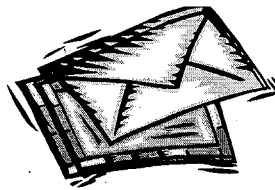


NHTSA ccmMercury Routing Slip



OL-10715617-5353

Printed: 9/3/2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NHTSA #: ES15-004654

XREF #:

Delivery: EXP

Rec'd Date: 9/3/2015

Doc Type: PET

Address To:

Referred By: NPO-011

Doc Date: 9/1/2015

Due Date: 1/11/2016

S10 #:

DOT/I #:

RMP #:

**Subject: PETITION FOR DEFECT INVESTIGATION: 2015 & 2016 FOREST RIVER SHASTA AIRFLYTE
16/19**

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: FRANK S. BORRIS

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

WEST CHESTER, OH

Tel: Fax: E-mail:

SEP -8 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	9/3/2015	1/11/2016	

RR
9815
SMD

September 1, 2015

Dr. Mark Rosekind, Administrator
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue SE, West Building
Washington, D.C. 20590

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2015 SEP -3 P 4: 14

PETITION FOR DEFECT INVESTIGATION: 2015 & 2016 FOREST RIVER SHASTA AIRFLYTE 16/19

Dear Dr. Rosekind:

I hereby **petition** the National Highway Traffic Safety Administration (NHTSA) to initiate a *safety defect investigation* into failures associated with the Forest River, 2015 & 2016 Shasta Reissue (Models 16 & 19). Shasta failures result in a variety of safety-related issues in multiple RV components, many of which have the potential for serious and/or destructive results:

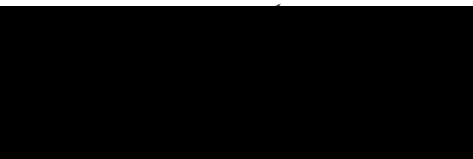
- **Window Failures** – The glue on the window fails & the glass becomes loose from the frame. This is a dangerous situation, especially when a travel trailer is in transit. I am friends with ~ 70 owners and our informal survey indicates a 40%+ failure rate in our little network of friends. Two owners had 3 windows fail. Shasta is not taking a proactive stance to address this serious defect and Shasta clearly minimizes the safety impact in their message track. (see attached)
- **Wheel well/Suspension/RIMs** – Various design issues are resulting in severe damage to the coach. This defect could lead to the potential loss of life if the single axle camper were to lose control.
 - Over 70 consumers implemented a custom leaf spring from John's Springs in Nevada as Shasta refuses to provide warranty support on the leaf springs.
 - Campers are not manufactured with a consistent design. Some have "spacers" and the wheel well design does not appear to be consistent.
 - One consumer received new stabilizers from Shasta AFTER her wheel entered the coach to eliminate future risk.
 - Consumers are reporting that RIMs appear damaged from the weight of the camper, resulting in concern that the RIMs are insufficient for the weight of the camper.
- **Passenger Tire Failures** – Tires are becoming visibility unsafe after little use due to side or top rubbing on the coach. There is concern about passenger tires being used on a travel trailer. This was escalated to Mark Lucas, President of Shasta by me via my dealer. His response was that the tires are NOT a problem. Consumers have reported this information to NHTSA for review.
- **Door lock failures** – Lock failures are resulting in individuals being locked in or out of the camper. This becomes an emergency situation. I had my [REDACTED] daughter crawl out a coach access under the dinette to get help when we were locked in the camper. I am aware of at 7 owners having this same frightening issue. This has now been reported to NHTSA for review.
- **Dinette bed failures** - There have been several incidents of owners falling through the front dinette when it is in the bed position due the lack of proper support. I am aware of one injury due to this failure. Shasta has not proactively taken steps to address this safety defect.
- **Questionable recordkeeping practices on serious defects.** In two cases, Shasta covered serious defects on RVs separating from the frame. Both owners state that the Dealer(s) did NOT provide warranty tracking or paperwork documenting the repair. There is real concern that there is not proper documentation/recordkeeping and serious engineering flaws are not being reviewed in a quality manner by the company. This should be reviewed by NHTSA.

ES15-004654

There are a variety of issues with Shasta's Warranty Service Management processes & practices. Owners are seeing the following themes:

- **Shasta & Dealers dismissing Safety Concerns reported by Owners** – Shasta sent a letter to all dealers acknowledging some issues whilst minimizing the impact in April. In this letter, Mark Lucas (President of Shasta) encourages dealers to dismiss concerns and labels concerned owners as “uneducated”. Shasta has been provided caring feedback by owners. The attitude of the company is that the consumer is uneducated and should be ignored. There is no empathy.
- **No proactive plans to address Known Defects** - Shasta is fully aware of the defects detailed in this letter and have not put a proactive plan in place after 6+ months of communication. They admit that defects exist (in corporate communications) but take no proactive responsibility. Window failures are not being proactively managed by Shasta as the manufacture of the RV.
- **Poor Service Management Practices, Owners have no support** - Shasta forces consumers to use the “dealer network” warranty repair process. Owners are following this process. It is the only way to receive service. The company lacks good service management practices and the execution is inconsistent dealer to dealer. I used the warranty service process (providing video, pictures) to report serious defects (with Tires, suspension, etc.). This incident was reported AFTER having my dealer perform warranty repair to restore my RVs clearance. To be clear, the warranty “shackle” repair that I received does not address the issue and the problem still exists. I believe there is a risk that the passenger tire may bounce through the wheel well. Mark Lucas, the President of Shasta, told my dealer (Mount Comfort RV) to inform me that my “problems are not a problem”. He also said that the tires would not be replaced when I asked that question directly. Shasta and their dealer network are failing to keep consumers safe. Shasta owners remain at the mercy of the defects. Shasta owners seeking relief are forced to find and pay for replacement.
- **Serious Defects are Known** - Dealers are sending defective campers back to the Shasta factory. I have a friend whose camper still has critical safety defects (like the Tire issues and Dinette failure) AFTER being sent to the Shasta factory for repairs. Shasta doesn't deliver even when give multiple opportunities. There appears to be little attention to quality or record keeping. Another friend was not able to purchase the camper she order as it was rejected by the dealer for serious defects (Body Separated from Coach). She ordered a second camper and it was also rejected by a different dealer for the same issue. She gave up after 2 attempts. That being said, four different owners have shared with me stories of body separation.
- **Barriers** - Many owners financed their RV purchase with the intent to fulfill their dream of seeing our beautiful country. Safety defects are preventing these owners from fulfilling this dream. Shasta not only dismisses the safety concerns of these reported by these consumers, they label them as “uneducated”. Shasta puts barriers in place vs. embracing the feedback and doing the right. They have made a product that was to fulfill a dream, a nightmare.

Shasta reissue owners desperately need help from NHTSA. Shasta refuses to do the right thing and should not confuse their meager attempts with achievement. I hereby petition NHTSA to investigate the Shasta reissue and to restore the safety of the Shasta reissue via government mandated recalls. Thank you in advance for your quick attention to this matter.



cc: John Boehner

Please do not publish my PII information.

Contact details:

[REDACTED] West Chester, Ohio [REDACTED]

We need your help!



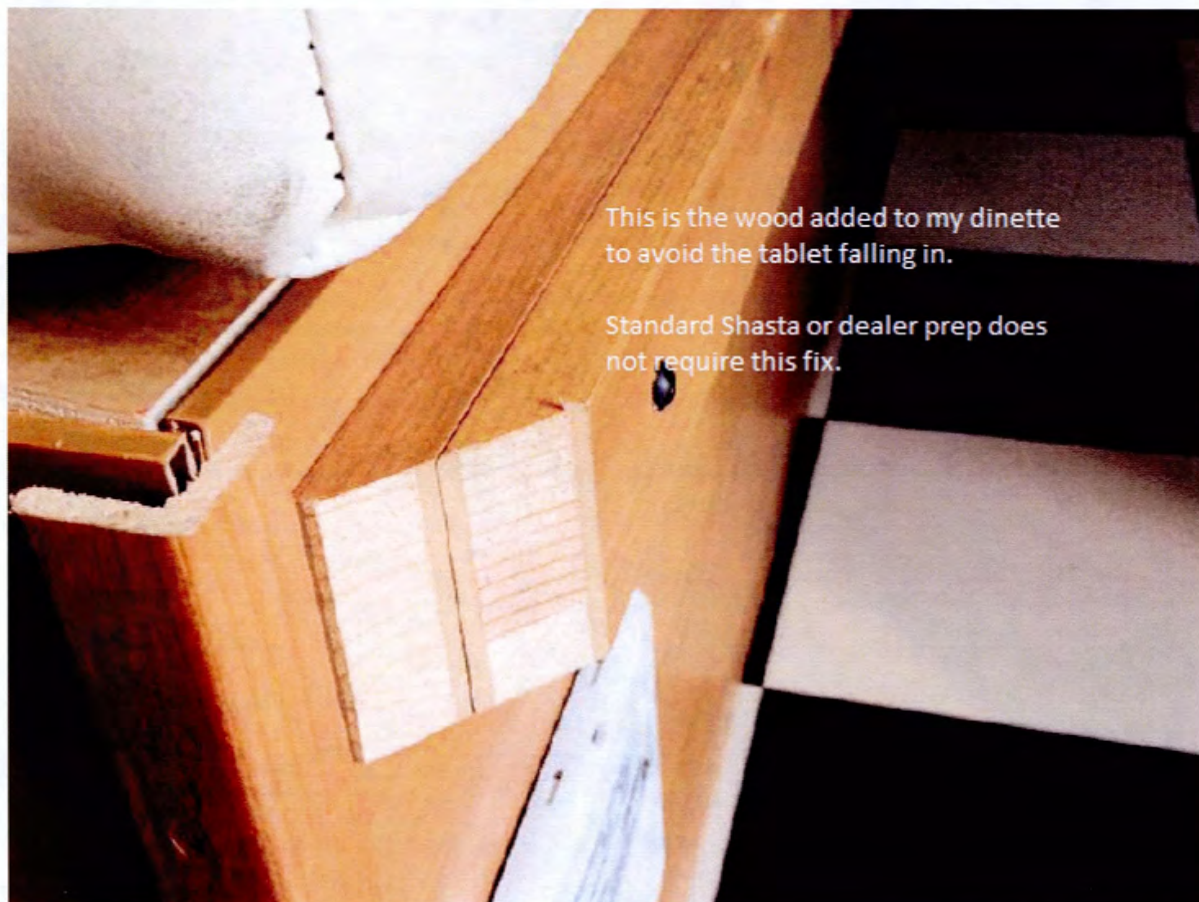


Forest
River
2015
Shasta
Airflyte

View
from
inside
cabinet

Tire tore
out
electric

Passenger Tire entering RV and
BUSTING wheel well



This is the wood added to my dinette
to avoid the tablet falling in.

Standard Shasta or dealer prep does
not require this fix.

A few owners include:

██████████ from Manitowac, WI

11

██████████

- Chicago, IL - Seafoam. 16'

June 29 Franklin Park, IL

Key stuck in deadbolt lock yesterday. Add me to the climb through crew.



RIM Issue –

VIN: 5ZT2SAHC7FE

"We bought new trailer tires and had them mounted on the old rims. My husband has a garage and balancer. He said they were very wobbly when spinning on the balancer. So, we bought new rims, painted them to match, and had the new tires mounted"





* INVOICE *

Kaieigh Tire
1399 Germantown Pkwy.
Cordova, TN 38016
PH. (901) 753-4900

Sold To:

WENTWORTH BROTHERS AUTOMOTIV
9189 CORDOVA PARK RD
CORDOVA, TN 38016

ACCOUNT#:

DATE : 08/25/15

Ph: 901-737-0331

INVOICE # :

VIN#:

Mileage:

KID#:

Billed By: CORDOVA SALES COUNTER
Salesman : RUSTY
Tx:Y EGN:

SH:5 Rt:
Ct:R COD: IWS:
Parking Space#:

Quantity	Product #	Size/Description/Mfr	TC	MC	DP	BIN#	Unit Price	F.E.T.	Extended Amount
1.0	CHI	COMPUTER BALANCE	2	B			8.50		17.00
3.0	ROM	REGULAR MOUNT	2	B			8.50		25.50
1.0	ST	STEM	2	C			2.00		4.00
2.0	DM	DIS MOUNTS	2	B			3.50		7.00

Merchandise	Services & Other	F.E.T.	Subtotal	Sales Tax	Total
4.00	49.50	0.00	53.50	0.00	53.50

Notes:	Terms:	PO#	DOB DATE	AMT. DUE	Misc. Adj. \$	0.00
					Cash or Check # . . . \$	0.00
					Credit Card . . . VI . . \$	53.50
					Balance C . . . \$	0.00

Received By:

Printed: 08/25/15 11:55 AM Promised:

<< Page 1 of 1 >>

Completed: 08/25/15 12:14 PM



Thank You!

INVOICE

Date: 06/24/2015

Order# [REDACTED]

Vintage Trailer Supply
34 Bane Street, Montpelier VT 05602
Tel/Fax: 800-644-4626

Additional Information:

Brand and year of trailer: 61 SHASTA AIR/LITE

Bill To: (Customer ID: [REDACTED])

Ship To:

EAOS, TN
United States

EAOS, TN
United States

Payment Method:

Shipping Method:

Credit Card: MasterCard

Ground

Code Description

Qty Price Total

2 \$50.99 \$101.98

15" Trailer Wheel 15x6 5-Bolt on 4.5 - Gray E-Coat

Subtotal: \$101.98

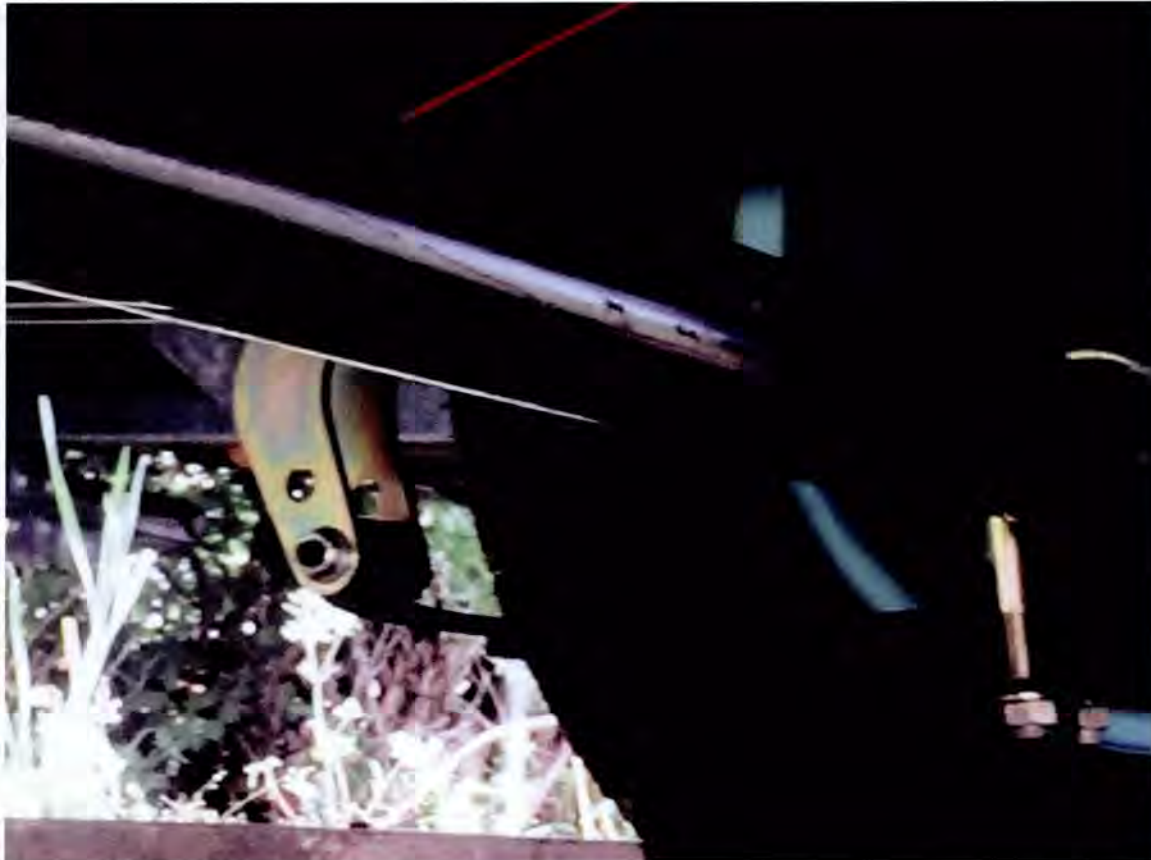
Tax: \$0.00

Shipping & Handling: \$28.71

Grand Total: \$130.69

VIN 5ZT2SAEC8FE

- AFTER SHACKLE FIX WORK BY SHASTA
- LESS THAN 2" WITH EMPTY TRAILER (TOP OF TIRE), TIRE RUBS
- LESS THAN 1" ON SIDES OF TIRE
- MARK LUCAS PRESIDENT OF SHASTA TOLD MY DEALER MOUNT COMFORT TO TELL ME "THIS PROBLEM IS NOT A PROBLEM"
- AFTER HAVING MY TIRES RUB AFTER FIXES, I SUBMITTED THE AS A WARRANTY ITEM TO MY DEALER. MARK LUCAS PRESIDENT OF SHASTA RESPONDED THAT THEY WOULD NOT BE REPLACED
- OUR SPRINGS CONTINUE TO "FLATTEN" OUT, SEE FIRST PICTURE, SHACKLE FIX IS VISIBLE BUT DOES NOT ADDRESS THE PROBLEM



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At her request, please do not share her PII information.

██████████ VIN 5ZTSAEC2FE ██████████

Purchased from Mount Comfort in Indiana.

Issues include windows falling out, well wheel quality issues damaging tires and camper separating at front end. ██████████ would like to send the window to the DOT if you would want it for investigation purposes. She is extremely concerned about the safety of others.

Work was completed at a Forest River Dealer (O'Conner RV) They did not provide the customer with a list of repairs/parts or any evidence that the warranty work was completed. Gary at Shasta in Warranty was contacted by the dealer and the work was approved on the phone when the customer was in the office.

Window incident happened when they were driving down the road. They saw the back window was damaged as they were driving. You can look through the coach front window to the back with your rear view mirror.

Her camper was purchased in Indiana. It was never loaded on a truck for shipping. When she shared her separation issue online a person that represents Shasta (coordinates rallies for them) shamed her and tried to say that the damage was from shipping vs. workmanship. It was never tied down to a truck and shipping. It was towed by car.

O'Conner RV

44430 Yale Road, Chilliwack, BC V2P 6J1, Canada

Phone: +1 604-792-2747









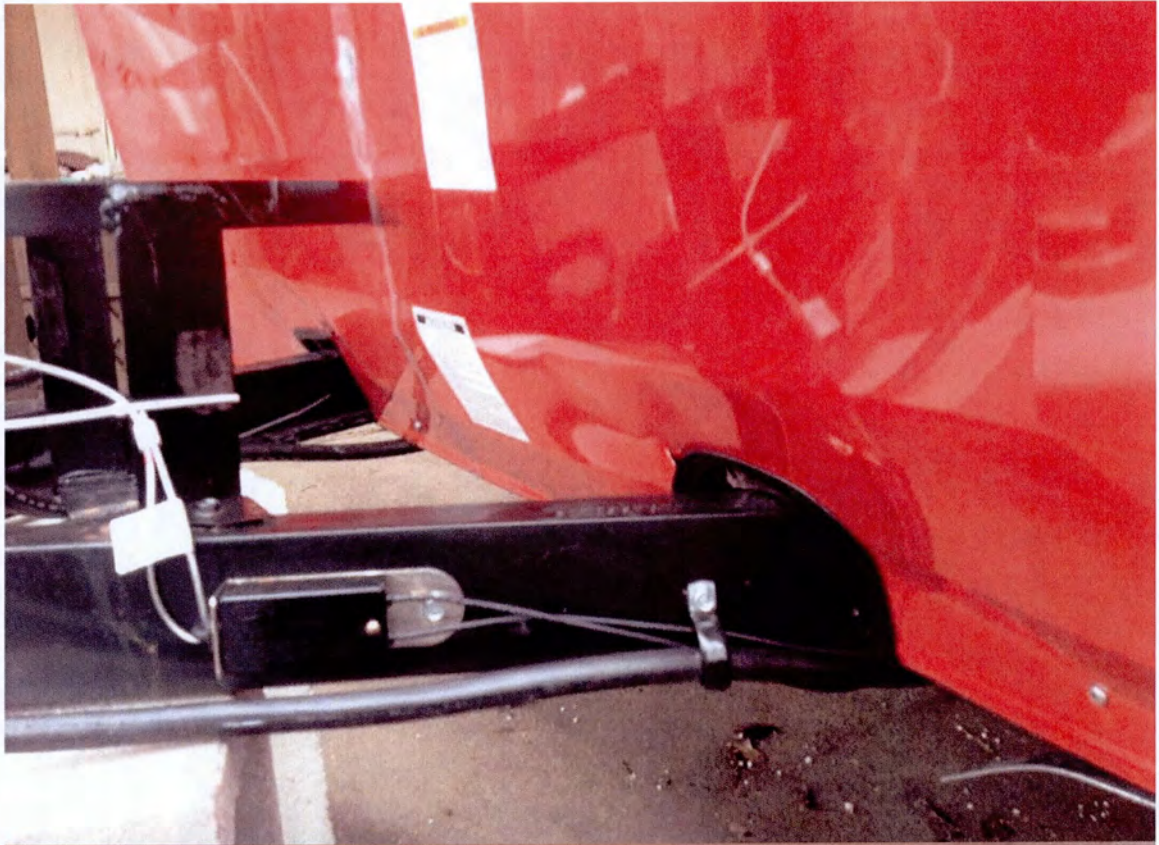




[REDACTED]
Houston, Texas

Camper was delivered from Mount Comfort RV in Indiana. It was severely damaged and not usable. Was sent back to Shasta factory for repair. Shasta did not provide a warranty repair list.



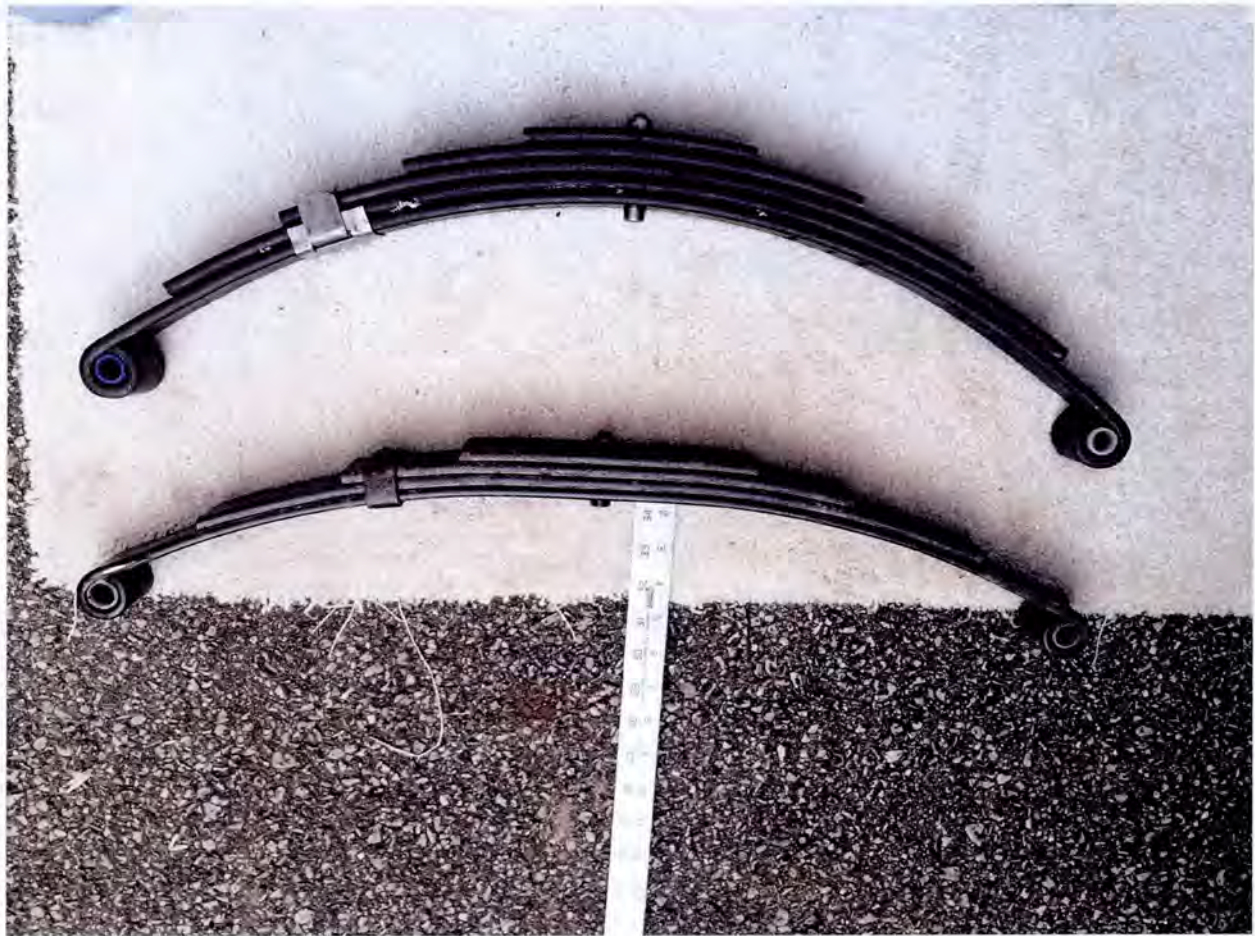


Shasta Spring Issues

██████████ and 70 other consumers replaced their springs after Shasta refused. Shasta was provide with pictures of damaged wheel wells that vary in severity. See the new spring and old spring from ██████████

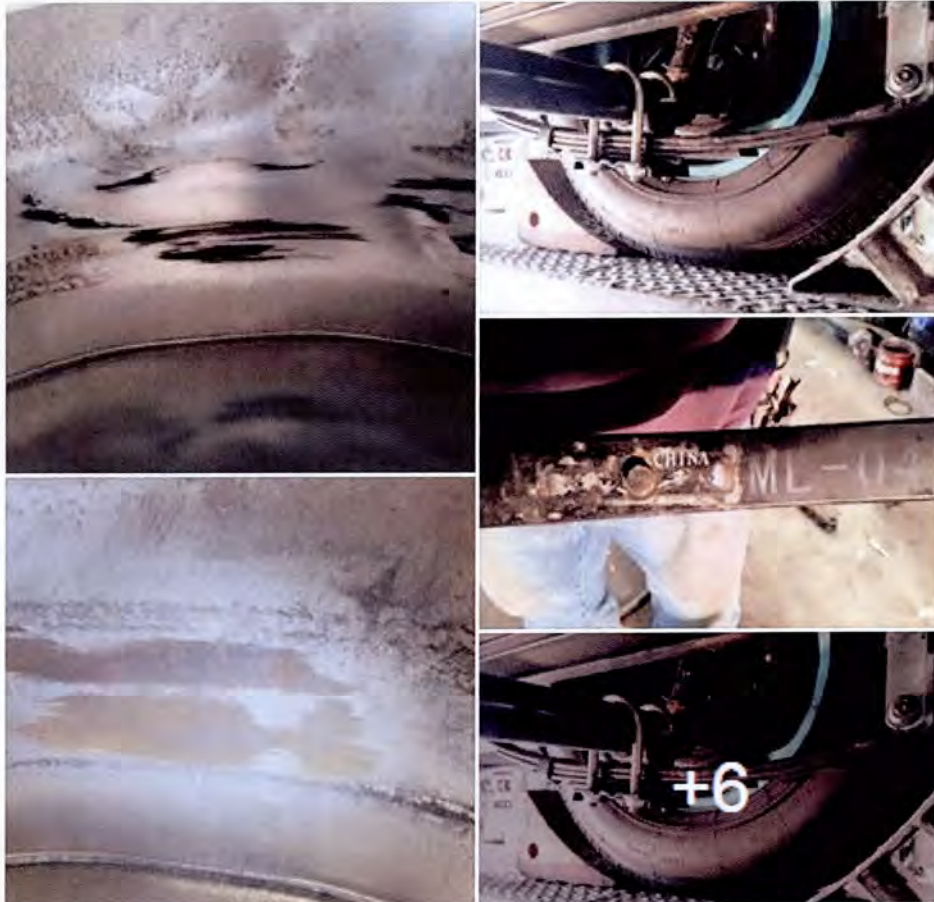
John's Spring Services & Iron

455 Sunshine Ln, Reno, NV 89502
Phone:(775) 329-6159



[REDACTED]

[REDACTED] is from Reno. Her husband worked with John Springs to make her camper safe as she camps with the Sisters on the Fly.







is suffering from tire/wheel well (top/side rubbing) and window issues





April 23, 2015

RE: Shasta Airflyte Re-issue Update #2

To All Shasta Airflyte Re-issue Dealers:

It has been quite a run over the past 6 months, and the entire team at Shasta wants to thank you and your dealership for the continued support. One of the re-issues currently sits in the RV/MH Hall of Fame, The New York Times has run a story on the product and the Airflyte was among the finalists for RV of the Year, just to name a few accolades. Truly amazing!

The FINAL run of Airflytes has been submitted for scheduling, and all units will be complete by the end of next month. If your sales representative has not been in contact with you over the past two days, please call the office at your earliest convenience. It is important we verify each order is correct, as there will be no more Airflytes produced after this schedule.

As mentioned in the last update, social media is full of information, mostly untrue. So to clear up the most recent confusion, here are a few facts:

- We are not experiencing any shortages, nor have we since the beginning of 2015
- Over 1,400 Airflytes have shipped and over 1,000 have been retail delivered
- Despite the original "catastrophic" speculation regarding tires, there has not been one single tire failure or tire replacement.
- We have had a number of leaks reported, most related to windows. Hehr has been involved from the start, and has stepped up and resolved any issues.
- We have seen only a few vent pipes responsible for leaks, these were improper installation, but have been corrected.
- Window glass has come loose from the aluminum track, and again, Hehr has been very responsive, and will send parts directly to the customer if necessary.
- Most recently, we have heard of air conditioners not cooling properly and wheel well clearance issues. Although we have had only a handful of each reported by dealers, we have a solution if necessary. Submit a warranty claim if you see either of these items.

There is a "sky is falling" mentality on social media surrounding the minor issues mentioned above. Unfortunately, owners are uneducated about or unwilling to follow the proper process of contacting their dealer. Our only reliable information comes through the warranty process, and based on the latest reports, the Airflyte is outpacing the company, and the industry as a whole, with fewer defects and lower cost of warranty on a per unit basis.

We appreciate your support, not only on Airflyte products, but the entire Shasta lineup, including Oasis, Flyte, Revere and Phoenix. This year has started off strong and we look forward to a great remainder of the year together!

Thanks again, and please feel free to contact us if you need any additional information.

Thank You-

Mark R. Lucas
President/General Manager
Shasta RV

Contacted
dealer
Mark
Lucas
says
that it is
NOT a problem

OUR FASTEST SERVICE IN THE U.S.

WHEN USED INTERNATIONALLY,
A CUSTOMS DECLARATION
LABEL MAY BE REQUIRED.



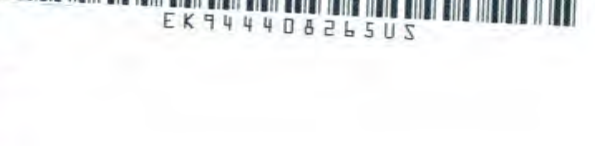
EP13F July 2013 OD: 12.5 x 9.5



PS 10001000006

W40-30x

CUSTOMER USE ONLY FROM: (PLEASE PRINT) _____ 	
PAYMENT BY ACCOUNT (if applicable) _____	
DELIVERY OPTIONS (Customer Use Only) ☐ SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery. ☐ No Saturday Delivery (delivered next business day) ☐ Sunday/Holiday Delivery Required (additional fee, where available) ☐ 10:30 AM Delivery Required (additional fee, where available) *Refer to USPS.com® or local Post Office® for availability	
TO: (PLEASE PRINT) M... .. NHTSA	PHONE () _____
ZIP + 4® (U.S. ADDRESSES ONLY) 30590	



EK944408265US



**UNITED STATES
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EXPRESS™**

ORIGIN (POSTAL SERVICE USE ONLY)

☒ 1-Day PO ZIP Code 	☐ 2-Day Scheduled Delivery Date (MM/DD/YY) 9-3-15	☐ Military ☐ DPO Postage \$ 19.99
Date Accepted (MM/DD/YY) 9-2-15	Scheduled Delivery Time ☐ 10:30 AM ☐ 3:00 PM ☒ 12 NOON	Insurance Fee \$
Time Accepted 1:18 ☐ AM ☒ PM	10:30 AM Delivery Fee \$	COD Fee \$
Weight 4 ☐ Flat Rate ☐ Priority	Sunday/Holiday Premium Fee \$	Return Receipt Fee \$
lbs. ozs. 19.99	Acceptance Employee Initials JH	Total Postage & Fees \$ 19.99

DELIVERY (POSTAL SERVICE USE ONLY)

Delivery Attempt (MM/DD/YY)	Time ☐ AM ☐ PM	Employee Signature
Delivery Attempt (MM/DD/YY)	Time ☐ AM ☐ PM	Employee Signature

LABEL 11-B, JANUARY 2014 PSN 7680-00-000

3-ADDRESSEE COPY

STAT
SERV