

AUG - 2 2013

CL-10533576-5409

July 25, 2013

To Whom it May Concern:

This is in response to a safety issue with our RV that could have resulted in a crash or could have caused injury or death (49 CFR Part 575.6 (a)(2)(i-ii).

On April 26, 2013 we purchased a 2013 Forest River Sandstorm Toy Hauler from Rim Rock Trade Center in Grand Junction, CO.

On May 25, 2013 we took our RV on an overnight, very close trip to our house, to make sure everything worked properly before taking it on a much farther trip. We traveled approximately 20 miles one-way from our house to a local RV Park. Once we arrived and were set up, we noticed one of our tires was low. My husband aired it up. The next day, we returned home. On June 24, 2013, we were getting the trailer ready to go on a much farther trip, when my we were faced with a water issue. The next day, July 25th, my husband took our trailer to Rim Rock Trade Center for them to fix the water issue. While he was waiting for the repair to be done, he mentioned the tire issue to them and they suggested a place for him to take the tire to get repaired. They fixed the problem while he waited and he brought the trailer home. He then went to take the tire off that was losing air to have it fixed and the lug nuts were so hot, he could hardly touch them with gloves on. He called Mary Kalkwarf who handles the warranty issues at Rim Rock Trade Center and she notified us to take it to Spring Works in Grand Junction as it could be a bearing issue. We took our trailer to Spring Works on June 27, 2013. Spring Works notified Mary there was a much larger issue with our axle than the bearings. Mary went to Spring Works and took pictures of the hub as someone at Lippert Components had taken a grinder to the spindle to force the hub to fit. Then slapped everything together and shipped the completely assembled axles to Forest River to install on a trailer. Mary felt obligated to notify Forest River with this problem and their response was basically, "We don't have anything to do with the axles as they come completely assembled from Lippert". Not concerned at all and they should be as they are installing these axles on trailers manufactured by Forest River. Mary also sent the pictures to Lippert Components.

On July 16, 2013, I called Lippert Components and spoke with Bradley Smith in the warranty department and addressed my concerns that they have someone on their assembly line performing a job, without due care, that could jeopardize the lives of people. While on the phone with me, he viewed the pictures and agreed there are grinding marks—not good. He said he understood our concern and he would speak with his supervisor and if they felt there was a need they would look into it further. On July 15, 2013 new components were sent to Spring Works to repair our axle. We were called yesterday, July 23rd, 2013, that our trailer has been repaired and can be picked up.

I feel pretty confident that we are not the only people to have had a problem with Lippert axles or products. Two years ago, my parents purchased a new Freedom Express RV,

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made by Forest River, with Lippert axles and brakes and they too had a problem. Their brake drums were warped on all four (4) wheels and had to be turned. The brakes were manufactured by Lippert.

We are bringing this to the attention of the NHTSA as this could have been a very serious accident had we not had the tire issue and we were traveling down the interstate and the wheel froze up. Thankfully, a serious accident was prevented.

Sincerely,

[REDACTED]
Grand Junction, CO [REDACTED]
[REDACTED]

Lippert Reference #389644



INVOICE

INVOICE NUMBER: 713-383

INVOICE DATE: 7/19/13

PAGE: 1

555 W. Gunnison Ave. • Grand Junction, CO 81501
1-800-261-4404 • 970-242-4404 • FAX 970-257-1597

SOLD TO:

Rimrock Trade Center, LLC
2541 HWY 6 & 50
Grand Jct, CO 81505
41-12246-0000

Ship To:
Fax Original 241-9520

called

thespringworksgj.com

CUSTOMER ID		CUSTOMER PO		PAYMENT TERMS	
RIMROCK				Net 20 Days	
SALES REP ID		SHIPPING METHOD		SHIP DATE	DUE DATE
		Courier			8/8/13
QUANTITY	ITEM NUMBER	DESCRIPTION		UNIT PRICE	EXTENSION
		SANDSTORM TRAILER ([REDACTED])			
4.00	4755	Cotter Pin		0.18	0.72
3.00	TLAB	Trailer Labor- repack all 4 wheel bearings and swap front axle out		60.00	180.00
1.00	m	Shop Materials		6.85	6.85

RE-TORQUE U-BOLTS
AT 500 MILES

RE-TORQUE WHEELS
AT 25 MILES

Check/Credit Memo No:

Subtotal 187.57
Sales Tax

Total Invoice Amount \$187.57
Payment/Credit Applied

TOTAL DUE \$187.57

Grand Jct, CO

GRAND JUNCTION CO 815

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Administrator
NHTSA
1200 New Jersey Avenue S.E.
Washington, DC 20590

