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: 28-MAY-2015

Repository ☐

Reference No.: 10721913

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City: HOUSTAN | State: TX | Zip Code: [redacted]

Daytime Telephone Number: [redacted]

Evening Telephone Number:

E-mail Address: [redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5ZT2SAEC8FE[redacted]	FOREST RIVER	SHASTA	2015

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 21-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 200000 WHEELS	Failure Mileage	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2015 FOREST RIVER SHASTA. THE CONTACT STATED THAT THE CAMPER WAS EQUIPPED WITH PASSENGER TIRES INSTEAD OF TRAILER TIRES. THE WEIGHT OF THE EQUIPMENT PLACED ON THE CAMPER BROUGHT THE CAMPER VERY CLOSE TO THE TIRES, WHICH MADE IT DIFFICULT TO MANEUVER. THE TRAILER WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT APPLICABLE.

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

From:	Atkins, Tanya CTR (NHTSA)
To:	Fogle, Brenda CTR (NHTSA)
Subject:	FW: FW: NHTSA: Follow up to ODI Complaint: ----10721913-----
Date:	Wednesday, June 17, 2015 5:52:01 AM
Attachments:	EVOQ EMAIL RESPONSE.doc 10721913.pdf

Sent: Tuesday, June 16, 2015 10:29 AM

Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10721913-----

The ODI # is in the subject line. Email 1of2.

From: [redacted]
Sent: Tuesday, June 16, 2015 10:04 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Fw: FW: NHTSA: Follow up to ODI Complaint: ----10721913-----

I could not figure out how to make changes to my report, but I have two of these new 2015 Shasta Reissues and both have tire issues. One is at Camper World now for other issues and one is parked at my home and has not yet been taken to the dealer for this issue.

Both of my campers have less than 2" between the top of the tire to the wheel hub and I am very afraid to load them for camping or even take them out. Shasta has been notified of this problem and has issued a letter to my dealer that they will NOT be doing anything about the problem.

Your help with this matter will be greatly appreciated.

Thanks,
[redacted]
Houston, TX [redacted]

On Friday, June 12, 2015 10:47 AM, "EVOQ@dot.gov" <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

From:	Atkins, Tanya CTR (NHTSA)
To:	Fogle, Brenda CTR (NHTSA)
Subject:	FW: 2015 Shasta Reissue Tires (ODI# 10721913)
Date:	Wednesday, June 17, 2015 5:54:07 AM

Sent: Tuesday, June 16, 2015 10:30 AM

Subject: FW: 2015 Shasta Reissue Tires

Email 2of2.

From: [redacted]
Sent: Tuesday, June 16, 2015 9:59 AM
To: DataQuality, DataQuality (NHTSA)
Subject: 2015 Shasta Reissue Tires

I could not figure out how to make changes to my report, but I have two of these new 2015 Shasta Reissues and both have tire issues. One is at Camper World now for other issues and one is parked at my home and has not yet been taken to the dealer for this issue.

Both of my campers have less than 2" between the top of the tire to the wheel hub and I am very afraid to load them for camping or even take them out. Shasta has been notified of this problem and has issued a letter to my dealer that they will NOT be doing anything about the problem.

Your help with this matter will be greatly appreciated.

Thanks,
[redacted]
Houston, TX [redacted]

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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer: NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information 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 failures(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 driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. 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 vehicles 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,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ