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JUL 15 '21 7:44AM

[REDACTED]
River Falls, WI
[REDACTED]

National Highway Traffic Safety Administration

1200 New Jersey Ave, S.E.
Washington D.C. 20590

Dear Admin,

I purchased a new Arctic Wolf 5th wheel RV Vin# 5ZT3CKUB9L [REDACTED] in October of 2020. I took it home and shortly after that I left on our maiden voyage from Wisconsin to Florida. When we arrived in Florida, after the first rainfall the roof leaked in the front of the RV. When we returned from our trip we called a Forest River Arctic Wolf dealer to have all the things that went wrong with our new RV. It took the dealer a month to get us in, so the RV was covered so as to protect it from rain. We were able to get it in to the dealer on the 20th of May, and it is still waiting to get repaired. We have been without our RV for the better part of the RV season because we cannot get the factory to authorize the repairs.

The warrantee company is now refusing to make the repairs saying it must be our fault even though they have had control of the RV much longer than we have, both before we purchased it and after. I will be [REDACTED] a few months and have never been on the roof, and have never parked it where the roof could be damaged by anything. It has never been in a hail storm or severe weather either.

We also purchased an extended warrantee package which was quite expensive so that we would be covered in the event of a problem after warrantee and we were told by the dealer that if factory warrantee won't cover it neither will the extended warrantee.

We believe that this is a way to take advantage of senior citizens.

Arctic Wolf Contact Info

Ronald Collins
260-499-2100
Rcollins@forestriverinc.com

Any help would be greatly appreciated.

Sincerely,
[REDACTED]

TG
7.16

River Falls, W

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