

2021 Cedar Creek Hathaway 38DBRK VIN# 4X4FCRP28M

Tue 10/19/2021 3:30 PM

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<gkyriazis@optonline.net>; Nascar Jerry NYFD <jerryomara52@gmail.com>; B K Guy Sutton <tsgguy@gmail.com>

4 attachments (18 MB)

IMG_8562.MOV; IMG_7972.jpg; IMG_7981.jpg; IMG_8560.PNG;

To: Camping World

Forest River - Cedar Creek

National Transportation Safety Board

National Highway Traffic Safety Administration

Family and Friends

Hello All,

To give everyone a very quick overview, we purchased a brand new Cedar Creek RV in November 2020.

Upon pickup, there were warranty issues. The RV was brought back to Camping World on January 12, 2021, and was not returned to us until August 2, 2021.

After approximately four months of being in service, we were offered a brand new identical replacement within a week. Two months later, Camping World reneged on that offer, claiming ours was in better condition.

After picking up the RV, we brought it across the street to the campground where upon opening the slides, the bedroom slide that was supposedly fixed, almost fell out of the RV.

Question: If we had gone directly home to New York, could the slide falling out have caused a fatal accident driving down the highway?

The slide was supposedly repaired by Camping World at the campground. Apparently, the screws used were too short and pulled right out. After having 7 months to fix this issue, we have very little confidence that this repair was done properly. (See attached for photo of slide falling out of RV)

Is it normal practice for CW to fix RVs at campgrounds?

We drove the RV home to New York and parked it until this past weekend when we took it on a trip to Pennsylvania. We had many issues trying to level and open the slides as the power would continuously shut down the control screen.

When we finally got set up, there was a funny odor in the RV the entire trip. One day after arriving home, we were sitting outside about 1000 yards away and could smell the funny odor. Upon going to check on the RV, we couldn't even go inside as the smell of battery acid was so strong, while the batteries were smoking. (See video attached)

Not only were we in danger of the batteries starting a fire or exploding, but we were breathing that poison in for our entire trip.

Question: How, when and where do we get this issue resolved?

We have asked in the past for Camping World to refund our money and take this RV back.

That request was denied, but they did offer to "Buy Outright" the RV for \$60,000.00 and they would add \$5,000.00 for "inconvenience", as long as we signed a release stating we would not tell anyone about all these issues. I will not sign any document waiving any of my rights, nor incur a \$20,000.00+ loss in addition to months of loss of use, wasted time and aggravation.

Cedar Creek offered to extend the warranty the amount of time the RV was in service. We have heard nothing from them.

Cedar Creek, can you please contact us regarding this?

After having owned numerous RVs over the past 40 years, this by far was the worst experience I have ever had. I never expected to go through an experience like with supposed professional companies such as Camping World and Forest River Cedar Creek.

I am requesting yet again that Camping World and Cedar Creek take this RV back and fully refund the purchase price and all costs.

Please advise as soon as possible.

By copy to the National Transportation Safety Board and National Highway Traffic Safety Administration, we are making you aware of these serious issues.

By copy to family, friends and fellow RVers – feel free to pass on as we care.

[REDACTED]
[REDACTED]
Cortlandt Manor, NY
[REDACTED]

cc: NTSB, 490 L'Enfant Plaza, SW, Washington, DC 20594

NHTSA, 1200 New Jersey Avenue, SE, Washington, DC 20590



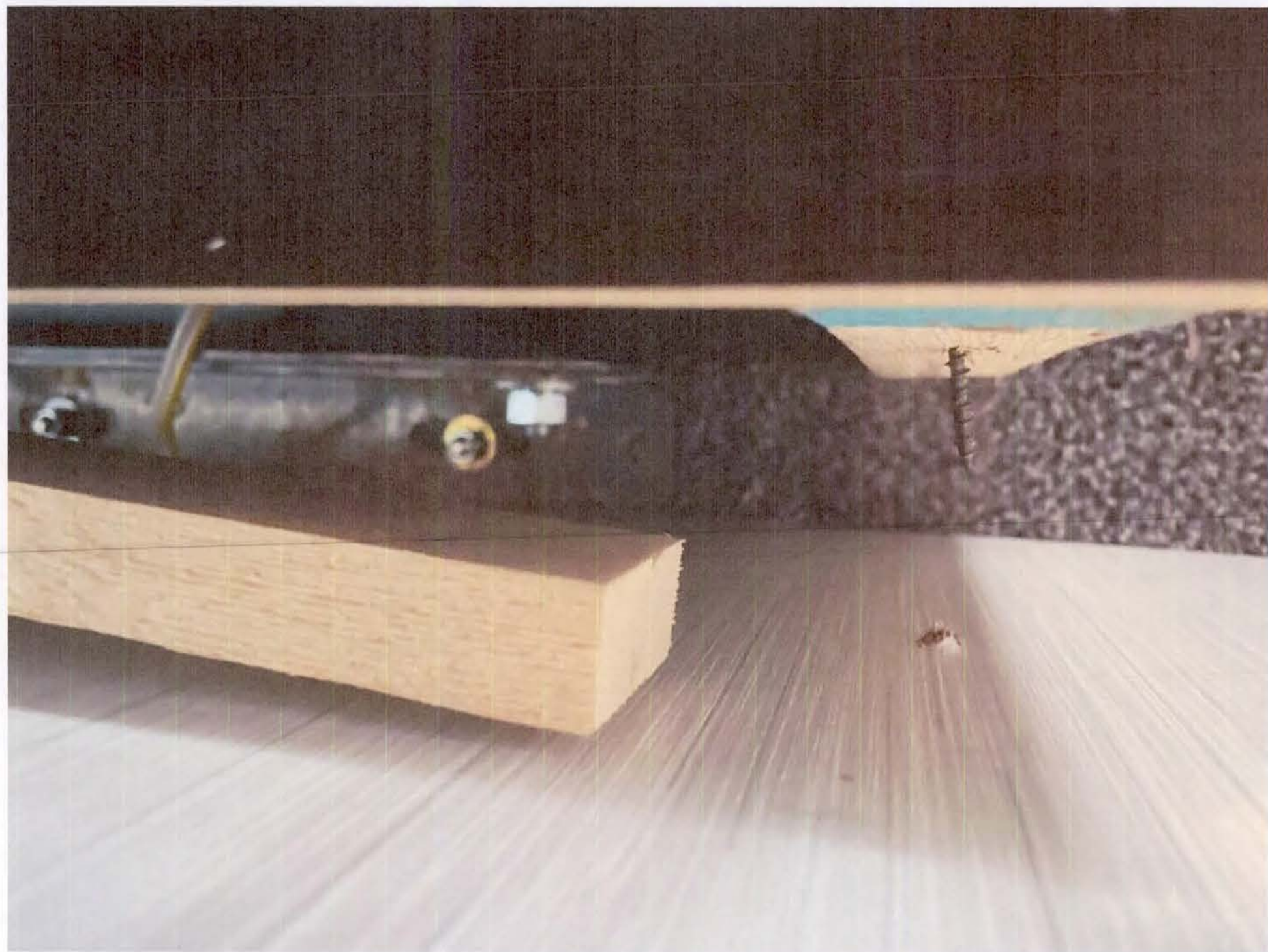
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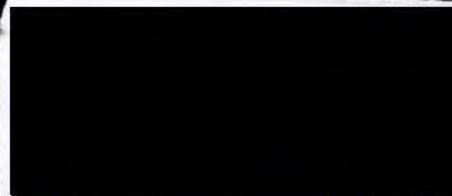
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Cortlandt Manor, NY



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1200 New Jersey Avenue, SE
Washington, DC 20590

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