

12:19 pm, Nov 17, 2015

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1 888 DASH 2 DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

Date Received

17-JUN-2015

Reference No.

10725703

OWNER INFORMATION (Type or Print)

Name

Address

City

GLENDALE

State

AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

4X4 1ALL29L5

Make

FOREST RIVER

Model

XLR

Model Year

2012

Date Purchased

Dealer's Name and Telephone Number Anthem RV

Engine:

Not Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐

Antilock Brakes

Powertrain

Multiple Failure: 1 Lippert

Components chassis 1 beam frame

Incident Date(s)

27-MAY-2015

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 356000 EQUIPMENT ADAPTIVE

Chassis 1 beam frame Right and left sides

Failure Mileage

10000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make No tire failure

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTWALSAC030)

☐ 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).

TLR THE CONTACT OWNS A 2012 FOREST RIVER XLR EQUIPPED WITH A LIPPERT CHASSIS. THE CONTACT MENTIONED THAT A FAILURE WAS PREVIOUSLY EXPERIENCED WITH THE TIRES ON THE VEHICLE. THE MECHANIC REQUIRED A CHANGE OF AXLE SIZE FROM 3,500 TO 4,000. THE CONTACT STATED THAT THE CHASSIS BECAME FRACTURED AFTER THE REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 10,000.

THIS REPORT HAS NOTHING TO DO WITH TIRE FAILURE, IT HAS TO DO WITH CHASSIS, FRAME FAILURE. THE LIPPERT COMPONENTS FRAME FAILED PROBABLY AS SOON AS IT LEFT THE FACTORY WITH THE WRONG CASSIS, 6 INCH 1 BEAM COULD NOT SUPPORT WEIGHT OF TOY HAULER TRAILER. ORIGINALLY TAKEN BACK TO ANTHEM RV FOR REPAIR OF TIRES, ALL FOUR, RUBBING INSIDE WHEEL WELLS 01/02/13. THE WHEELWELLS WERE REPAIRED AND AXLES REPLACED, BUT PROBLEM STILL EXISTS. THREE CRACKS VERTICAL IN 1 BEAM CHASSIS-FRAME ABOVE AXLES. ANTHEM RV, FOREST RIVER, LIPPERT REFUSE REPAIR.

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.

Fogle, Brenda CTR (NHTSA)

From: Abbew, Margaret CTR (NHTSA)
Sent: Thursday, August 27, 2015 10:45 AM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW:

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Wednesday, August 26, 2015 4:20 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW:

Email 2of2.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204
maritza.williams.ctr@dot.gov
Ph: 202-493-0317
Fax: 202-366-3081

From: [REDACTED]
Sent: Wednesday, August 26, 2015 2:22 PM
To: DataQuality, DataQuality (NHTSA)
Subject:



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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 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 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,

Chief
Investigation

Randy Reid
Correspondence Research Division
Enforcemen

Office of Defects











These photos will be available on SkyDrive for 30 days. To learn more about SkyDrive, click [here](#).
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