



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 17-APR-2008  
Repository   
Reference No. 10224786

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City FOND DU LAC State WI Zip Code [Redacted]  
Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4X4TFLB2X6D [Redacted]  
Make FOREST RIVER Model TRAVEL TRAILER Model Year 2006  
Date Purchased 02-JUL-05 Dealer's Name and Telephone Number PAUL'S RV AND TRAILER Engine: No: Cylinders Fuel Type:  
Original Owner  Dealer's City MORRISON State WI Zip Code  
Transmission Type  Antilock Brakes  Cruise Control Powertrain UNKNOWN Vehicle Component Code 023000 SUSPENSION: MULTIPLE AXLE Multiple Failure: 3

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 09-JUL-2006 Failure Mileage 1500 Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make \_\_\_\_\_ Tire Model (Name or Number) \_\_\_\_\_ Tire Size (Example P215/65R15) \_\_\_\_\_  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code \_\_\_\_\_ Tire Failure Type \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2006 FOREST RIVER TRAVEL TRAILER. THE CONTACT PURCHASED THE VEHICLE ON JULY 2, 2005. IN JULY OF 2006, THE FRONT DRIVER SIDE WHEEL BEARINGS FAILED AND NEEDED REPAIR. THE REPAIR WAS COVERED UNDER WARRANTY BY FOREST RIVER RV. IN JULY OF 2007, THE ENTIRE AXLE ON THE REAR DRIVER SIDE WAS BENT AND NEEDED TO BE REPAIRED, BUT WAS NOT COVERED UNDER WARRANTY. THE DEALER STATED THAT THE FAILURE WAS A RESULT OF POOR MAINTENANCE. IN OCTOBER OF 2007, THE ENTIRE FRONT PASSENGER SIDE AXLE NEEDED TO BE REPAIRED AND WAS ALSO NOT COVERED UNDER WARRANTY. THE CONTACT STATED THAT ALL OF THESE FAILURES WERE NOT THE RESULT OF POOR MAINTENANCE OR MISUSE OF THE VEHICLE. HE BELIEVES THE FAILURES ARE DUE TO A MANUFACTURER DEFECT. NO OTHER VEHICLE INFORMATION WAS AVAILABLE. THE FAILURE MILEAGE WAS 1,500 AND CURRENT MILEAGE WAS 2,900.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974—Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rbf

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.  
Thank you for your cooperation.

Sincerely,

Ronald B. Fields, Chief  
Correspondence Research Division  
Enforcement

Enclosure: VOQ



February 24, 2009

Office of Vehicle Defect Investigations

US Department of Transportation

NHTSA

1200 New Jersey Av. SE

West Building

Washington, DC 20590

I filed the enclosed complaint (Reference # 10224786) in regards to defective axles and wheels bearings in April 2008. I submitted additional information and a description of the problems shortly thereafter. In November 2008, I inquired if any investigation was done and was advised that the additional supplements were not received. I resubmitted them at that time. I am enclosing them at this time also.

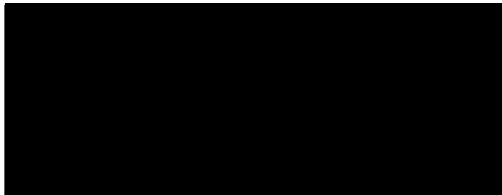
Has there been any investigation into this defect?

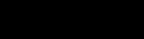
Do you need additional information?

I still have the axles in my possession.

Please respond so I know what action to take.

Sincerely,



Fond du Lac, WI 

Phone 

Cell phone 

This complaint is primarily against Al KO Kober Corporation, manufacturer of axles.  
The axles were placed on Flagstaff travel trailers manufactured by Forest River

Al Ko Kober Corp.  
21611 Protecta Drive  
Elkhart, IN 46516-9543

Forest River Inc.  
55470 C.R. 1  
P.O. Box 3030,  
Elkhart, IN 46515

Vehicle

2006 Flagstaff Travel Trailer, model 831BHSS  
VIN: 4X4TFLG2X6D [REDACTED]

July 2, 2005 Purchased trailer from Paul's RV in Morrison WI

July 12, 2006 First wheel bearing (left front) went out,  
repaired at Lake Country RV, Wis. Rapids  
Covered by warranty

MILEAGE ESTIMATE 1400 miles

July 11, 2007 Second wheel bearing (left rear) went out,  
axle replaced, repaired at Horn's RV,  
Sheboygan. Warranty denied.

MILEAGE ESTIMATE 2600 miles

October 24, 2007 Discovered right front wheel out of  
alignment. Taken to Paul's RV  
November 1, 2007, spindle was bent and  
axle was replaced. Warranty denied.

MILEAGE ESTIMATE 2950 miles

TOTAL MILEAGE ESTIMATE 2950 miles

The axles were made by Al Ko Kober Corp. Both axles have been replaced at owner's expense. Al Ko Kober denies defective bearings/axles. **I have recovered both defective axles and have them in my possession.** The ID number on both axles are 265021 CANADA (stamped on each axle). The replacement axles have a riveted ID tag with the following information stamped on it;

Front Axle: Month 12      Year 7  
U3526533 4 3  
Axle capacity (KG) 1591  
Static Load radius 316

Rear Axle: Month 8      Year 7  
U3526533 4 3  
Axle capacity (KG) 1591  
Static Load radius 316

It's totally inappropriate for wheel bearings to fail in such short time and mileage duration. The bent spindle was manufactured or installed in a defective manner. Forest River had defective axles on their 2003 and 2004 models, which were also manufactured by Al Ko Kober Corp. Complaints were field by consumers and Forest River and/or Al Ko Kober replaced these axles. It's unknown if Forest River/Al Ko Kober did so on their own or were ordered to by NHTSA. I suspect the same defect of these axles or possibly these were left over axles and placed into service.

[REDACTED]  
Fond du Lac, WI [REDACTED]  
Ph # [REDACTED]