

INFORMATION REDACTED PURSUANT TO THE FREEDOM
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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

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

29-MAR-2021

Reference No.
11405392

JUN 03 2021

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

GALVESTON

State TX

Zip Code

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

FOREST RIVER

Model

GEORGETOWN

Model Year

2018

Date Purchased

Dealer's Name and Telephone Number

Ron Hoover 281-829-1560

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

Dealer's City

Katy Texas

State

TX

Zip Code

77494

10

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

08-MAR-2021

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 171100 LATCHES/LOCKS/LINKAGES: DOORS:
LATCH

Failure Mileage

Failure Speed

24282

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

☐ 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), 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 2018 FOREST RIVER GEORGETOWN. THE CONTACT STATED THAT THE MAIN DOOR LATCH WAS INOPERABLE. THE CONTACT STATED THAT OCCUPANTS HAD TO EXIT THE RV THROUGH THE WINDOWS. THE RV WAS TAKEN TO RON HOOVER RV & MARINE OF SOUTH HOUSTON (1903 GULF FWY, LA MARQUE, TX 77568, (409) 935-7101) WHERE IT WAS DIAGNOSED WITH NEEDING THE MAIN DOOR LATCH TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 24,282. THE VIN WAS NOT AVAILABLE.

See attach copies

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.

5/20/21

[REDACTED]
Galveston, Texas [REDACTED]

Reference No. 11405392

Dear Sir:

My 2018 Forest River Georgetown 36B Vin No: 1f66f5dy2j0a [REDACTED] problem with the door latch. I was returning my motor home to where I store it. I was towing my truck that means I can not back up with it attached. When I got to the gate and try to get out of the motor home the door latch would NOT open. I had to clime out the drivers window to unhitch my truck. After unhooking my truck and backing it up I had to clime back into the motor home. Once in I backed the motor home up to my truck. Now I had to clime back out of the window to hook my truck to the motor home. After hooking the truck to the motor home , YES, I had to clime back in the drivers window. From this point I drove to Ron Hoover at 1903 Gulf Fry, LaMarque, Tx 77568 - 409-935-7101 to leave it there to be repaired. At their place I had to CLIME back out of the drivers window one more time. Finally, I unhook my truck and dropped the keys with a note and drove home. Now you must picture this, I am [REDACTED] 240 lbs. 6 foot tall crawling in and out of the window, not a happy camper.

I have been looking on line to see if other people are having the same problem with the latch. On You Tube there are people getting locked out of their motor homes when getting gas. They have to get a service man to come to their motor home and drill the latch out.

The latch in manufactured by Tri Mark, N [REDACTED] he problem is that latch is made with a pot metal plunger and it BRAKES. There are no TSB - Technical Service Bulletin - OR any recalls. I am writing to you because there is going to be someone that will get seriously hurt and I want this on record.

Tri Mark 500 Baily Avenue P.O. Box 350 New Hampton, Ia 50656, phone # 1-800-447-0349. I found out that there is a latch made with a steel plunger and I told Ron Hoover that is what I want back in my motor home.

cc: Ron Hoover
Tri Mark
File

Sincerely:

[REDACTED]

Dear Consumer

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

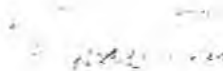
Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety-related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure VOQ

LA MARQUE TX 77568
(PH) 409-935-7101 (FAX) 409-572-2479
www.ronhoooverlamarque.com

NO # [REDACTED]
Customer [REDACTED]
Address 1 [REDACTED]
GALVESTON, TX

Home Phone:
Work Phone:
Author [REDACTED]
Location: IH
Invoice #:

Stock #:
Stock Desc: FOREST RIVER
GEORGETOWN KNR4917
Model: KNR4917
Serial #: [REDACTED]
Chassis #: 1F66F5DY2J0 [REDACTED]
Mileage:
Key #: RYAN
Req'n #:
License #:
Trim:

Purchase Date:
Date In: 08 MAR 21
Promise Date: 23 MAR 21
Promise Time:
Schedule Date:
Completed:
Warr. Date:

Job #1 - External

COMPLAINT: CUSTOMER COULD NOT GET OUT OF UNIT BELIEVES LOCK TO BE BROKEN
TRI MARK EXT WARRANTY 1800-431-8616

CAUSE: Internal failure

CORRECTION: RR lockest 1.0

hatch

Labor

Job #	Description	Total
1	MULTIPLE LABOR CODES	159.00

Parts

Part #	Description	Qty	Price	Total
20-0430	TRIMARK BLACK HANDLE	1.00	195.00	195.00

Other Services

Code	Description	Qty	Price	Total
SST	SHOP SUPPLIES - TAXABLE	1.00	7.95	7.95
FRTN	FREIGHT - NON TAXABLE	1.00	9.70	9.70

Subtotal for Job #1: 371.65

Job #2 - External

COMPLAINT: CUSTOMER REQUESTED PROPANE FILL

CORRECTION: 20.0 GALLONS OF PROPANE

Parts

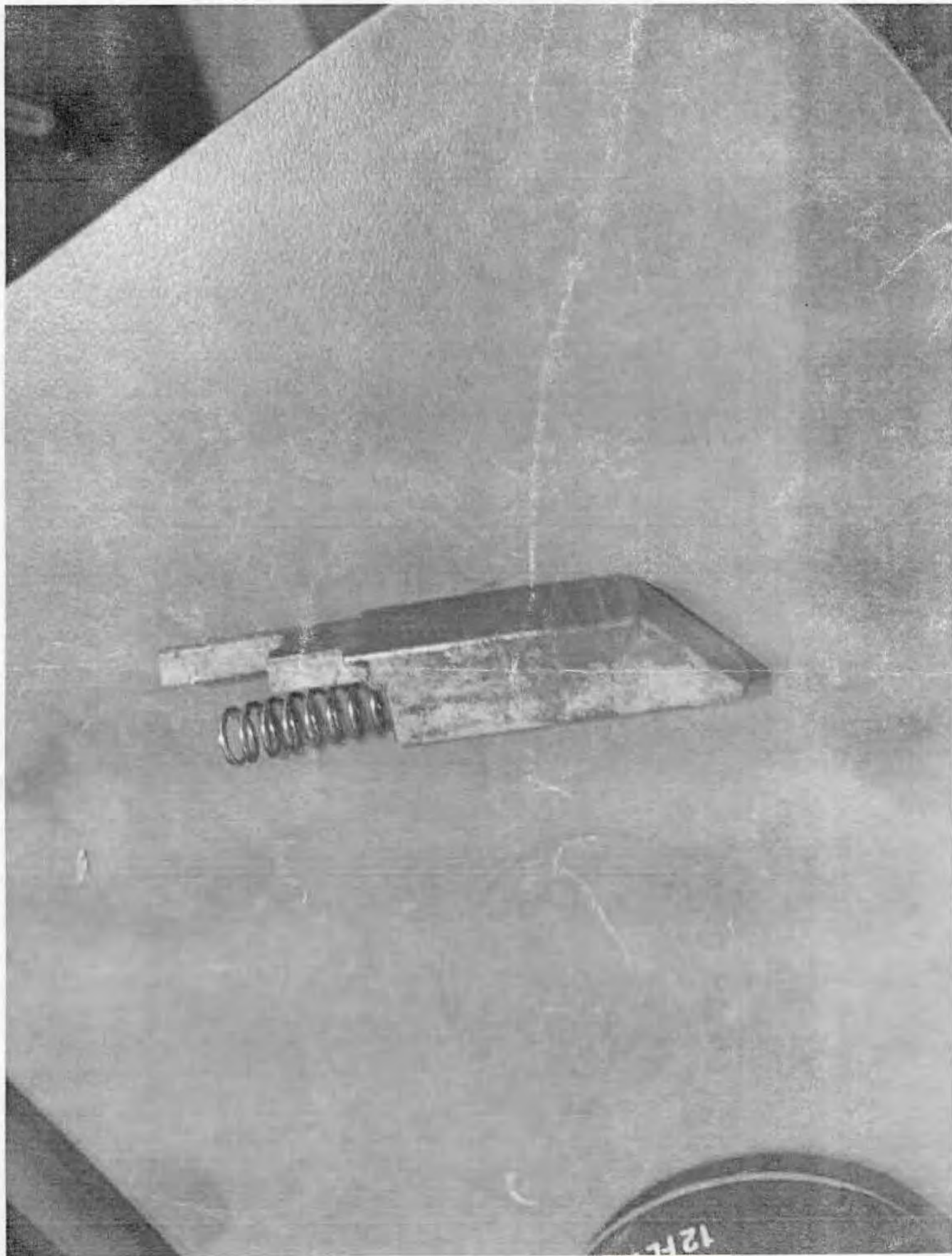
Part #	Description	Qty	Price	Total
PROPANE	L.P. GAS	20.00	3.00	60.00

Subtotal for Job #2: 60.00

Parts Total: 255.00
Labour Total: 159.00
Sublet Total: 0.00
Extras Total: 17.65
Tax Total: 21.70
WORK ORDER TOTAL: 453.35

Customer # [REDACTED]





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<i>Forester</i>	SALEM
<i>Wildcat</i>	WILDWOOD

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Forest River Forums > Motorhomes > General Motorhome Discussion > Georgetown
Trimark Lock Failure

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Thread Tools Display Modes

09-07-2018, 02:51 PM

Member

Join Date: Feb 2016
 Posts: 81

Trimark Lock Failure

Door lock failed, could not get into the RV but had to go through unlocked front window. Could not open door from the inside so ended up taking the lock apart. The sliding shaft had broken in half so could not be pulled out of jam with key or inside mechanism. I am putting a new Trimark in but am now worried about the future. Is it going to happen again and if there were a fire I'm afraid that human life would be in danger.

I have reported this to the NHTSA.

There was another thread on this for all Forest River products but to old to reply to.

2015 GT 310 DS
 2016 Ford Cmax Towed

[Quote](#)

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your credit score

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OneMain Financial

09-07-2018, 09:57 PM

Member

Join Date: Jul 2018
 Location: Post Falls, ID
 Posts: 46

My experience...

I had a similar latch failure in my '16 270 where a plastic part in the mechanism that spaces the latch bolt had broken and fallen into interference with the bolt preventing either inside or outside levers to operate. I did manage to get the door open when my persistent yanking on the levers broke enough of the plastic part away to allow the latch to release. Unfortunately, the plastic part is not available as a replacement part and the entire unit is riveted together and not user serviceable. My unit is out of warranty and I refused to spend \$\$\$ to replace the assembly. My solution was to fashion a spacer of more

**Manage
the chaos
of customer
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WIX Answers

Recent Discussions

Should these screw heads be sealed?

What are these wires?

replacing my 2015 ST 235/75R15...

Gas motorhomes fueling hassle?

Black/Grey tanks

Slide out bottom cracked by...

Furrion DV7200 no L/R speaker...

Wanted: load/dinghy for flat towing

Fresh Water Tank, but no fill...

2021 Rockwood Geo Pro - Changes ?

durable material and make sure that if it dislodged it wouldn't interfere with the mechanism. I will open it up in a few months to ensure it's performing as expected.

Good luck. - [REDACTED]

 Quote

09-08-2018, 04:28 AM

#3

Well, this is worrisome. My wife is a chronic "door locked" tester. I'll have to put a stop to that on the new coach when it comes in. I wonder if there is a suitable after-market replacement?

[REDACTED]
Reading, PA
2019 Georgetown GT5 31R5
2018 Chevy Spark
Formerly - 2007 Itasca Navion (Sold and gone)

Posts: 305

 Quote

or | Links

1 10 BEST MATTRESSES BY CONSUMER REPORTS

2 WATER HEATER PRICE LIST

> Recent Discussions

MBS - drain and replace old DEF

George X :: 2005 Forest River...

Possible to install larger fresh...

Quick question on water heater

Electric Fence

26DBH newbie

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Resort at Canopy Oaks

Lake Wales, Florida

Dead Horse Ranch State Park

Cottonwood, Arizona

Live Oak Landing

Freeport, Florida

Reviews provided by 

09-08-2018, 09:17 AM

#4

Member

Join Date: Jul 2018
Location: Post Falls, ID
Posts: 46

Quote:

Originally Posted by [REDACTED]
Well, this is worrisome. My wife is a chronic "door locked" tester. I'll have to put a stop to that on the new coach when it comes in. I wonder if there is a suitable after-market replacement?

As a suggestion, the deadbolt though contained in the same mechanism operates separately from the main latch/lock. So, using the deadbolt instead would avoid the failure I encountered.

One of the positives of this forum that I appreciate most is that the issues others have make me aware of things to be observant of or look out for, though it's important to understand that you may not have the same problem. Keeping perspective in all things may be of some comfort as I firmly believe in being aware over being frantic. Take care. - [REDACTED]

 Quote

09-08-2018, 06:48 PM

#5

Member

Join Date: Jun 2018
Posts: 44

Quote:

Originally Posted by [REDACTED]
Unfortunately, the plastic part is not available as a replacement part and the entire unit is riveted together and not user serviceable. My unit is out of warranty and I refused to spend \$\$\$ to replace the assembly. My solution was to fashion a spacer of more durable material and make sure that if it

Good luck, =

Hi [REDACTED]

Thanks!



44

One of the positives of this forum that I appreciate most is that the issues others have make me aware of things to be observant of or look out for, though it's important to understand that you may not have the same problem. Keeping perspective in all things may be of some comfort as I firmly believe in being aware over being frantic. Take care.

Reading, PA
2019 Georgetown GTS 31R5
2018 Chevy Spark
Formerly - 2007 Itasca Navion (Sold and gone)

67

I had the same problem, but, I could not determine the purpose or location of the white, plastic part, it was in several pieces and had fallen out of place.

(*)

When you open your lock to check it, could you post a photo of the part you made?

Thanks!

[REDACTED] (outtahere100), let's see if I can pull this one off. I took the latch off my door to check it and take pics for you.

First, my apologies to [REDACTED] (dfp, the Original Poster) who posted about the broken Sliding Latch Bolt. His failure is very serious and deserves the attention he brought to it. The failure I had involves a plastic part that also resulted in the latch being inoperative. I don't know if there could be any correlation between the two failures other than the similar anger of the owners not being able to open their doors. I didn't mean to hijack the thread and just wanted to add another latch failure issue to watch for. [REDACTED] (outtahere100) mentioned he had the same problem.

The plastic part (clip) shown in the first 3 pics normally has three "tangs" that allow it to snap onto the Sliding Latch Bolt (SLB). It apparently provides a sliding surface for the SLB and takes up the space between it and the locking strap that moves up and down when the lock knob is rotated. Other than that, I don't know what its full job description is as the latch seems to still function without it (as long as the pieces don't jam the SLB) though it is probably a bit more sloppy without it.

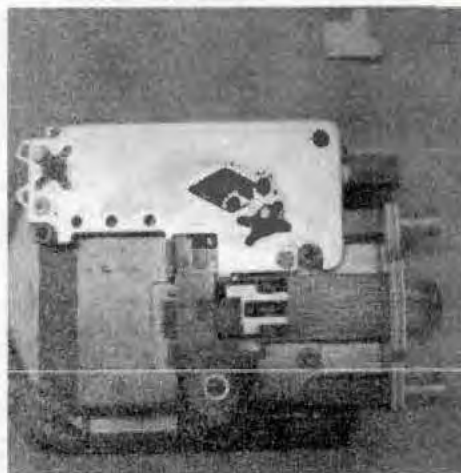
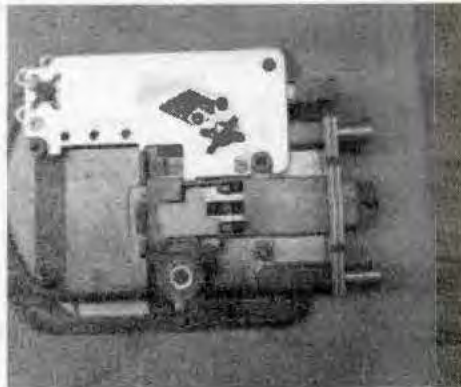
The 1st pic shows the clip I pried out of my unit showing the upper right corner and "tang" broken off. This allowed the clip to rotate CCW where the lower left corner jammed the SLB. The bashed in lower left corner is from my repeated attempts to open the door. The 2nd pic shows the back side of the clip. The 3rd pic shows the clip sitting where it would normally be, but it would be snapped on the SLB under the locking strap. Even if I could get a new clip, I doubt I could install it without breaking it as the locking strap above it would have to be moved and the assembly is riveted together. The 4th pic shows the rubber piece I used to replace the clip as installed on my unit. It's affixed to the SLB with self adhesive backing and has a raised lip on the left end so that if it becomes dislodged, it won't fall into the mechanism. In the 5th pic, I pushed the SLB in with my hand to show how the rubber piece moves with it.

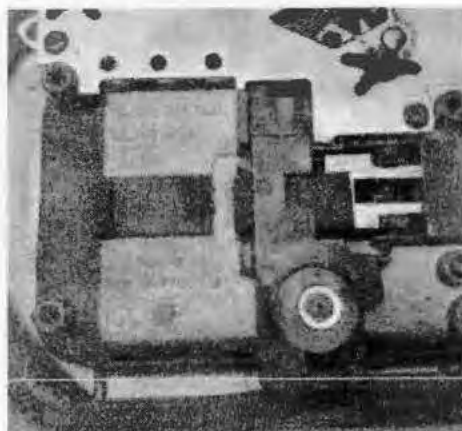
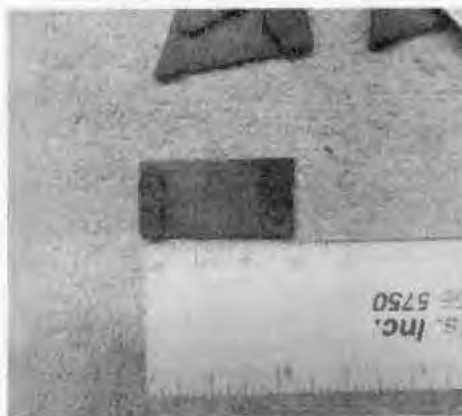
Pic 6 shows the material I made the piece from. I happened to have some of this step tread material in a drawer and the thickness (between the treads) was correct. And, if cut correctly, it would leave a raised lip on the left end that would keep it out of the mechanism if it came loose. Lastly, this material is quite durable and has a good 3M self adhesive backing that I felt would be sufficient to keep it in place. The part isn't under any stress and basically just needs to fill the space, perhaps absorb shock and stay put. As an example, I made another piece today from the material which is shown in pic 8. The dimensions are roughly 3CM by 1.5CM. I trimmed the excess material with a razor blade and ground the tread off on a bench grinder. The 8th pic shows the new piece lying on the assembly next to the one I installed a couple of months ago. It's still intact and shows no issues. I'll check it next season and see if it's still good. I have no reason (now) to doubt it but there are several new adhesives that I'm sure will work if need be.

I hope this helps if anyone else experiences this failure. The fix I did is simple, just be sure to clean the surface of the SLB with lacquer thinner or some other dangerous solvent so the rubber piece adheres securely. I put a small dab of silicone grease on the rubber piece where it contacts the locking strap. There are no doubt other ways this could be fixed and I welcome them if anyone has one. The latch assembly itself is very easy to remove with 3 screws on the inside and 2 others in the door edge.

Good luck everyone. - [REDACTED]

PS - [REDACTED] (utahere100), PM me if you want the piece I made today and I'll send it to you.





(x)



09-10-2018, 01:23 PM

#8

Member

Join Date: Feb 2016
Posts: 81

Thanks for your failure explanation. Your pictures were great, I sent one but it did not make it so that is something I need to figure out. My metal slide is pot metal, I think bad material for the stressful function it serves.

2015 GT 310 DS
2016 Ford Cmax Towed

Quote

09-16-2018, 08:55 PM

#9

Junior Member

Join Date: May 2017
Posts: 17

2016 364TS...

Just had my lock to fail this weekend. We were trapped inside. Climbed my butt out the window to try it from the outside just to see if it would work, not a chance. Somehow i was able climb back in and I had to take the entire lock apart to get my family out. Been using the deadbolt since. However it's a pain to have always lock it when going in and out. Is there a recall on this? Will the manufacturer replace it? Is there a different brand I can replace it with? Thanks for any help I can get.

Tusculum, AL



Former: 2012 Ace Thor

Quote

09-16-2018, 09:16 PM

#10

Member

Join Date: Jul 2018
Location: Post Falls, ID
Posts: 46

Latch...

Quote:

Originally Posted by [REDACTED]
2016 364TS...

Just had my lock to fail this weekend. We were trapped inside...

What did you find was broken when you got it apart? Was it the plastic part I mentioned earlier in this thread or something else? If it was the plastic part, the latch will still operate without it (though loosely) once it and any pieces are removed and the fix I described was not difficult and seems to work. I know of no recall on this and unless your coach is still under warranty I doubt they'll fix it. These units are in wide use within the industry and I no of no others that are exact replacements though one might exist..



Good luck, [REDACTED]



09-17-2018, 10:22 AM

#11

Junior Member



Join Date: May 2017
Posts: 17

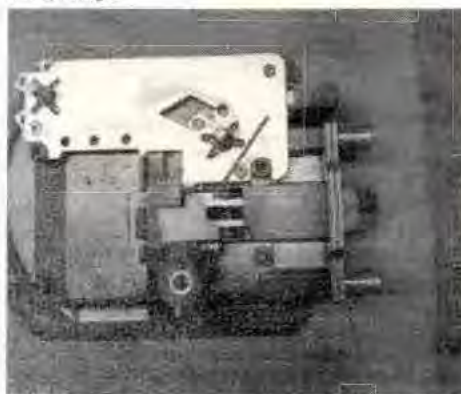
Quote:

Originally Posted by [REDACTED]
What did you find was broken when you got it apart? Was it the plastic part I mentioned earlier in this thread or something else? If it was the plastic part, the latch will still operate without it (though loosely) once it and any pieces are removed and the fix I described was not difficult and seems to work. I know of no recall on this and unless your coach is still under warranty I doubt they'll fix it. These units are in wide use within the industry and I know of no others that are exact replacements though one might exist.

Good luck, [REDACTED]

It was the metal piece... See arrow. Thanks for your help.

Attached Images



[REDACTED]
Trussville, AL



Former: 2012 Ace Thor



09-18-2018 02:18 PM

#12

Member

Join Date: Jul 2018

Followup...

I checked with the local dealer today about these latch assemblies. He confirmed that they contain no replaceable



Location: Post Falls, ID
Posts: 46

parts and are not serviceable. He added that they've encountered failures like those that have been reported in this thread and they therefore keep these assemblies in stock. Their price for them is \$185. He said there is no recall on them and they replace them if the coach is still on warranty. I opened one of the new ones he had on the shelf and the plastic part I reported had broken on mine appears to be a new design and looks sturdier. I couldn't tell if there were any other significant changes.

The dilemma is whether or not to replace it now or risk being locked in or out of the coach in the future if it fails. I will likely replace it before next season and do a more in-depth comparison between the old and new to see if my confidence in it is sufficient to say the problem has likely been corrected. If I do this, I'll add to this thread. Until then, I'll carry tools inside so I can break out and leave a window cracked so I can break in. Coaches newer than mine (early 2016) might have the updated latch but of course there's no way of knowing. Good luck everyone.

Quote



09-18-2018, 03:58 PM

#13

Junior Member



Join Date: May 2017
Posts: 17

Found this one on Amazon... I wonder if it is worth the price?

Trussville, AL



Former: 2012 Ace Thor

Quote

09-18-2018, 07:23 PM

#14

Member

Join Date: Jul 2018
Location: Post Falls, ID
Posts: 46

Quote:

Originally Posted by [redacted]
Found this one on Amazon... I wonder if it is worth the price?

Could be a winner, but I'd sure like to see one first (unless Amazon will easily let you return it.)

Quote

09-19-2018, 08:02 AM

#15

Junior Member

Quote:

Originally Posted by [redacted]

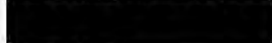




Join Date: May 2017
Posts: 17

*Could be a winner, but I'd sure like to see one first
(unless Amazon will easily let you return it.)*

I have had no issues returning items to Amazon before, I will let you know how it turns out. I called TriMark, after having to disassemble the lock again just to get some numbers off of it, all they were willing to do was sell me a new part (the exterior portion) for \$141, while Amazon had the whole kit for \$105. So I ordered from Amazon and I filed a complaint with the NHTSA. I also called, they said there were about 6 officially filed complaints on this lock. Hopefully, more people will take the few minutes to file the complaint. This part should be recalled, heaven forbid this lock breaks while there is an emergency in the RV.



Trussville, AL



Former: 2012 Ace Thor

Quote

Ad

Close

Trick To Cut Electricity Bill

Power Companies Hate This 1 Electricity Saving Trick

Voltex

Open

09-20-2018, 09:13 PM

#16



Member

Join Date: Feb 2016
Posts: 81

Canada has a TriMark recall but I do not know which lock or why.

2015 GT 310 DS
2016 Ford Cmax Towed



Quote

09-20-2018, 11:17 PM

#17



Junior Member



Join Date: May 2017
Posts: 17

Quote:

Originally Posted by [Redacted]
*Could be a winner, but I'd sure like to see one first
(unless Amazon will easily let you return it.)*

Got the new lock today, installed it and it fits perfectly. Now I just hope it lasts.



Trussville, AL



Former: 2012 Ace Thor

Quote

09-21-2018, 01:26 PM

#18



Member

Join Date: Nov 2014
Posts: 55

I talked to the factory and they make locks that have either zinc or steel. You need to make sure you get a steel lock. I will see if I can find the info they gave me.

Quote

09-21-2018, 07:56 PM

#19

Senior Member

Join Date: Sep 2013
Location: Charleston SC
Posts: 547

Quote:

Originally Posted by [redacted]
I talked to the factory and they make locks that have either zinc or steel. You need to make sure you get a steel lock. I will see if I can find the info they gave me.

Would be interested in seeing if there is indeed a better version of this lock.
Between my last MH and this one I have had to replace this pos thing three times

Quote

09-22-2018, 09:12 AM

#20

Junior Member

Join Date: May 2017
Posts: 17

Quote:

Originally Posted by [redacted]
Would be interested in seeing if there is indeed a better version of this lock.
Between my last MH and this one I have had to replace this pos thing three times

According to their website, the one I have, model 060-1650, replaced the other one that was defective, 060-0650.

Trussville, AL



Former: 2012 Ace Thor

Quote

Post Reply

Tags

lock

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