

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

**From:** [NHTSA ODI CRD](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: RV Site - None - Direct Contact: "Claim# [REDACTED]"  
**Date:** Tuesday, February 8, 2022 2:23:31 PM  
**Attachments:** [REDACTED]

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[REDACTED]

Please add this consumers email to ArtMod for VOQ # 11446352

[REDACTED]

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**From:** Vehicle Safety Hotline <[vsh@dot.gov](mailto:vsh@dot.gov)>  
**Sent:** Friday, January 7, 2022 10:46 AM  
**To:** NHTSA ODI CRD <[NHTSA.ODI.CRD@dot.gov](mailto:NHTSA.ODI.CRD@dot.gov)>  
**Subject:** FW: RV Site - None - Direct Contact: "Claim# [REDACTED]"

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**From:** [REDACTED]  
**Sent:** Thursday, January 6, 2022 5:12 PM  
**To:** Vehicle Safety Hotline <[vsh@dot.gov](mailto:vsh@dot.gov)>  
**Subject:** Fw: RV Site - None - Direct Contact: "Claim# [REDACTED]"

**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.

ODI# 11446352

Good Afternoon,

I was given this e-mail in order to supply documentation regarding my complaint.

Please let me know if this is reaching the correct people.

Thank You,

----- Forwarded Message -----

**From:** [REDACTED]  
**To:** Aaron Reedy <[areedy@forestriverinc.com](mailto:areedy@forestriverinc.com)>; toscano rv center <[toscanorvwarranty@yahoo.com](mailto:toscanorvwarranty@yahoo.com)>; Jerald Summey <[jsummey@forestriverinc.com](mailto:jsummey@forestriverinc.com)>  
**Sent:** Thursday, January 6, 2022, 11:50:55 AM PST  
**Subject:** Re: RV Site - None - Direct Contact: "Claim# [REDACTED]"

Sounds good, so we are all on the same page then.

I'll be there Saturday, and the underbelly will be removed for inspection.

That way I can take pictures too.

Bobby, is this going to work for you? Is the unit still parked in the back lot or has it been brought in for inspection?

Please let me know asap.

On Thursday, January 6, 2022, 11:22:22 AM PST, Jerald Summey <[jsummey@forestriverinc.com](mailto:jsummey@forestriverinc.com)> wrote:

*The dealer has to take photos I cant, I don't have your camper. I will approve whatever they need but we don't know what they need. All they have to do is remove the underbelly and take photos, then enter a claim, it's a very simple process.*

*Thank You*

*Jerald Summey*

*Manager Warranty and Customer Service*

*Palomino RV*

*1047 East M86 Colon, MI, 49040*

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**From:** [REDACTED]  
**Sent:** Thursday, January 6, 2022 1:45 PM  
**To:** Aaron Reedy <[areedy@forestriverinc.com](mailto:areedy@forestriverinc.com)>; toscano rv center <[toscanorvwarranty@yahoo.com](mailto:toscanorvwarranty@yahoo.com)>; Jerald Summey <[JSummey@forestriverinc.com](mailto:JSummey@forestriverinc.com)>  
**Subject:** Re: RV Site - None - Direct Contact: "Claim# [REDACTED]"

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Jerald, how did we go from this message you sent me on Dec 31:

MG Santos, Please respond to your customer. The answers to the denied lines are in the feedback. They either had poor photos showing no defects or you were asking for more money than the flat rate. The TV bracket photos showed no defect. We can only approve what we see. The other minor fit and finish items

are only covered for 90 days and you wanted to be paid triple. We can't approve those. All other concerns were approved at rate.

Jerald Summey

Palomino

Warranty Manager

To you now telling me that it is not possible in 2022 to take pictures.

I'm not going to repeat myself.

Forest River will absolutely be repairing this don't you worry about that.

You need to approve the time to your dealer to remove the under belly so that good pictures can be taken so that we all know the extent of the damage.

On Thursday, January 6, 2022, 10:22:51 AM PST, Jerald Summey <[jsummey@forestriverinc.com](mailto:jsummey@forestriverinc.com)> wrote:

*If you want this repaired we need to pick it up. If you don't let us then it will be up to you to find someone that will fix it. I know exactly what is wrong with the floor, we cant send you photos if we don't have the unit.*

*Thank You*

*Jerald Summey*

*Manager Warranty and Customer Service*

*Palomino RV*

*1047 East M86 Colon, MI, 49040*

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**From:** [REDACTED] >  
**Sent:** Thursday, January 6, 2022 1:13 PM  
**To:** Aaron Reedy <[areedy@forestriverinc.com](mailto:areedy@forestriverinc.com)>; toscano rv center <[toscanorvwarranty@yahoo.com](mailto:toscanorvwarranty@yahoo.com)>;  
Jerald Summey <[JSummey@forestriverinc.com](mailto:JSummey@forestriverinc.com)>  
**Subject:** Re: RV Site - None - Direct Contact: "Claim# [REDACTED]"

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At this juncture I simply don't believe you without seeing it for myself.

Warranty work is not approved without good pictures.

I'll be at Toscano RV on Saturday morning to pick up my personal items, I expect the section under the chassis where the linoleum is separating to be disassembled for inspection.

On Thursday, January 6, 2022, 10:06:16 AM PST, Jerald Summey <[jsummey@forestriverinc.com](mailto:jsummey@forestriverinc.com)> wrote:

*Nothing structural was missing it is a tank brace and the dealer should take care of that before we pick it up. It takes 10 minutes to do. There isn't anything missing causing the floor to move. It's a tongue and groove floor that has separated.*

*Thank You*

*Jerald Summey*

*Manager Warranty and Customer Service*

*Palomino RV*

*1047 East M86 Colon, MI, 49040*

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**From:** [REDACTED]  
**Sent:** Thursday, January 6, 2022 1:04 PM  
**To:** Aaron Reedy <[areedy@forestriverinc.com](mailto:areedy@forestriverinc.com)>; toscano rv center <[toscanorvwarranty@yahoo.com](mailto:toscanorvwarranty@yahoo.com)>  
**Cc:** Jerald Summey <[JSummey@forestriverinc.com](mailto:JSummey@forestriverinc.com)>  
**Subject:** Re: RV Site - None - Direct Contact: "Claim# [REDACTED]"

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As stated in my previous e-mail. That information has never been made clear to me either. All I have been told is that there is a missing chassis support.

Bobby can you shed some light on what support is missing?

I was told by Chris that there was a missing support that is causing the floor to flex and the linoleum to crack. Specifically I was told that a piece of metal would need to be welded in to support the floor.

On Thursday, January 6, 2022, 09:05:04 AM PST, Aaron Reedy <[areedy@forestriverinc.com](mailto:areedy@forestriverinc.com)> wrote:

[REDACTED]

As far as I know there will be no issue transporting the unit. What structural components are missing from the unit frame? Noting was provided from the service center on the claim submitted to us showing missing frame components.

Best regards,

**Aaron Reedy**

Customer service/Warranty admin

Palomino RV  
1047 E M86  
Colon, MI 49040  
269-432-3271



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**From:** [REDACTED]  
**Sent:** Thursday, January 6, 2022 11:04 AM  
**To:** Aaron Reedy <[areedy@forestriverinc.com](mailto:areedy@forestriverinc.com)>  
**Cc:** Jerald Summey <[JSummey@forestriverinc.com](mailto:JSummey@forestriverinc.com)>; toscano rv center <[toscanorvwarranty@yahoo.com](mailto:toscanorvwarranty@yahoo.com)>  
**Subject:** Re: RV Site - None - Direct Contact: "Claim# [REDACTED]"

**CAUTION:** This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

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Good Morning Aaron,

After reading your email I contacted Bobby at Toscano to schedule the pick up of the unit. He's telling me that the units are typically bumper pulled back to the factory for repairs. I expressed to him my professional belief that this trailer is not road worthy, as we have found that there are structural components of the chassis that are missing causing at very least the floor to separate. Mind you all of this damage occurred after being towed only +-1,000 miles. Now I'm being told that a transporter could possibly be towing it over 3,000 miles?

Again I would like to reiterate that this was told to me by the Dealer not Forest River.

He then went on to explain the winterizing process to me, and may I say wow.

The bottom line is the unit is still covered under the 90 day original warranty.

I have been unable to get clarification from either the dealer, or Forest River as to specifically what component is missing that is causing the structural damage. I have asked multiple times, to multiple people over the course of this e-mail chain, and still don't know if the part that is missing is an engineered part that was in the original DOT approved blueprints or not.

I will not be paying any additional costs more than I have already had to put out of pocket.

If anything I would think that Forest River would want to buy this trailer back to CYA so a recall doesn't happen.

Thank you for your time Aaron, but I need to start talking to people further up in the company.

On Wednesday, January 5, 2022, 11:41:25 AM PST, Aaron Reedy <[areedy@forestriverinc.com](mailto:areedy@forestriverinc.com)> wrote:

Hello [REDACTED],

I'm the service coordinator with Palomino and will be scheduling your unit for return back to

the factory for the required repairs. Repairs typically take 3-4 weeks or less to complete depending on our schedule. We are located in southern Michigan. Once the required repairs are performed and the unit is back to you Matthew we can issue you a warranty extension for time out of service.

Please make sure to remove any personal items or belongings from the unit, please make sure waste/holding tanks are empty and that the unit is winterized, its currently 19 degrees here in Michigan. I can coordinate with Toscano RV on the transport pickup date.

Best regards,

## Aaron Reedy

Customer service/Warranty admin

Palomino RV

1047 E M86

Colon, MI 49040

269-432-3271





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**From:** [REDACTED]  
**Sent:** Wednesday, January 5, 2022 2:05 PM  
**To:** Jerald Summey <[JSummey@forestriverinc.com](mailto:JSummey@forestriverinc.com)>; toscano rv center <[toscanorvwarranty@yahoo.com](mailto:toscanorvwarranty@yahoo.com)>  
**Cc:** Aaron Reedy <[areedy@forestriverinc.com](mailto:areedy@forestriverinc.com)>  
**Subject:** Re: RV Site - None - Direct Contact: "Claim# [REDACTED]"

**CAUTION:** This email originated from outside of Forest River. Please do not follow any instructions, click any links, or open any attachments unless you recognize the sender, verified it was from them and know the content is safe.

I am available this weekend to take any personal items that have been left in the unit. Please let me know if this works for you at Toscano.

I know this is early in the process, but I need to know how long the repairs may take roughly. Days, weeks, months? I would also like to know where the trailer is being taken, & how it will be getting there.

As Bobby mentioned in the previous e-mail I am very concerned that this unit may be a lemon, & at this point find it very difficult to justify making payments on a unit that I do not have, and have not had in my possession for the majority of the time owned.

Thank You,

[REDACTED]

On Wednesday, January 5, 2022, 10:52:11 AM PST, toscano rv center <[toscanorvwarranty@yahoo.com](mailto:toscanorvwarranty@yahoo.com)> wrote:

Jerald,

From what I understand, we submitted a claim for parts and labor... Some of which were denied. We ordered parts from forest river but would like to just submit the claim for what we have into it and submit for the parts we ordered. We can leave the parts inside the unit. Please advise.

Thank you,  
Bobby Sousa  
Toscano RV Center  
2531 E. Pacheco Blvd  
Los Banos, CA 93635  
209-826-2488  
209-826-7963-fax

On Wednesday, January 5, 2022, 10:44:54 AM PST, Jerald Summey <[jsummey@forestriverinc.com](mailto:jsummey@forestriverinc.com)> wrote:

4X4TPAU12MN [REDACTED]

*If the repairs cant be done there then we will certainly step up.*

*Aaron,*

*Please reach out to this customer and get the info you need to get this unit picked up, repaired and back to them.*

*Thank You*

*Jerald Summey*

*Manager Warranty and Customer Service*

*Palomino RV*

*1047 East M86 Colon, MI, 49040*

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**From:** toscano rv center <[toscanorvwarranty@yahoo.com](mailto:toscanorvwarranty@yahoo.com)>

**Sent:** Wednesday, January 5, 2022 1:32 PM

**To:** Jerald Summey <[JSummey@forestriverinc.com](mailto:JSummey@forestriverinc.com)>

**Cc:** [REDACTED]

**Subject:** Re: RV Site - None - Direct Contact: "Claim# [REDACTED]"

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Jerald,

The customer called Last night and This morning...

I believe we need Forest river to pick this unit up and take it to the

factory for the repairs... The linoleum has previously been cut and patched back together.

The underbelly has been as well... Is this something Forest river did? Is this something

the selling dealer did? Customer is speaking of Lemon Law and I believe Forest River

should get involved in taking the unit back. The Floor is weak/soft and squeaks bad when walking inside.

We are not the selling dealer, do not sell this product and don't want to be involved in legal matters.

Please advise as soon as possible.

The customer is copied to this email...

Thank you,

Bobby Sousa

Toscano RV Center

2531 E. Pacheco Blvd

Los Banos, CA 93635

209-826-2488

209-826-7963-fax

On Wednesday, January 5, 2022, 09:23:17 AM PST, [REDACTED] > wrote:

Hi Bobby,

This is [REDACTED] we spoke this morning about the warranty repair work being done on my Forest River Palomino trailer.

Here is the e-mail chain I have going with Jerald Summey from Forest River, & Chris.

Thank You for your time.

[REDACTED]

----- Forwarded Message -----

**From:** [REDACTED]  
**To:** Jerald Summey <[jsummey@forestriverinc.com](mailto:jsummey@forestriverinc.com)>  
**Sent:** Wednesday, January 5, 2022, 05:52:25 AM PST  
**Subject:** Re: RV Site - None - Direct Contact: "Claim# [REDACTED]"

Good Morning,

Thank You Jerald,

I've called, and left a message with the Service Manager at Toscano RV. I should hear back from him today. There is obviously a break down in communication somewhere but we'll get it figured out.

I have requested pictures, but will most likely have to go there in person to see the true extent of what need to be done.

Thank you again for your help, I'll be in touch.

[REDACTED]

On Wednesday, January 5, 2022, 05:34:33 AM PST, Jerald Summey <[jsummey@forestriverinc.com](mailto:jsummey@forestriverinc.com)> wrote:

*The only part that was ordered was underbelly material and that was delivered on the 28<sup>th</sup>*

*Thank You*

*Jerald Summey*

*Manager Warranty and Customer Service*

*Palomino RV*

*1047 East M86 Colon, MI, 49040*

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**From:** Jerald Summey  
**Sent:** Tuesday, January 4, 2022 9:28 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: RV Site - None - Direct Contact: "Claim# [REDACTED]"

The extended warranty is not through us. Those would be covered by whoever you purchased it from. I have not seen anything showing a missing support. I will wait for the dealer to provide that so we can you taken care of.

Jerald Summey

Palomino

Warranty Manager

On Jan 4, 2022, at 3:57 PM, [REDACTED] wrote:

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Good Afternoon,

I have not heard from anyone regarding my concerns.

I have also requested better pictures, specifically of the missing chassis bracket but

have been told "we are waiting for parts to arrive before tear down can begin". I would think the warranty work would not be approved without pictures. I am very concerned about the missing support, and whether the support is a factory missing part or if it is being added to the original design of the trailer.

As far as the TV mount having broken screws, and "The other minor fit and finish items" that have been denied. The trailer, and 7 year extended warranty were purchased on 7/25/2021 from Best RV in Turlock CA. My Wife made contact with Best RV on 9/23/2021 to have repairs made but their Service department was unable to accept the trailer on the weekend; so I found a closer dealer to home that worked with my schedule. My Wife called and talked to Chris at Toscano RV to schedule to have the repairs done on 9/23/2021. The soonest they were able to accept the trailer, and begin repairs was 11/13/2021. The fact the dealer service departments have been unable to fit us into their schedule is frankly not my problem.

I work in the automotive industry, commonly dealing in warranty situations with manufactures and dealers. The next message will be to the NTSB the fact that this trailer was seemingly slapped together, and is missing key structural items that caused internal components such as the floor of the trailer to become dislodged and separate in transport is something I'm sure they will want to be aware of.

My personal phone number is [REDACTED] please let me know as soon as possible. The trailer has been in the dealer since the November 15th, in a few days it will have been in the dealer longer than I have had it in my own possession. This is not what I thought I was buying when I bought a new Forest River Palomino. Its starting to taste like lemons.

Thank You.

On Friday, December 31, 2021, 04:35:00 PM PST, Jerald Summey  
<[jsummey@forestriverinc.com](mailto:jsummey@forestriverinc.com)> wrote:

MG Santos,

Please respond to your customer. The answers to the denied lines are in the feedback. They either had poor photos showing no defects or you were asking for more money than the flat rate. The TV bracket photos showed no defect. We can only approve what we see. The other minor fit and finish items are only covered for 90 days and you wanted to be paid triple. We can't approve those. All other concerns were approved at rate.

Jerald Summey

Palomino

Warranty Manager

On Dec 31, 2021, at 6:50 PM, [REDACTED]  
wrote:

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I was told to contact the manufacturer due to there being some items in my claim being denied.

I was wondering why the TV mount repair is being denied.

I also need clarification about the support beam that has been found missing in the under carriage. Was the beam forgotten during manufacturer, or is the beam that is being installed an addition to the original design?

Thank you

[Sent from Yahoo Mail on Android](#)

On Fri, Dec 31, 2021 at 12:30 PM, Jerald Summey

[<JSummey@forestriverinc.com>](mailto:JSummey@forestriverinc.com) wrote:

Please contact your dealer. The dealers handle all claims, parts and repairs

Jerald Summey

Palomino

Warranty Manager

Begin forwarded message:

**From:** [Mailform@forestriverinc.com](mailto:Mailform@forestriverinc.com)

**Date:** December 31, 2021 at 2:52:41 PM EST

**To:** Palomino Service

[<palominoservice@forestriverinc.com>](mailto:palominoservice@forestriverinc.com)

**Subject:** RV Site - None - Direct Contact: "Claim#"

[REDACTED]

[REDACTED] has  
sent the following message in regards to None:

" Need help with claim please contact asap.

Thank You "

Click [REDACTED]  
[REDACTED] or copy the following e-mail address to reply to  
the user [REDACTED] \n\n

Address Information

<br /> <br />

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Phone Number: [REDACTED]

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