issuer

Repair work paid as result of damage due to trailer disconnect from tow vehicle -

Invoice: [REDACTED]
Date / Hour: 8/31/2020 5:16:12PM
Repair Order: [REDACTED]
Customer: [REDACTED]
Branch: 1
Total Invoice: \$ 914.00
***Credit Card -

Page 1 of 1

Ship To: Darrin Lawless - 907-227-8993

stevecr karmak Orig R/O: 0 Completion Date: 8/31/2020

Model Year: 2018

Make/Model: Forest River

VIN: 4X4TCK716K9 [REDACTED]

Meter: 0 Miles

Product Qty Price Amount
Gen Merchise \$914.00

ment - Miscellaneous

Department: Service

AGE AND QUOTE REPAIRS FROM COUPLER TO AXLE

RTS

new safety changes to the side of the coupler so they wont shear off again. Repaired taped 7-way wiring. Replaced

SALE AMOUNT \$914.00

THANK YOU

CUSTOMER COPY

IN 8125-1
CM 82900
KEY 88135
SX CA-5400-B
TN TBB-ST

Description / Ref Number	U/M	Quantity	List	Price	Extended Price
15" 5K TWA-FRM JACK 10"BRAC	EA	1.0	\$65.37	\$54.48	\$54.48
FOOT FOR A-FRAME JACK 2.25"	EA	1.0	\$13.95	\$11.63	\$11.63
3"x .04 x 3/8" CUT OFF WHEEL	EA	3.0	\$12.17	\$11.10	\$33.30
2 5/16" RAW TRAILER BALL, 1 1/4" SHANK, 1" RIEA	EA	1.0	\$39.87	\$20.00	\$20.00
PKG 1/4 IN X 40 IN GRADE 30	EA	1.0	\$22.50	\$18.75	\$18.75
3/4" SPLIT LOOM	EA	5.0	\$0.40	\$0.35	\$1.75
CLASS III CHAIN CLIP	EA	1.0	\$2.85	\$2.38	\$2.38
20" SCISSOR JACK	EA	2.0	\$76.75	\$46.05	\$92.10
2-5/16" A-Frame Coupler	EA	1.0	\$37.30	\$31.81	\$31.81
SHRINK N'SEAL 16-14G	EA	10.0	\$0.66	\$0.58	\$5.80

Detail Tax Info:

Total Parts:	\$272.00
Total Labor:	\$600.00
Total EPA/Shop Fee:	\$42.00
Invoice Subtotal:	\$914.00
Total Tax:	\$0.00
Total Invoice:	\$914.00

Payment Method Terms Due Date
Credit Card Net Upon Receipt 9/2/2020

SIGNATURE DATE PHONE NO.

No merchandise will be accepted or exchanged without a copy of this invoice. A restocking charge of minimum of 15% will be deducted from the original sales amount on all returns. Electrical components and special order parts are non-returnable. Returns must be free of markings, in their original packaging and in resalable condition. Cores must be in their original packaging.

Unless otherwise stated, payment is due upon receipt of merchandise or services. A late charge of 1.5% per month (18% per annum) will be added to invoices 30 days past due.

CACHE CAMPER MANUFACTURING

P.O. Box 2063 Palmer, AK 99645 - 7593 E Ashmore Ave. Palmer, AK 99645
 Phone: 907-745-4061 Fax: 907-746-7254 Email: cachecamper@live.com Website: cachecamper.com

ESTIMATE

(Larry)

[Redacted]

Date: 9/11/2020

Name: [Redacted]		Phone: [Redacted]
Address: [Redacted] Eagle River, AK [Redacted]		Cell: [Redacted]
Year: '19	Make: FR Wolf Pup Travel Trailer 17'	Email: [Redacted]
Color:	VIN # 4X4TCK716K9 [Redacted]	Serial #
Insurance Co. Statefarm	Claim #	License Plate#
Adjustor:		

Job Description:

Replace	Repair	Description	Parts	Repair Labor	Sublet	Refinish	Shipping
		Hole in front rock guard					
X		24" x 85" thick aluminum diamond plate with black rock guard painted on it.	?	2.00		\$283.00	710/19
X		R&R black insert rail 1" leg 9 1/2'	\$54.99	1.83		\$936	
		R&I black insert rail 1" leg 9 1/2'		1.83			
X		LED interior dome light not working	\$27.62	0.34	174		?
X		Stereo Furrion	\$140.26	1.00			?
		sealants, fasteners, cleaners, etc.	\$32.25				
		Note: Supplement for freight					
Totals			\$255.12	7.00	\$0.00	\$283.00	?

342 168
diamond plate?

130/hr

The above is an estimate based on our inspection and does not cover any additional parts or labor which may be required after the work has been started. Occasionally, worn or damaged parts are discovered which may not be evident on the first inspection. Because of this, the above prices are not guaranteed. Quotations on parts and labor are current and subject to change.

Total Parts	\$255.12
Total Repair Labor	\$910.00
Total Sublet	\$0.00
Total Refinish	\$283.00
Total Shipping	?
Subtotal	\$1,448.12

AUTHORIZATION FOR REPAIR.

You are hereby authorized to make the above repairs.

Repairs to be made in Spring, 2021.

Signed: _____ Date: _____

Forest River
Correspondence

From: [REDACTED]
Subject: Vin# 4X4TCK716K9 [REDACTED] Recall + Quality Issues
Date: Sep 27, 2020 at 1:27:03 PM
To: gvogt@forestriverinc.com, dtaylor@forestriverinc.com
Cc: [REDACTED]

Hello Greg and Darlene. I have spoken with both of you over the last few weeks. I spoke with Greg on 9/14 related to concerns on the hitch coupler recall. Greg had said he would contact me the week of 9/21. At your suggestion Greg - I did contact the Indiana offices, Kanita stated she would contact you to ask that you contact me directly. As of 9/27, I have not received any callback.

Our concerns related to the recall:

. After a considerable effort to receive the part which began in March and was not resolved until end of May, the dealer here (ABC RV) in Anchorage decided to contract the work to TrailerCraft.

(As a side note, ABC generally blames Forest River for any shipment or part order that is delayed. When we place a call to Forest River we find that ABC has not handled the order properly. We have been told by Forest River that our only choice for a dealer here in Anchorage is ABC. When we have a choice for repairs and maintenance, we choose not to do business with ABC due to their consistent issues. These issues began from ordering the RV to receiving delivery - delivery took about 6 months due to ABC issues with completing paperwork properly with Forest River - which were only resolved by us after contacting Forest River directly for assistance).

. The recall was completed 5/30/20. Neither TrailerCraft, ABC RV or the recall paperwork stated anything about a required ball change from a 2" to a 2-5/16" ball size.

. On 8/17, the trailer came off the 2" ball on our tow vehicle. The safety chains were mounted on the bottom of the jack stand plate and were sheared off when the trailer disconnected. We were traveling in a remote area so no one

was injured. With the assistance of local DOT employees, we were lucky enough to have someone help direct traffic and put together a means (along with supplying a 2-5/16" ball) to tow the RV back to our home - 280 miles away.

. TrailerCraft repaired the damage to the towing chassis, replaced two scissor jacks and welded the safety chains to the frame versus the bottom of the jack stand. Their cost to us was \$914.00 - which was discounted on their part due to their superior customer service and in an effort to help remedy the overall situation.

. TrailerCraft's inquiry to ABC RV went unresolved related to the recall and failure to mention a ball size change. This would be consistent with the experiences we have had with ABC RV, including when the original recall was completed. ABC RV refused payment to TrailerCraft after contracting the work to TrailerCraft in May. When TrailerCraft requested payment from us for the recall work, we had to once again get involved in order for ABC RV to complete their process to pay TrailerCraft.

. In addition to the tow chassis damage, the interior of the trailer sustained damage including the valance disconnecting from the wall and the wall mounting rings for the bench seat were loosened considerably. We corrected these issues ourselves.

. On the exterior of the trailer - one of the weight distribution bars punched a hole in the gravel guard extending into the insulation. We are still waiting on quotes for this repair. Partial estimates without shipping of parts looks to be just over \$1,000 for the exterior of the trailer.

. One of the tires is showing uneven tread wear since the hitch accident. This could be due to a bent spindle which still needs to be assessed. Potential repair is \$350.

As I discussed with Darlene - we also wanted to bring to Forest River's attention the quality issues we have experienced over the last two camping seasons, a total of about 16 trips:

- . Two floor D rings detached from floor - which thankfully on that trip were holding bikes and not the 4 wheeler. These were corrected under warranty - which required installation of longer, stronger screws.

- . The velcro screen attachment to the wall was weak enough to cause detachment from the wall. This was corrected under warranty and required new adhesive and the installation of screws and washers in order for the velcro screen to be operational and not detach from the wall in the future.

- . The valance detached from the wall and an attempt was made to correct under warranty. When the valance detached in the hitch accident - we reattached it ourselves with longer, stronger screws and anchors appropriate for the camper paneling.

- . When the bench seat loosened for the wall in the hitch accident, we also reinstalled with anchors and longer, stronger screws.

- . The microwave dislodged and was hanging out of its housing prior to the hitch accident. This was outside of warranty so we repaired - to find the bracket and screws laying inside the housing that had never been mounted. The microwave had never been mounted or secured properly.

- . The sewer dump hose and clamps lasted about 12 trips - and had to be replaced.

- . Sawdust continues to build up inside the light lens covers and leak through the panel seams or any available opening, which requires a clean up after each trip. Seems to be due to poor cleanup practices during construction? Not sure where the consistent shower of sawdust is coming from.

. The radio/bluetooth function in addition to one light fixture are now not working.

. The battery is not holding a charge which requires using the generator for power.

Related to the hitch accident, we continue to work through estimates and repairs. The purpose of this email is to inform you that it seems that failure to note in the recall a ball size change to 2-5/16" is the cause of the accident. Please let us know if there was paperwork or communication that we should have received to make us aware of this important change when the coupler recall was completed. How were we supposed to know of the change?

Depending on the final cost of repairs, we will be working through our insurance company. If we choose to make a claim, it is possible the insurance company may seek resolution with Forest River.

Also - it seems that others affected by the coupler recall may have the same issue and need to be notified to avoid damage/injury.

Related to the quality issues, we request a response as to how these issues should be addressed related to your product and reputation. At this point, we would not be able to recommend Forest River as a quality product, or be able to recommend ABC RV as a quality dealership.

Thank you for an expedient response.

We can be reached at:

[REDACTED]

We are located in the Alaska Standard Time zone.

IMPORTANT SAFETY RECALL

WHAT DO YOU NEED TO DO WITH THIS NOTICE?

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

HOW FOREST RIVER ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below.

CONTACT	PHONE
Customer Service	(541) 995-3447

If you are still having difficulty getting your vehicle/vehicle repaired in a reasonable amount of time or without charge, you may write to the following address:

For US Owners Please Contact:

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

For Canadian Owners Please Contact:

Head of Recalls
Motor Vehicle Safety Investigations Laboratory
Transport Canada
80 Nott Street, Gatineau, Quebec, J8Z 0A1

Or you may call the toll free Vehicle Safety Hotline at 1-888-327-4236 or (773) 1-800-424-8153.

Telephone (800) 333-0510
Facsimile (819) 420-4792

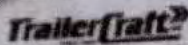
Or visit www.safercar.gov and search Recall 180644.

Recall ID: 2019-594

Sincerely,

Cherie Schmuckler

Forest River, Inc.
Office Manager
Office of Corporate Compliance



10000 S. 10th Ave.
 Anchorage, Alaska 99503
 Phone: (907) 561-1234
 Fax: (907) 561-1234

Invoice # [REDACTED]
 Date: 05-12-2014
 Repair Order # [REDACTED]
 Customer: [REDACTED]
 Branch: 1
 Total Invoice: \$ 914.00
 Credit Card: [REDACTED]
 Page 1 of 1

Shop To: Capito Ladies - 907-227-8963
 AK

Customer No: [REDACTED] Part No: 00000 Model Year: 2013 Make/Model: Forest River
 Type: Trailer VIN: 3KATC071893 Meter: 0 Miles

Work Order: 000000 Equipment: Miscellaneous Department: Service
 Comments: [REDACTED]

Part	Part	Description - Part Name	Qty	Quantity	Unit	Price	Ext Price
20	2000	1/2" DIA. U-BOLTS (PK 10)	20	1.0	EA	\$10.00	\$200.00
20	2000	1/2" DIA. U-BOLTS (PK 10)	20	1.0	EA	\$10.00	\$200.00
20	2000	1/2" DIA. U-BOLTS (PK 10)	20	1.0	EA	\$10.00	\$200.00
20	2000	1/2" DIA. U-BOLTS (PK 10)	20	1.0	EA	\$10.00	\$200.00
20	2000	1/2" DIA. U-BOLTS (PK 10)	20	1.0	EA	\$10.00	\$200.00
20	2000	1/2" DIA. U-BOLTS (PK 10)	20	1.0	EA	\$10.00	\$200.00
20	2000	1/2" DIA. U-BOLTS (PK 10)	20	1.0	EA	\$10.00	\$200.00
20	2000	1/2" DIA. U-BOLTS (PK 10)	20	1.0	EA	\$10.00	\$200.00
20	2000	1/2" DIA. U-BOLTS (PK 10)	20	1.0	EA	\$10.00	\$200.00
20	2000	1/2" DIA. U-BOLTS (PK 10)	20	1.0	EA	\$10.00	\$200.00

Total Parts: \$272.00
 Total Labor: \$600.00
 Total EPA/Shop Fee: \$42.00
 Invoice Subtotal: \$914.00
 Total Tax: \$0.00
 Total Invoice: \$914.00

Payment Method: Cash Date: 05/12/2014 Due Date: 05/12/2014

DISCOUNT DATE PHONE NO.

No. discounts will be accepted or recognized without receipt of this invoice. A discount charge of 10% will be deducted from the original value of work or material. Discounted components and special order parts are not included. Returns must be free of charge, or free original packaging and in resalable condition. Goods must be in their original packaging.

(Price difference stated) Payment is due upon receipt of merchandise at delivery. A late charge of 1.5% per month (1.5% per annum) will be added to overdue bill when past due.



Above are the documents requested per our discussion today. Below is an explanation of those documents:

Recall notice: this work was performed in May of 2020 by TrailerCraft at no charge to us per the recall for the trailer hitch coupler.

TrailerCraft receipt of 8/31/20 for \$914.00: this is repair work performed to the towing chassis after trailer detached from tow vehicle on 8/17/20, due to use of a 2" ball when the new coupler installed in May/2020 required a 2 5/16" ball. The difference in ball size was not included in the recall or communicated to us until after the 8/17/20 incident.

Additional estimates due to trailer detachment from tow vehicle on 8/17/20:

Cache Camper, Wasilla, AK to repair the hole punched in the diamond plate of the camper is still undetermined pending response from local suppliers.

Estimates without shipping of parts from outside supplier is just over \$1,000.

Camper Valley, Wasilla, AK to repair potential axle or bent spindle. Parts are estimated to be \$350, no labor estimate as yet. We will need to bring the trailer in for further assessment.

Please let us know if questions:

[REDACTED]

The outcome we are looking for:

- . Leave the claim open until we can complete all estimates
- . Acknowledgement of the TrailerCraft repair of \$914 as part of this claim
- . An understanding of State Farm's position related to possible subrogation. This will affect our decision related to what repair costs we will choose to incur or work we will choose to do ourselves.

Also-as discussed today we will continue to pursue answers from Forest River. They have been non-responsive since we initiated contact with them 9/10/20.

Thank you for your assistance.

Sent from my iPad



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

Result of
communication
with Forest
River

4X4TCK716K9

EAGLE RIVER, AK

- o Integrity
- o Safety
- o Quality
- o Customer Service

10/19/2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

We are following up with you to make you aware that part of the completion of Recall 19V844 includes changing the coupler size, which in turn, will require a different hitch ball size. Once the recall is complete, please change your hitch ball size from a 2" to a 2 5/16" hitch ball to fit the new coupler size. If you have already had this recall performed, please ensure that the hitch ball is the required 2 5/16" prior to towing the vehicle. The purchase of the 2 5/16" hitch ball is not covered under the recall remedy.

If you have any questions or concerns, please do not hesitate to ask.

CONTACT	PHONE
Customer Service	(541) 995-3447

Sincerely,
Cherie Schmucker
Forest River, Inc.
Office Manager
Office of Corporate Compliance