



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

March 31, 2023

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: Clear Creek RV Center and Forest River
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are forwarding you a copy for your information because it may include information of interest to your agency.

We notified the complainant that we forwarded a copy of their correspondence to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRC@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

DEL BROWN
Consumer Resource Center Specialist (he/him)
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Enclosure(s)

DL

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Rainier, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

Not Specified

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

Not Specified

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Business Information

Name of business that I am complaining about:

Clear Creek RV Center

Address:

165 Hamilton Rd

Napavine, WA 98532

Phone:

(360) 692-1098

Email:

Names and contact information of any other businesses involved in your complaint:

Forest River

900 Coutry Rd 1

Elkhart, IN 46561

About Your Complaint

Amount in Dispute:

45000.00

Transaction Date:

6/14/2022

Explain your complaint in detail:

We purchased a 2021 Puma Trailer. After first use we had an issue with the hot water heater and found the exterior door handle would not lock, the flooring had defects from manufacturing, also propane tank cover had a poor fit. We took the trailer in for repairs. They told us they would order the flooring and fixed the hot water tank issue. We used the trailer again two months later and after setup the hot water tank would not start again. Being a holiday weekend we were able to get in touch with a tech on site and told us to start our vehicle and try to start the heater, it work and we were told we would have to do this all weekend and bring it back in. We also found that the toilet was leaking water and found the wood had been discolored. We brought the trailer back in two days after the labor day weekend. They called us back and said the hot water heater had to be rewired. Still no flooring, Door was not fixed and Propane cover was not fixed, Told that they would fix the toilet when the flooring was going to be changed. We picked up the trailer and it was not used. They called us to come bring trailer in for repairs, October 2022, A week later they called and said flooring was wrong and they were going to order again. We left trailer there as they told us to, so when it came in they would change it. We called multiple times and never received an update or timeline. February we were going in to talk in person. Upon arrival we went to look at trailer. Discovered that the vents had been left open and water had damaged the mattress, to where mold was starting to grow, the walls were now separating from moisture. We pulled all of our remaining property from trailer. Told them that this was unacceptable and that they whole unit has now been compromised and could have mold damage that will cause an issue with my weak immune system. They claim that they can test for mold and slap some tape on the seam of our new trailer. They have not fulfilled their obligations and now left me with a trailer that most certainly will not last long. We have asked them to buy the trailer back from us. I have included a letter that was sent to Forest River, the Manufacturer of the trailer.

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party (ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] Date 3/22/23

Received via the Internet

City and State where signed Yelm, Wa

██████████
██████████
Yelm, WA ██████████

March 8, 2023

To whom it may concern:

I am writing you in regards to my purchase of a 2021 Forest River Puma trailer. My name is ██████████, and after the purchase of what, I thought was going to be a memory making purchase has caused me untold amount of grief and left a sour taste in my mouth for any future purchase of a Forest River product.

I purchased the Puma trailer on June 18 of 2022 from Clear Creek RV Center in Chehalis, WA. We used the trailer for the first time the next weekend on June 25th-27th. On the 27th the hot water heater would not start. Also noted that the main door would not lock from the inside, a window frame had issues opening, the propane tank cover inspection lid bolts would not tighten, the flooring had cuts in many spots, where water if spilled would penetrate into the subfloor. Other things noted was that since we purchased a bunkhouse model we did not receive a ladder to get to the top bunk and the dealer had swapped out the tight factory fitting spare tire cover for an oversized loose fitting branded one.

We called Clear Creek RV Center and they instructed us to bring the trailer in for repairs and that they put the request in for the floor replacement and it would take some time. They claimed to repair the hot water tank and told us to pick it up. Which was a couple of weeks later. When we show up to pick the trailer up, they had not repaired anything else. They would do it next time the floor was being replaced.

A couple weeks later, we received a call from Clear Creek RV; the floors ordered, were not the right color and would have to wait again.

We used the trailer on September 2nd-5th, and after setup, the hot water would not lite again, being late Friday afternoon and a holiday weekend, knowing we would not have hot water I made a call to Clear Creek RV, and was told that a technician would call us back. We received a call to troubleshoot. After some trial and error, instructed to plug in the trailer to power, which we were dry camping with no power available. He had us start our vehicle and let it run and then try to start the hot water heater. It started and the tech informed us that we must have a bad battery or it was low on charge. We had the trailer plugged into power at home before we left and the towing vehicle charges while towing. We spent the weekend using our neighbor's generator to have hot water. That weekend we also found that behind the toilet was leaking, not from using it as we cleaned the water and it was seeping out the bottom onto the floor and had started to discolor the wood next to the wall.

After the holiday weekend, we dropped the trailer off on September 7, for repair on the hot water tank and all of the other repairs. The flooring was still not in. After two weeks and no call back on a status, a call was made to them. The hot water tank had to be completely rewired and the floors still not in.

Many calls made to inquire about repairs and they went unanswered. We went to Clear Creek RV on February 25, and spoke with Chris, the service manager. We demanded to see the trailer first for

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inspection. Upon walking into the trailer, we noticed that the new mattress, which was purchased from a furniture store, was moldy and wet, the vents had been left open and water had soaked it all the way down to the platform plywood. The seams on the walls are now separating from moisture. We informed Clear Creek of that issue and Chris told us they could just put some seam tape to fix that issue.

With no progress on repair and the remainder of our belongings being damage from mold, we removed everything from the trailer with them providing no resolution. We purchased a trailer, which we feel is not healthy for myself to use as I have a health condition that smells will make me extremely sick.

Chris, also stated he would call us within a week, with options on some new trailers. To this date, we still have not heard back from him or anyone from Clear Creek. We are not impressed with the way they are handling this or how long this has taken. I cannot sleep in a moldy camper now. This company is whom is representing Forest River. My trailer was new, and had damages, that will soon be a year from purchase. I have been making payments and only used it twice, the rest of the time is has been at Clear Creek.

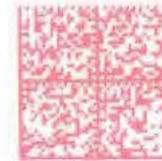
Please make this right and authorize a new trailer replacement. Please investigate Clear Creek and make sure they are the ones that you want to sell your product.

Regards,

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Bob Ferguson
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 800 FIFTH AVENUE #2000
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