

NHTSA ccmMercury Routing Slip



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Subject: LETTER FROM THE OFFICE OF CONGRESSMAN BOEHNER ON BEHALF OF CONSTITUENT

RE: DEFECTS ON HER 2015/16 SHASTA REISSURE CAMPER

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: RBRANSOM x63756

Ack By:

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: Rhonda.Bransom

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

JOHN A BOEHNER U.S. HOUSE OF REPRESENTATIVES

OCT -6 2015

WASHINGTON, DC 20515

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	10/5/2015	10/30/2015	
NGA-110	SIGN	10/5/2015	10/30/2015	

RR
10615
JMD

September 1, 2015

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

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

Dear Dr. Rosekind:

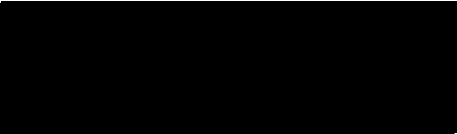
I hereby **petition** the National Highway Traffic Safety Administration (NHTSA) to initiate a *safety defect investigation* into failures associated with the Forest River, 2015 & 2016 Shasta Reissue (Models 16 & 19). Shasta failures result in a variety of safety-related issues in multiple RV components, 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 ■■■ year old 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.

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]

PRIVACY ACT RELEASE FORM
PLEASE PRINT CLEARLY

Mr./Mrs./Ms. Full Name: [REDACTED] Nick Name: _____
(circle one)
Address of Residence: [REDACTED]
City/State/Zip: West Chester, OH County: Butler
Phone #: Home [REDACTED] Mob [REDACTED] Work [REDACTED] Other () _____
Email Address: [REDACTED]

Please send completed forms to: Congressman John Boehner

Residents of Butler & Preble Counties OR
VA/Military & Immigration issues:
7969 Cincinnati-Dayton Road
West Chester, Ohio 45069

Residents of Clark, Darke, Mercer,
and Miami Counties:
12 South Plum Street
Troy, Ohio 45373

Due to the provisions of the Privacy Act of 1974 (Title 5, Section 552A of the United States Code):
Permission in writing is required before making an inquiry on your behalf. Completing and signing this form authorizes Rep. John Boehner and his staff to make inquiries to the appropriate officials on your behalf, and the release of information to him or his staff. This permission is on-going until revoked in writing or the stated issue is resolved, UNLESS: one-time only inquiry OR permission ends on this date _____

To begin your inquiry, provide all pertinent information related to your case/claim:

Federal Agency Involved: National Highway Traffic & Safety Administration
Social Security Number: [REDACTED] Date Of Birth: [REDACTED]
Military ID#: _____ Veteran's Claim #: _____
Military Branch, Rank & Unit: _____
Alien #: A _____ CIS/DOS Receipt #: _____
Immigration - Petitioner's Name: _____
Beneficiary's Name: _____

Other Numbers Identifying your claim: NHTSA ID: 10715617 from April 25, 2015

Filed complaints to NHTSA/ DOT via safecar.gov
Please briefly describe your situation and the action, result, or information you desire. Use the back of this sheet, or attach a separate page, if necessary. Be sure to provide any necessary documentation.

I am asking for Mr. Boehner to contact the
NHTSA and petition them to investigate safety
defects on the 2015 & 2016 Shasta
Reissue Camper. Providing CC of my letter to
Mr. Rose King, NHTSA Administrator

SIGNATURE: [REDACTED]

DATE: Sept 2, 2015