

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: ODI 11365570  
**Date:** Monday, November 30, 2020 1:22:43 PM

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**From:** [REDACTED]  
**Sent:** Wednesday, November 25, 2020 10:08 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** ODI 11365570

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Return of questionnaire as requested [REDACTED], Please send replies to [REDACTED]

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

Date Received

21-OCT-2020

Repository

Reference No.  
11365570

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
 Address: [REDACTED]  
 City: DIXON State: IL 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: 4X4FWBN22JV [REDACTED]  
 MAKE: FOREST RIVER Model: WILDWOOD Model Year: 2018  
 Date Purchased: *March 2018* Dealer's Name and Telephone Number: *General RV* Engine: No: Cylinders: Fuel Type:  
 Original Owner:  Dealer's City: *Orlando* STATE: *IL* ZIP Code: *32827 60142*  
 Transmission Type:  Antilock Brakes  Cruise Control Powertrain: Multiple Failure: Incident Date(s): 18-AUG-2020

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 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: DGTMAL9ABC036)  Original Requirement  Prior Repair Failure Location:  
 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), 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), 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 2018 FOREST RIVER HERITAGE GLEN LTZ (N/A). THE CONTACT STATED THAT THE VEHICLE FRONTEND START TO SLIP A PART WHILE DRIVING DOWN THE ROAD. THE CONTACT ALSO STATED THAT THE CAMPER CRACKING FROM THE OUTSIDE INTO THE INSIDE OF THE BEDROOM AND SEPARATING AND THE WELD ARE BREAKING IN THE AREA OF THE PROPAIN SPREAD OPEN THE WELD SPRING WORK AND CRACKING. THE VEHICLE WAS NOT TAKEN TO A DEALER FOR A REPAIR. THE CONTACT MENTION THAT HE HAD SEND AN EMAIL TO THE MANUFACTURER. THE CAMPER ~~AT THIS TIME STORED~~ AT JEFF BRIGHT RV SERVICES & SALES, 2109 INDUSTRIAL PARK RD, ROCK FALLS, IL 61071, AND WAS ADVISED TO TAKE THE VEHICLE TO A MANUFACTURER FOR THE REPAIR. THE CONTACT MENTION THE VEHICLE ARE UNDER AN EXTENDED WARRANTY. THE VEHICLE WAS NOT REPAIRED. AW *FOREST RIVER HAS OFFERED A REPLACEMENT 2021 HERITAGE GLEN 370 B2 LTZ CUSTOM BUILT TO MATCH OUR CURRENT 2018 FIFTH WHEEL. WE HAVE ACCEPTED THERE OFFER.*

*usually stored*

