

INFORMATION REDACTED PURSUANT TO THE FREEDOM

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Forest River - [REDACTED] Cargo Trailer ... Complaint #11413038
Date: Monday, May 17, 2021 8:13:54 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, May 14, 2021 4:33 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: Forest River - [REDACTED] Cargo Trailer ... Complaint #11413038

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I received an delivery failure message when sending to the email my husband had been given.

The following email and attached pictures, as well as the screenshot below, are related to Complaint #11413038.



From: [REDACTED]
Sent: Thursday, April 29, 2021 2:37 PM
To: [REDACTED]
Subject: [EXTERNAL] Fw: Forest River

[Sent from Yahoo Mail for iPad](#)

Begin forwarded message:

On Thursday, April 29, 2021, 1:06 PM, Kayla Eichelberger <keichelberger@forestriverinc.com> wrote:

Hi [REDACTED]

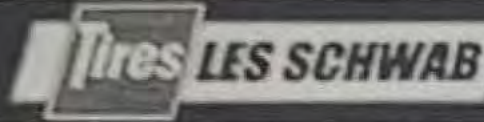
It was nice talking with you this morning. Here is my email. Please send anything and everything you have on this warranty issue regarding your cargo trailer.

Thank you,

Kayla Eichelberger

Parts and Warranty

Plant #66



43890 Butterfield Stage Rd
 Temecula, CA 92592
 951-303-9419

Store: 571
 Invoice: [REDACTED]
 Salesperson: Christian R J

Work Order [REDACTED]

ARD 283489

Customer Information

Customer ID: [REDACTED]
 Name: [REDACTED]
 Address: [REDACTED]
 City, State, TEMECULA, CA
 Phone: [REDACTED]

Vehicle Information

Vehicle:
 Color:
 Mileage: Unit #: 11
 License:

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	12864	WHEEL RETORQUE	\$0.00	\$0.00	\$0.00
1	12822	COMPLIMENTARY WHEEL RETORQUE	\$0.00	\$0.00	\$0.00
1	12859	TIRE INSPECTION	\$0.00	\$0.00	\$0.00
1	12817	COMPLIMENTARY TIRE INSPECTION	\$0.00	\$0.00	\$0.00
Parts Subtotal:					\$0.00
Labor Subtotal:					\$0.00
Sales Tax:					\$0.00
Tire Tax:					\$0.00

	Invoice	\$0.00
	ZERO BALANCE	\$0.00

Payment Method:

Notes To Review With Customer: CUT OFF SCREWS CUTTING IN TO THE TIRE

THANK YOU FOR YOUR BUSINESS

ASSIGNMENT OF WARRANTIES - LIMITATION OF REMEDIES. SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MANUFACTURER EXPRESS AND IMPLIED WARRANTIES BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES, INCIDENTAL AND CONSEQUENTIAL DAMAGES OF ANY TYPE WHATSOEVER EXCLUDED TO EXTENT LAW ALLOWS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.

Customer Signature X [REDACTED]











Reporting Safety Defects

If you believe that your vehicle has a safety defect that could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Forest River Inc.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in any individual problems between you, your dealer, or Forest River Inc.

To contact NHTSA, you may either call Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153), go to <http://www.safercar.gov>; or write to: Administrator NHTSA, 1200 New Jersey Avenue S.E. Washington, DC 20590

You can also obtain other information about motor vehicle safety from <http://www.safercar.gov>

Thank you for your purchase of this Forest River Product. We wish you years of enjoyment and reliability with your trailer.

Sincerely, Forest River Inc.

