

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: 2015 Forest River - Shasta Reissue Petition to NHSTA
Date: Monday, August 31, 2015 8:47:02 AM
Attachments: [MVDDefectsandRecalls.pdf](#)

From: Reid, Randy (NHTSA)
Sent: Friday, August 28, 2015 9:26 AM
To: Wells, Cynthia CTR (NHTSA)
Cc: Seymour, Nate (NHTSA)
Subject: FW: 2015 Forest River - Shasta Reissue Petition to NHSTA

please add the attached files and email below to VOQ 10744818, private and public repositories, per Nate Seymour's request.

From: [REDACTED]
Sent: Tuesday, August 25, 2015 5:12 PM
To: Seymour, Nate (NHTSA); Reid, Randy (NHTSA)
Cc: [REDACTED]
Subject: RE: 2015 Forest River - Shasta Reissue Petition to NHSTA

Nate, I have another potential safety concern and just want to clarify what I was trying to do in my previous email.

Safety concern: DOOR LOCKS. I forgot to mention that a few of us have been locked in our campers because the door lock fails. This happened to me. I had to have my [REDACTED] year old child crawl out dinette via the coach storage door (lucky it was unlock) because we didn't have a screw driver in the coach to disassemble the lock. [REDACTED] and another person shared with me that they had this happen. I forgot to file a complaint on this as I have battle fatigue from all of the issues.

Petition - I called the complaint line a 2 times to asking to petition NHTSA . Each time I call, I reference the attached document on page 8. The document doesn't have a contact number spelled out for a petition vs. a complaint so I assume the normal complaint line can field such a request. They keep sending me to the FTC vs. initiating a petition process on my behalf. I need help with this process. To be clear, please consider this email to you & Randy **a request to petition NHTSA to look into these Forest River/Shasta safety defects.**

The call number today was [REDACTED] with the call center.

Please let me know if I need to do something beyond this email to "petition". I am feeling a little lost in bureaucracy and maybe the problem is I am not being clear enough.

Thanks again for your help!

[REDACTED]

From: [REDACTED]
Sent: Tuesday, August 25, 2015 2:01 PM
To: 'nate.seymour@dot.gov'
Cc: [REDACTED] [REDACTED] [REDACTED] randy.reid@dot.gov'

Subject: 2015 Forest River - Shasta Reissue Investigation Request - Please help us!
Importance: High

Nate,

Thanks so much for your time yesterday. Sorry for the delay in this follow-up message but my [REDACTED] year old twins had other plans for mommy last night.

Shasta owners really need **help** & leadership from the DOT to *formally investigate* and advise on the various safety issues with our campers.

Please find attached a pre-inspection document that we crowd-sourced online with our owners group. This information has been shared with a number of dealers. I was advised by a dealer that the information was shared with Forest River/Shasta. Some of the safety concerns are listed in the document as well as the fixes that are happening at the dealers. Please be aware that Forest River/Shasta does not proactively address these items. Again, this is largely classified as "dealer prep" vs. a service bulletin.

We feel there are 5 critical issues that require further investigation and government intervention:

1)DINETTE: Please see a picture of how the faulty designed dinette can be corrected by a dealer. I pushed for this fix as my table fell through on the day that I inspected my camper. [REDACTED]
[REDACTED] are few folks that had this problem with their camper and the dealer did not address it in dealer prep. Shasta has not sent out a communication to consumers to warn them of this issue. I know they know it is a issue as I asked for it to be reported. It is concerning that dealers are left to "prep" this because Shasta doesn't want to bother addressing it. It's not clear if all the dealer know it is a service bulletin. I am assuming, it's not being communicated.

The dinettes are also having issues with the legs falling off and the hinge is a hazard because it is not cut smoothly. I can send pictures if you wish [REDACTED] was injured by her dinette. She has been trying to enter a report on the website but it's been delayed due to technical issues with the site.

2)TIRES: The biggest concern that folks in the Shasta group have right now is that tires are becoming damaged due. My layman's guess is that it is due to the overall design of the wheel well & leaf springs. Many of the owners are sending formal reports. We are not only seeing damage to the wheel well top from the passenger tires hitting it (some entering the coach & ripping apart the wheel well) but the sides of the tire are showing extreme wear. This is simply unsafe on a single axel trailer. I notified my dealer Mount Comfort and the contacted Shasta. Mark Lucas stated that there is no problem with the tires. We need the help of the DOT. Many of us have been reaching out for help since March.

3)SHACKLE "FIX" NOT WORKING: I still have less than 2" tire clearance after the shackle fix. About 60 folks that I know online opted to buy new custom springs from John's spring shop as Shasta refuses to look at the issue. I asked for my issue to be elevated. Mount Comfort contacted Shasta and Mark Lucas responded it's not a problem. I consulted a vintage trailer expert and he feels it is a issue because of the passenger tires in the design have more bounce than a trailer tire.

4)WINDOWS: We have a number of owners that experienced the Hehr windows fail. Some have up to 3 windows that fail. A few have repeated failures. . Shasta has not contacted owners about this matter. The failure rate was about 40% for our group of 70 owners in the first 3 months of delivery. Please see the picture in the PDI of glue failing. If you want pictures of the windows hanging let me know.

5)RIMS: There are reports of rims becoming damaged from driving on the 19 model. There was concern that the RIM was not sufficient for the weight of the camper. Information has been submitted to safercar.gov

DOT Website/systems issues:

Several owners attempted to enter tickets on safercar.gov over the past six months. Due to technical issues they cannot enter the information. I experienced this myself and blew it off because at the time there was a major recall underway.

The site had issues over this past weekend again. I hate to see the Federal IT brand equity eroded by this poor digital experience. I know Tony Scott (Federal CIO) is passionate about the speed of digital from my time with him at Microsoft. Can you please let IT know about the problems so they have a opportunity to address them? I realize they can't fix what they don't know is broken. ;) I am not sure if they are getting the feedback when we call the call center about system availability.

Washington:

I am reaching out to my neighborhood congressman John Boehner for help. We have been asking Forest River/Shasta for help for 6 months and they continue to say these items are "not a problem". I feel that I must ask for help from my representative before something horrible happens that could have been prevented. I hope I am not creating "drama" for the DOT by reaching out to John. I just don't know WHO to beg in Washington to help us with this largely unregulated RV industry. John's always been great about advocating for his neighbors. I am surprised that I haven't ran into him on the golf course since buying the Shasta. Go figure!

I just want to see a formal safety investigation from the governmental group with the authority and power to execute it with quality.

Thanks in advance for your help on all of these matters. I am copying Randy on this email because he recently sent out letter to the owners.

████

My mobile number is

██████████

safercar.gov



Motor Vehicle Safety Defects and Recalls

Defects and Recalls



Think your vehicle
has a defect?

- » FILE A COMPLAINT
- » ONGOING INVESTIGATIONS
- » CHECK FOR RECALLS

FAQ | HOTLINE

What Every Vehicle Owner Should Know



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

★★★★★
NHTSA
www.nhtsa.gov

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Introduction

In 2009, approximately 30,000 lives were lost on our Nation's highways. Although 30,000 reflect a 28% decrease in traffic fatalities since 2006, much can still be done to address this issue on our Nation's highways. Traffic crashes are the primary cause of debilitating injuries in the United States and the number one killer of Americans under the age of 34. In addition to staggering emotional costs, the annual economic loss to society because of these crashes, in terms of worker productivity, medical costs, insurance costs, etc., is estimated at more than \$230 billion. Clearly, there is a need for dramatic improvement in motor vehicle safety. Getting unsafe vehicles off the road is integral to improving safety and saving lives.

The National Traffic and Motor Vehicle Safety Act (originally enacted in 1966 and now recodified as 49 U.S.C. Chapter 301) gives the Department of Transportation's National Highway Traffic Safety Administration (NHTSA) the authority to issue vehicle safety standards and to require manufacturers to recall vehicles that have safety-related defects or do not meet Federal safety standards. Since then, more than 390 million cars, trucks, buses, recreational vehicles, motorcycles, and mopeds, as well as 46 million tires, 66 million pieces of motor vehicle equipment, and 42 million child safety seats have been recalled to correct safety defects.

Manufacturers voluntarily initiate many of these recalls, while others are either influenced by NHTSA investigations or ordered by NHTSA via the courts. If a safety defect is discovered, the manufacturer must notify NHTSA, as well as vehicle or equipment owners, dealers, and distributors. The manufacturer is then required to remedy the problem at no charge to the owner. NHTSA is responsible for monitoring the manufacturer's corrective action to ensure successful completion of the recall campaign.

Purpose

The purpose of this booklet is to answer the most commonly asked questions about how and why recall campaigns are initiated, and to inform consumers of their rights and responsibilities when a vehicle or item of motor vehicle equipment is recalled. In these pages, you'll discover how to report a safety-related problem to NHTSA, as well as how participation by citizens like you helps to keep motor vehicles as safe as possible. See the following section for comprehensive answers to some of the most frequently asked questions (FAQs) NHTSA receives on recalls.

Frequently Asked Questions (FAQs) on Recalls

When Is a Recall Necessary?

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- ◆ When a motor vehicle or item of motor vehicle equipment (including tires) does not comply with a Federal Motor Vehicle Safety Standard.
 - ◆ When there is a safety-related defect in the vehicle or equipment.

Federal Motor Vehicle Safety Standards set minimum performance requirements for those parts of the vehicle that most affect its safe operation (brakes, tires, lighting) or that protect drivers and passengers from death or serious injury in the event of a crash (air bags, safety belts, child restraints, energy absorbing steering columns, motorcycle helmets). These Federal Standards are applicable to **all** vehicles and vehicle-related equipment manufactured or imported for sale in the United States (including U.S. territories) and certified for use on public roads and highways.

What Is a Safety-Related Defect?

The United States Code for Motor Vehicle Safety (Title 49, Chapter 301) defines motor vehicle safety as “the performance of a motor vehicle or motor vehicle equipment in a way that protects the public against unreasonable risk of accidents occurring because of the design, construction, or performance of a motor vehicle, and against unreasonable risk of death or injury in an accident, and includes nonoperational safety of a motor vehicle.” A defect includes “any defect in performance, construction, a component, or material of a motor vehicle or motor vehicle equipment.” Generally, a safety defect is defined as a problem that exists in a motor vehicle or item of motor vehicle equipment that:

- ◆ poses a risk to motor vehicle safety, and
- ◆ may exist in a group of vehicles of the same design or manufacture, or items of equipment of the same type and manufacture.

Examples of Defects Considered Safety-Related

- ◆ Steering components that break suddenly, causing partial or complete loss of vehicle control.
- ◆ Problems with fuel system components, particularly in their susceptibility to crash damage, which result in leakage of fuel and may cause vehicle fires.
- ◆ Accelerator controls that break or stick.
- ◆ Wheels that crack or break, which may result in loss of vehicle control.
- ◆ Engine cooling fan blades that break unexpectedly, causing injury to people working on a vehicle.
- ◆ Windshield wiper assemblies that fail to operate properly.
- ◆ Seats and/or seat backs that fail unexpectedly during normal use.
- ◆ Critical vehicle components that break, fall apart, or separate from the vehicle, causing potential loss of vehicle control or injury to people inside or outside the vehicle.
- ◆ Wiring system problems that result in a fire or loss of lighting.

- ◆ Car ramps or jacks that may collapse and cause injury to someone working on a vehicle.
- ◆ Air bags that deploy under conditions for which they are not intended to deploy.
- ◆ Child safety seats that contain defective safety belts, buckles, or components that create a risk of injury not only in a vehicle crash, but also in the nonoperational safety of a motor vehicle.

Examples of Defects NOT Considered Safety-Related

- ◆ Air conditioners and radios that do not operate properly.
- ◆ Ordinary wear of equipment that has to be inspected, maintained, and replaced periodically. Such equipment includes shock absorbers, batteries, brake pads and shoes, and exhaust systems.
- ◆ Nonstructural or body panel rust.
- ◆ Quality of paint or cosmetic blemishes.
- ◆ Excessive oil consumption.

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How Can I Report a Safety Problem to NHTSA?

If you think your vehicle or equipment may have a safety defect, reporting it to NHTSA is an important first step to take to get the situation remedied and make our roads safer. If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may exist that would warrant the opening of an investigation. In order to make it convenient for consumers to report any suspected safety defects to NHTSA, the agency offers three ways to file such complaints.

Vehicle Safety Hotline

NHTSA operates the U.S. Department of Transportation's (DOT) Vehicle Safety Hotline telephone service to collect accurate and timely information from consumers on vehicle safety problems. You can call 1-888-327-4236 or 1-800-424-9393 toll-free from anywhere in the United States, Puerto Rico, and the Virgin Islands to register complaints or receive recall information about a vehicle. The Hotline also

has Spanish-speaking representatives and offers a dedicated number, 1-800-424-9153, for use by persons with hearing impairments.

When you call the Hotline to report a vehicle-related safety issue, you will be asked to provide certain critical information that agency technical staff needs to evaluate the problem. The information you provide is filed on a Vehicle Owner's Questionnaire (VOQ), entered into the agency's consumer-complaint database, and forwarded to NHTSA technical staff for evaluation.

VOQs filed through the Hotline will be mailed to you for verification of data. In addition, you will receive an explanation of how your report will be used, as well as a request for written authorization allowing NHTSA to provide your personal identifiers (e.g., name, address and telephone number) to the manufacturer of the alleged defective product you own. Note that you are not required to provide such authorization. However, sometimes sharing this information with the manufacturer can help facilitate the recall process.

Safercar.gov

You can also report a vehicle safety issue to NHTSA online at our vehicle safety Web site: www.safercar.gov. Select "File a Complaint" within the Defects and Recalls section of the home page. The information you submit via the Web site is recorded in VOQ format, entered into our consumer complaint database, and provided to our technical staff for evaluation.

When you fill out a VOQ online, you will be given the option of checking a box to authorize or not authorize the release of your personal identifiers to the manufacturer of the alleged defective product you own. Again, while you are not required to provide such authorization, doing so can sometimes help facilitate the recall process.

U.S. Mail

To report a safety complaint to NHTSA by mail, send your letter to:

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

Office of Defects Investigation (NVS-210)
West Building
1200 New Jersey Avenue SE.
Washington, DC 20590

How Will My Report Be Used?

Information you provide on the questionnaire is entered into the NHTSA consumer complaint automated database, and catalogued according to vehicle make, model, model year, manufacturer, and the affected part, assembly, or system. These reports, with the consumer's personal identifiers removed, are listed on www.nhtsa.dot.gov/cars/problems and updated weekly. Citizen and consumer reports help NHTSA and manufacturers to determine if a safety recall is warranted, and also provide motorists with valuable information about potential safety problems currently under review.

Will I Be Contacted?

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In some cases, an investigator from the Office of Defects Investigation (ODI) may call to clarify or verify information from your report. Unfortunately, the large volume of reports received by the agency does not permit a return call for each report filed. Questions about whether your concern involves an investigation or recall are best answered by contacting the DOT Vehicle Safety Hotline or by viewing our Web site.

NHTSA technical staff conducts a continuous analysis of these reports to determine whether an unusual number of complaints of potential safety-related problems have been received on any specific line of vehicles, tires, or equipment (e.g., child safety seats, jacks, trailer hitches, etc.). The number of reported complaints and the severity of the consequences are carefully reviewed by technical staff and measured against the number of vehicles (or items of equipment) manufactured, and how many years the vehicles or equipment have been in service.

This ongoing evaluation process allows NHTSA technical staff to determine whether complaints

represent isolated reports or a trend. If a trend is suspected and a problem has a potential for causing a risk to safety, the agency will open an investigation for more detailed analysis of the problem.

How Many Reports Must Be Filed Before NHTSA Investigates an Issue?

There is no established number. Agency technical experts review each and every call, letter, and online report of an alleged safety problem filed with NHTSA. Although NHTSA has no jurisdiction over defects that are not safety-related, it does review each report that suggests a potential safety defect involving groups of motor vehicles or vehicle equipment.

How Does NHTSA Conduct an Investigation?

The agency's Office of Defects Investigation investigative process consists of four parts:

- ◆ Screening – A preliminary review of consumer complaints and other information related to alleged defects to decide whether to open an investigation.
- ◆ Petition Analysis – An analysis of any petitions calling for defect investigations and/or reviews of safety-related recalls.
- ◆ Investigation – The investigation of alleged safety defects.
- ◆ Recall Management – Investigation of the effectiveness of safety recalls.

This four-step process is outlined below:

1. Screening

Under the screening process, available information – including but not limited to Vehicle Owner's Questionnaires (submitted through the Vehicle Safety Hotline, Internet or U.S. Mail), e-mail, additional letters, anonymous reports, and manufacturer-submitted information – is reviewed by the Defects Assessment Division (DAD). DAD also reviews incoming service bulletins and other documents prepared by the manufacturers to identify foreign safety recalls, customer satisfaction campaigns, consumer advisories, and similar campaigns that should have been conducted as safety recalls in the United States. If DAD determines the available information indicates a safety-

related trend or that a catastrophic failure is developing, this information is presented to a panel of ODI staff for a recommendation on whether to open a safety defect investigation.

2. *Petition Analyses*

Any person may submit a petition requesting NHTSA to open an investigation into an alleged safety defect. After conducting a technical analysis of such a petition, ODI informs the petitioner whether it has been granted or denied. If the petition is granted, a defect investigation is opened. If the petition is denied, the reasons for the denial are published in the Federal Register. Similarly, a person may submit a petition requesting NHTSA to hold a hearing on whether a manufacturer has reasonably met its obligation to notify and/or remedy a safety defect or noncompliance with a Federal motor vehicle safety standard. If the petition is granted, a hearing is held to assess the matter and decide what corrective action should be taken. If the petition is denied, the reasons for the denial are published in the Federal Register.

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3. *Investigation*

Investigations are conducted in two phases: the Preliminary Evaluation and the Engineering Analysis.

◆ Preliminary Evaluation (PE)

Most PEs are opened on the basis of information submitted by DAD, but they may be opened on the basis of other information as well. During the PE phase, ODI obtains information from the manufacturer (including, but not limited to, data on complaints, crashes, injuries, warranty claims, modifications, and part sales) and determines whether further analysis is warranted. At this stage, the manufacturer has an opportunity to present its views regarding the alleged defect. PEs are generally resolved within four months from the date they are opened. They are either closed on the basis that further investigation is not warranted, or because the manufacturer has decided to conduct a recall. In the event that ODI believes further analysis is warranted, the PE is upgraded to an Engineering Analysis.

◆ Engineering Analysis (EA)

During an EA, ODI conducts a more detailed and complete analysis of the character and scope of the alleged defect. The EA builds on information collected during the PE and supplements it with appropriate inspections, tests, surveys, and additional information obtained from the manufacturer and suppliers. ODI attempts to resolve all EAs within one year from the date they are opened, but some complex investigations require more time. At the conclusion of the EA, the investigation may be closed if the manufacturer has notified the agency that it will conduct a safety recall or if the agency has not identified a safety-related defect. However, if ODI believes that the data developed indicates that a safety-related defect exists, the ODI investigator prepares a briefing to be presented to a panel of experts from throughout the agency for peer review. If the agency panel concurs with ODI's recommendation that a recall should be conducted, ODI notifies the manufacturer of the panel's concurrence and may, if appropriate, provide a final opportunity for the manufacturer to present new analysis or data. ODI then sends a Recall Request Letter to the manufacturer.

4. Recall Management

The Recall Management Division (RMD) maintains the administrative records for all safety recalls, and monitors these recalls to ensure that the scope is appropriate, and that the recall completion rate and remedy are adequate. NHTSA's monitoring of recall performance may lead to the opening of a recall investigation if the facts appear to indicate a problem with the recall adequacy or execution. A recall investigation can result in expanding the scope of previously announced recalls, or in the adjustment of existing recall remedies.

What Happens When NHTSA Determines a Safety Defect Exists?

If the manufacturer declines to conduct a recall in response to the Recall Request Letter, the Associate Administrator for Enforcement may issue an Initial

Decision that a safety-related defect exists. An Initial Decision will be followed by a Public Meeting, at which the manufacturer and interested members of the public can present information and arguments on the issue. Prior to the Public Meeting, the manufacturer is sent copies of all information on which the Government's decision is based. A copy of the file is also made available for public inspection in the agency's Technical Information Services (TIS) Office.

During the meeting itself, the manufacturer may attempt to refute the Government's evidence in addition to presenting new information. Public interest groups, other manufacturers, trade associations, and consumers may also present information that will be considered and evaluated by NHTSA's Administrator in making a final decision on whether a safety-related defect exists. The entire investigative record is then presented to NHTSA's Administrator, who may issue a Final Decision that a safety defect exists and order the manufacturer to conduct a recall.

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If NHTSA Makes a Final Decision, Can the Manufacturer Challenge That Decision?

Yes. Once the agency has made a final decision of a safety-related defect and ordered a manufacturer to recall, the manufacturer may challenge that order in a Federal District Court.

The agency can also go to court to compel a manufacturer to comply with its order. Once a case is in court, the burden of proof lies with the agency. In other words, the agency's evidence that a defect exists and that it is safety-related must be sufficient in the opinion of the court to outweigh evidence to the contrary presented by the manufacturer.

While the case is in the courts, however, the manufacturer may be required to notify consumers by letter that the agency did make a final decision of a safety defect, but that the manufacturer is contesting the decision.

Do Manufacturers Ever Initiate Recalls Without a Government Order?

Yes. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA. Through their own tests, inspection procedures, and information-gathering systems, manufacturers often discover that a safety defect exists or that the requirements of a Federal safety standard have not been met. The manufacturer is obligated to report such findings to the Government and take appropriate action to correct the problem. However, as vehicles age with use, certain design and performance problems may occur that prompt vehicle owners to file complaints with NHTSA. The many reports received by the public form the basis for NHTSA's defect investigations, which often result in significant safety recalls.

How Will I Be Notified If a Recall Is Ordered or Initiated?

Within a reasonable time after the determination of a safety defect or noncompliance, manufacturers must notify, by first-class mail, all registered owners and purchasers of the affected vehicles of the existence of the problem and give an evaluation of its risk to motor vehicle safety. The manufacturer must explain to consumers the potential safety hazards presented by the problem. Names of vehicle owners are obtained from State motor vehicle offices. The letter must also instruct consumers on how to get the problem corrected, remind them that corrections are to be made at no charge, inform them when the remedy will be available, how long the remedy will take to perform, and whom to contact if there is a problem in obtaining the free recall work. If you do not receive a letter of notification from the vehicle manufacturer but think that your vehicle might be involved in a recall campaign, call the Vehicle Safety Hotline at 888-327-4236 or 800-424-9393, visit the NHTSA www.safercar.gov Web site, or contact the manufacturer or your dealer.

Manufacturers of motor vehicle equipment, particularly tires and child safety seats, maintain lists of owners who have registered their products with the

manufacturer. When product or equipment recalls are initiated, the manufacturer uses these lists to directly notify owners. Product and equipment manufacturers may also be required to notify the public of recalls through a variety of additional methods (e.g., advertisements, point-of-purchase posters, etc.) to ensure that as many owners as possible are aware of the recalls. If you are unsure whether your tire or child safety seat is the subject of a recall, you may contact the manufacturer, call the Vehicle Safety Hotline, or log onto www.safercar.gov and click on “Check for Recalls.”

How Are Problems With Recalled Vehicles or Equipment Remedied?

Once a safety-defect determination is made, the law gives the manufacturer three options for correcting the defect – repair, replacement, or refund. In the case of a vehicle recall, the manufacturer may choose to repair the vehicle at no charge; replace the vehicle with an identical or similar vehicle; or refund the purchase price in full, minus a reasonable allowance for depreciation. In the case of equipment, including tires and child safety seats, the manufacturer may either repair or replace the affected equipment at no charge to the consumer.

If I Pay for Needed Repairs Before a Recall Is Initiated, Am I Entitled to Reimbursement?

Yes, under certain conditions. Manufacturers are required to provide reimbursement for certain costs incurred by owners to remedy safety defect conditions prior to a recall. Vehicle manufacturers are required to reimburse owners for costs incurred to remedy a defect based on either (1) the date NHTSA opens its Engineering Analysis, or (2) one year prior to the manufacturer’s notification of a defect to NHTSA, whichever is earlier. The closing date of eligibility for reimbursement of repair of a motor vehicle is 10 days after the manufacturer mails the last of the owner notices informing owners of a safety defect recall and cost-free remedy. For replacement of equipment, the closing date is either the same as for motor vehicles or 30 days after the manufacturer’s closing of its

efforts to provide public notice of the existence of a defect, whichever is later. Documentation of the costs is required for reimbursement. While the current reimbursement policy is a relatively new requirement, manufacturers have in the past often voluntarily agreed to absorb such costs, provided customers could prove the pre-recall repairs remedied the defect in question.

Are There Any Limitations to My Right to Have My Vehicle Remedied at No Charge?

Yes. There is a limitation based on the age of the vehicle. In order to be eligible for a free remedy, the vehicle cannot be more than 10 years old on the date the defect or noncompliance is determined. Under the law, the age of the vehicle is calculated from the date of sale to the first purchaser. For example, if a defect is found in 2003 and a recall ordered, manufacturers are required to make the correction available at no charge only for vehicles purchased new in 1994 through 2003. However, consumers should realize that even though manufacturers are not obligated to remedy safety defects in older cars, a safety problem might still exist. If you receive notification of a defect on a vehicle older than 10 years, take the responsibility to have your car repaired at your own expense – and eliminate unnecessary safety risks.

Also, if the manufacturer challenges the agency's final decision of a safety defect, there is no obligation for the manufacturer to remedy the defect while the case is in court. If you decide to have your vehicle remedied at your own expense while the case is pending and the court upholds NHTSA's final decision, you may be entitled to reimbursement. (Be sure to save all receipts and paperwork so that you can prove the repairs were made.) However, if the court ultimately rules the defect is not safety related, Federal law does not require that the manufacturer reimburse you for the repair work.

What About Tire Recalls?

The law requires tire manufacturers to repair or replace at no cost to the consumer only those tires purchased within five years of the defect or

noncompliance determination. Furthermore, in order to obtain free replacement or repair of a recalled tire, consumers must bring the tire to the dealer within 60 days of receiving the recall notification letter from the manufacturer. If replacements are not available when you present your recalled tires, obtain a written acknowledgment from the dealer, and keep it until the dealer notifies you that there are more tires in stock.

What if a Dealer Denies My Right to Have a Recalled Vehicle Remedied at No Charge?

If a dealer refuses to repair your vehicle in accordance with the recall letter you received from the manufacturer, you should immediately notify the manufacturer. In most cases, contractual agreements between a manufacturer and its dealers require all dealers to honor the recall and remedy defects at no extra charge – regardless of where the vehicle or equipment was originally purchased.

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Under the law, if a vehicle recall has been initiated, consumers are entitled to the remedy without charge and within a reasonable time. In most cases, there will be a time lag between the date of the manufacturer's decision that a recall is warranted or the agency's final decision, and the date the remedy is available to consumers.

This time is provided to allow manufacturers to identify owners of vehicles or equipment included in the recall, develop remedial procedures, instruct dealers on how to repair the defect, distribute the parts necessary for repair or replacement to the dealerships, and send letters to consumers informing them how the recall campaign will be conducted. A dealer is not required by law to remedy a defect in a vehicle brought in for repair before this date.

Although consumers demanding immediate correction may feel they are not receiving satisfactory resolution

of the problem, there is no legal recourse available at this stage – patience is the only alternative. In instances where a manufacturer needs extended time to develop a remedy, the agency may require the manufacturer to send an interim notice to consumers that contains any short-term actions that the consumer may take to lessen the likelihood that the defect will occur.

Once a Recall Is Initiated, Can I Take Independent Legal Action for Injuries I May Have Suffered?

Yes. The law specifically states that the recall remedies are in addition to other available legal remedies. To determine specific State law remedies, you should consult a lawyer, your State attorney general, or your local district attorney's office.

Where Can I Find Additional Information on Recalls and Other Vehicle Safety Issues?

Both the Hotline and the agency's www.safercar.gov Web site are designed to make it faster and easier for you to file a safety-related complaint with NHTSA. However, both also serve as important sources of information about recalled vehicles, recalled equipment such as child safety seats, and ongoing safety defect investigations. In addition, the Hotline and www.safercar.gov can provide you with updated NHTSA 5-star crash test results for both new and used vehicles, information about safety bulletins, advice about which new vehicles are equipped with side air bags and/or electronic stability control, and a variety of other vehicle safety information.

Think your vehicle or car seat has a safety defect?

If so, please contact us to file a complaint
by one of the three methods listed below:

Visit

www.safercar.gov

Call

888-327-4236

Mail

**NHTSA, Office of Defects Investigation (NVS-210)
West Building
1200 New Jersey Avenue, SE.
Washington, DC 20590**

*All complaints are carefully reviewed
by our team of safety experts.
We welcome your input.*



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

★★★★★
NHTSA
www.nhtsa.gov



Pre-Delivery Inspection for 2015 1961 Reissue

This checklist is intended as a guide for inspecting your new 2015/2016 1961 Shasta re-issue. We don't make any warranties on the checklist. This is offered to help fellow Glampers in the know community. The content was crowd-sourced from various sources including dealers and key members. Please provide comments and feedback for continuous improvement. You can use this as your pre-delivery inspection (PDI) checklist. Dealers typically provide their own PDI, but those tend to be less detailed and performed by someone other than you. We recommend having the dealer send you their pre-check list prior to a long drive and potentially sending this to your dealer in advance to set expectations.

Consider running through this inspection checklist prior to your visit. You can even perform a "mock" exercise with a different camper. Always consider having a qualified technician do the inspection.

There are some existing recalls on the Shasta reissue. Check safercar.gov for current information. Per your owner's manual report all safety questions or defects to safercar.gov. The Make is Forest River and the Model is Shasta on the website.

<https://www-odi.nhtsa.dot.gov/VehicleComplaint/index.xhtml>

NOTE: If you do not have an email address, or cannot fill in a required field, please phone the Vehicle Safety Hotline (Toll-Free: 1-888-327-4236 / Hearing Impaired (TTY): 1-800-424-9153) for assistance.

The Department of Transportation website shows a number of safety complaints on wheel wells, tires, springs, etc. This recall is on the site:

Report Receipt Date: MAY 22, 2015

NHTSA Campaign Number: 15V303000

Component(s): EQUIPMENT



All Products Associated with this Recall ▼

Details ▲

3 Associated Documents 

Manufacturer: Forest River, Inc.

SUMMARY:

Forest River, Inc. (Forest River) is recalling certain model year 2013-2015 Coachmen Shasta SHT27RL travel trailers manufactured May 7, 2013, to May 7, 2015. The affected trailers may have an incorrect gross vehicle weight rating (GVWR) information stated on the Federal Weight Tags. As such, these vehicles fail to comply with the requirements of 49 CFR Part 567, "Certification."

CONSEQUENCE:

Incorrect GVWR information on the label may lead the operator to load the trailer to an incorrect weight, increasing the risk of a vehicle crash.

REMEDY:

Forest River will notify owners, and dealers will replace the incorrect label with a corrected label, free of charge. The recall began on June 23, 2015. Owners may contact Forest River customer service at 1-574-825-8717. Forest River's number for this recall is 53-05132015-0035.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Pre-Delivery Inspection for 2015 1961 Reissue

Details
Number (your own #):
Year: 2015
Make: Shasta
Model:
VIN:

Items to Take to Inspection	
	This Checklist
	Notebook and pen
	Fifty foot tape measure
	Calculator
	Flashlight/batteries
	Screwdriver with Phillips and flathead tips
	Pliers
	Small mirror (for looking into hard-to-see areas)
	Tire pressure gauge with 100 psi range
	Tarp or something for inspecting underside
	Electrical outlet tester

Shasta contacts:

Product Warranty Administrator Gary Myers gmyers@forestriverinc.com , Phone (574)825-7178 ext. 116
Fax # (574)825-4539

President of Shasta Mark Lucas is at mlucas@forestriverinc.com

Forest River owner relations 1-574-825-7000 or email ownerrelations@forestriverinc.com

Pre-Delivery Inspection for 2015 1961 Reissue

Frequently Identified Issues Per Consumer Feedback (We have try to order by frequency/severity)

	Dealer Prep: Emergency Window: Inspect back window latch. Emergency Window issues due to Hehr bonding issues. Windows have fallen out.
	Dealer Prep: Exterior Handle (due to parts not available): Missing front door grab handle
	Dealer Prep Dinette: Bed supports not holding bed and the bed collapses on first use. Dealers are prepping with extra wood and screws. Other feedback: Test the bed. Table dropping. Issues with molding screws. Cushion missing Velcro to stay in place. Cushions discolored and/or ripped and/or sewn poorly. Cushion seams are not straight and stitches skipped with the machine.
	Dealer Prep: Propane tank needs to be moved causes damage to front of camper
	Warning: Lag Bolts: Some campers transported have severe front-end damage from missing lag bolts. This doesn't happen with just the campers that had transport. We know of a camper that was never transported on a flat bed and it had this issue. Required one-day work at dealer. (Potential return to manufacture if dealer can not do the repair.)
	Electrical systems: Breakers not working properly. Wiring issues. Verify all outlets.
	Interior: Window trim issues/sealing interior incomplete. Seams in interior not lining up. Gaps in windows.
	Bathroom: Issues with door installation. Window leaking from shower. Test shower for leaking.
	Exterior: Excess caulk issues on exterior
	Exterior: Screws needed to be capped or cut
	Exterior: Chrome tape not lining up on exterior
	Awning related: Awning missing. Awning track hammered shut. (Test installing, 2 people required and a ladder.)
	Exterior: Wings not properly screwed on
	Exterior: Wheel well issues underneath requiring dealer to seal the wheel well.
	Exterior: Exposed wood underneath
	Door/Screen Door: A couple of folks reported getting locked into the unit. Keep a screw driver handy. Screen door latch does not connect.
	Cabinets: Gaps. Inspect cabinet doors finish. Cabinet quality issues

Pre-Delivery Inspection for 2015 1961 Reissue

	including screws exposed. Puzzle/jigsaw pieces on exterior.
	Exterior: Roof vent pulling from top of roof
	Electrical: Converter fan cycles on and off
	Exterior/Locks: Check all external locks work properly (baggage, doors) Verify that all outside compartment doors lock properly
N/A	Missing remote control for radio/stereo
	Systems: Fresh water tank reading wrong. Showing contents when empty.
	Systems: Test tanks and shower for leaking during winterization process
	Systems: A/C Drip pan not sealed properly. Check the corners of the pan.
	Electrical Systems: Converter fan cycles on and off needlessly
	Systems: Black tank leaks
	Systems: Heater control handle hard to move.
	Exterior: Exposed staples along outer corner seams (side and top)
	Exterior: Chrome tape not line up from the front of trailer. This is a decal. The sides not matching up.
	Associated hardware: Stabilizer rod
	Inspect top roof vent (can leak)
	Inspect shower (some are leaking)
	Inspect Refrigerator drain hose (long hose can wind up and cause water go go behind fridge)
	Inspect hinge under dinette with care. Many have sharp edges that can cause a nasty cut.
	Verify recalls and issues on Safercar.gov
	Dealer prep: All campers should have more than 2" of clearance in the wheel well per the manufactures communications. All 16s require a shackle to be installed to lift the coach. Some remain dissatisfied after the fix as their clearance is less than 2" and Shasta is not offering warranty support. Have it fixed and inspected before taking delivery.
	Dealer prep: A/C fix (check facebook page for more information)

N/A- not provided by Shasta but expected by consumers.

Pre-Delivery Inspection for 2015 1961 Reissue

Interior

Bathroom	
	Toilet flushes
	Signs of leaks around toilet base
	Look into black tank
	Sink and fixtures
	Shower walls
	Shower fixtures
	Door and latch
	Shower skylight

Heating & Cooling	
	Furnace controls
	Furnace puts out hot air through all floor vents
	Air conditioner controls
	Air conditioner put out cool air (original a/c cover will come with the unit)
	Vent fan test
	Optional: Thermostat controlled vent fans (<i>Fan Tastic Vent</i>)

Entertainment Electronics	
	TV area
	Audio equipment working
	Antenna/CTV hookup locations (Antenna is not provided or built-in)

Storage Compartments (interior)	
	Overall condition
	Shine flashlight into all openings, inspecting all visible components
	"Glass" inserts in the front

Pre-Delivery Inspection for 2015 1961 Reissue

Interior	
Surface condition of paneling	
Signs of leaks	
Seals and caulking	
Trim	
Doors & screens	
Windows & screens – Check emergency window	
Vents	
Awning poles included and working	
Awning canvas included	
Awning storage bag	
Check storage areas that can go outside (dinette seats, rear)	
Test Lights	
Check all 4 electrical plugs (TV, Rear, Under Dinette, Kitchen)	
Interior handle to exit	
Connector covers & sockets	
Trim	
Door Latch	
Ceiling fan/vent	
Countertops	
Sink (test water)	
Seals and caulking around sink	
Stove top, burners, igniters	
Stove hood exhaust fan and vent cover	
Oven and pilot light	
Microwave oven (Verify that it is bolted down. Some have come loose in transport)	
Refrigerator works on all power sources (A/C, propane) Tip: may need to turn on stove to get the propane flowing	

Pre-Delivery Inspection for 2015 1961 Reissue**Exterior**

Underside	
	Fluid leaks
	Frame condition, signs of damage or repair
	Welds
	Axles
	Suspension
	Electric brake wiring
	Plumbing
	Holding tanks (water, waste)
	Underside enclosure and insulation
	Straps holding pipes, hoses, wires
	Stabilizing jacks (verify that you have the pin)

Storage Compartment (Exterior)	
	Baggage compartment front (test key lock)
	Baggage compartment rear (test key lock)

Wheels	
	Tires: pressure
	Spare tire (order)
	Lug nut torque

Waste Systems	
	Gray tank level indicator
	Black tank level indicator
	Sink and shower drains work

Pre-Delivery Inspection for 2015 1961 Reissue

Propane	
	Propane bottle area condition and bottle condition
	Propane bottles and sliding tray secure
	Tanks have OPD valves (triangular shape)
	Connections, pipes, and hoses
	Level or empty indicators
	Automatic tank selector device
	Regulator output pressure

Utilities	
	Power cable and connectors
	RV battery (house batteries)
	Optional: RV battery disconnect switch
	RV battery sliding tray secure
	Cable TV connector
	Telephone connector
	Fresh water hose and connectors
	Fresh water tank fill valve
	Fresh water tank drain valve
	Winterizing connector and valve (antifreeze)
	Water heater tank drain valve
	Sewer hose and connectors
	Gray tank dump valve
	Black tank dump valve
	Black tank pressure wash connector and valve
	Optional: A/C on off switch (next to kitchen counter/dinette)

Pre-Delivery Inspection for 2015 1961 Reissue**Trailer Coupling Components**

	Tongue or King Pin overall condition
	Supplemental hitching equipment (sway bars, weight-distributing hitch, etc.)
	Safety chains
	Umbilical cord and connector
	Breakaway switch and cable
	Hitch receiver (on or under rear bumper)
	Trailer wiring harness and plug (for pulling toad or trailer behind RV)

Fresh Water Systems

	Faucets work
	Water heater works on A/C and propane
	Water pump works
	Water pump shuts off automatically soon after all faucets are closed
	Water pump does <u>not</u> turn on occasionally when all faucets are closed <u>and</u> ice maker is turned off (if yes, then there may be a leak)
	Water pump on/off switch
	Fresh water tank level indicator

Safety Devices

	Fire extinguisher (by refrigerator)
	Smoke detector
	Carbon Monoxide detector
	Propane gas detector
	Emergency exit windows (rear)

Pre-Delivery Inspection for 2015 1961 Reissue

Electrical Basic	
(Optional items listed)	
	Location of fuse and breaker box
	Lights, 12 Volt DC & 120 Volt A/C
	A/C outlets have power
	GFCI breakers function
	12 Volt DC ports have power
	A/C supply to RV when connected to shore power
	A/C supply to RV when generator is running
	A/C supply to RV when inverter is running off batteries
	DC supply to RV when connected to shore power
	DC supply to RV when generator is running
	DC supply to RV from batteries
	DC supply to RV from tow vehicle via umbilical cord
	Battery charging when connected to shore power
	Battery charging when generator is running
	Battery charging from tow vehicle via umbilical cord
	Battery charging from solar panels
	Automatic power switching between available systems (shore power, generator, inverter)
	Have dealer provide a demo of the radio/speaker system (Apparently there are two models installed. Note your model. Early models have the circular We recommend using a AUX cable if you want to play music from your mobile device.

Pre-Delivery Inspection for 2015 1961 Reissue

Dimensions & Capacities	
External length (in):	Fresh water tank (gal):
Motor home wheelbase (in):	
Motor home wheelbase ratio (%):	Gray water tank (gal):
External width, body (in):	
External width, total (in):	Black water tank (gal):
Top clearance (ft & in):	
Length when towing (ft):	Propane bottle size (gal):

Weights
Curb Weight (GVW - fluids already in GVW + all tanks full):
Expected personal cargo weight (items you will add to RV):
Adjusted GVW (add above 2 items):
Maximum tongue weight (lesser of [GVWR - Adj. GVW] or rating): For towing a trailer behind this RV.
Maximum tow capacity (lesser of [GCWR - Adj. GVW] or rating): For towing a trailer behind this RV.

Documentation	
	Title
	MSRP sheet
	RV manuals
	Optional items purchased manuals (Fantastic, Turbo, etc.)
	Appliance manuals
	Customer Care Center # for dealer and manufacturer
	Warranty documentation for all major components and appliances
	Extended warranty documentation

Reminder: Mail in your Warranty card within 10 day

Pre-Delivery Inspection for 2015 1961 Reissue

Some manufacture Manuals are available online for some items at Glampers in the Know and they are online at www.shastarving.com

A/C: unit toured at Mount Comfort had Frigidaire model # FRA052XT7

Battery: dealer prep will vary

Heating: Atwood, model # AFSD20121

Microwave: High Point, model # EM925RYS-S

Pump: Artis, water pump model # 4008-101-A65

Refrigerator/freezer: Dometic, model RM2454

Sound system: marine grade Jensen, model #MS30BT

Stovetop: Atwood, CV355P **Tires:** Coker Classic by Lionshead: P225/75R15

Toilet: Thetford, model # 31865

Water Heater: Atwood, model # C7C6AA-10E

Windows: Hehr

Propane tank – typically addressed as part of dealer prep



Pre-Delivery Inspection for 2015 1961 Reissue

These tanks are installed correctly.



Window Trim – Because everyone loves to know to the hardware store. This can be fixed by the dealer.

Pre-Delivery Inspection for 2015 1961 Reissue

Before:



Some reports of sewing quality control issues. Report immediately for replacement.

Pre-Delivery Inspection for 2015 1961 Reissue



Pre-Delivery Inspection for 2015 1961 Reissue



Pre-Delivery Inspection for 2015 1961 Reissue



Professional opinion: The material too wide and when they bent it over they had to position the drip rail trim to hide the excessive amount of sheet metal that is bent over. Good clean trim (below)



Pre-Delivery Inspection for 2015 1961 Reissue

Wood patch – Some dealers will replace. Shasta is not covering it.



Emergency window glue issue. A number of issues with rear window adhesive. If you have a window that fails report this to safercar.gov (



Pre-Delivery Inspection for 2015 1961 Reissue

Extra wood for support on the bed (dealer prep)



Pre-Delivery Inspection for 2015 1961 Reissue



Check roof for damage, test for leaks



Pre-Delivery Inspection for 2015 1961 Reissue



Pre-Delivery Inspection for 2015 1961 Reissue

Frequently Purchased Items from Dealer
Fantastic Fan (dealer installation recommended)
Cutting board cover for sink (plastic)
Cutting board cover for stove (wood)
Tornado for black tank (dealer installation recommended) or manual wand to do the cleaning
Sewer hoses and adapters, Recommend sewer removal tool
Spare Tire Kit is not available so plan on a spare solution, many are getting a slime kit
Baby Moons (Vintage Trailer Supply)
Sway bars
Generator or Duracell battery pack source with Solar (check facebook group for info)
Antenna (it doesn't come with one)
Hitch lock (Security)
Wheel lock (Security)
GPS Tracking (Security)
Fitted breathable RV Cover
Mirror extensions for car/truck
Roller ball for top of exterior door to prevent damage to the canopy
Outdoor carpet
Folding Step Stool (for hanging your awning)
Lights for outside
Electrical cables
Customize/Dealer prep: On/Off switch for the battery, Marine battery (dealer prep)
Wand for cleaning toilet
Winterization Supplies
Toilet Paper designed for the RV toilet
Toilet Chemicals
Shower curtain/curtain track or adjustable rod
Second gas tank bracket and tank
Bug covers/screens

Pre-Delivery Inspection for 2015 1961 Reissue

Customize/Dealer prep: A/C Fan On/Off switch
Sewer hose storage (underneath or rear bumper)
Mannington Floor cleaner

This is a bug cover



The rear bumper cannot support storing a tire or bikes.

Pre-Delivery Inspection for 2015 1961 Reissue

Make sure you have your Stabilizer pin. This is used on the jacks.



Pre-Delivery Inspection for 2015 1961 Reissue

We save the best for last. Nothing beats a hot woman hacking her Shasta A/C. Check out this A/C fix with a 8,000 BTU unit from Lowes and a Holmes fan. Lowe's model information FFRE08L3Q1 or #530383. The size is 15.9 Deep X 13.4 Height X18/5 Width. It's easy breezy and cool. It's good enough for a king.



From: [REDACTED]
To: [Seymour, Nate \(NHTSA\)](#); [Reid, Randy \(NHTSA\)](#)
Cc: [REDACTED]
Subject: RE: 2015 Forest River - Shasta Reissue Petition to NHSTA
Date: Tuesday, August 25, 2015 5:12:49 PM
Attachments: [MVDefectsandRecalls.pdf](#)

Nate, I have another potential safety concern and just want to clarify what I was trying to do in my previous email.

Safety concern: DOOR LOCKS. I forgot to mention that a few of us have been locked in our campers because the door lock fails. This happened to me. I had to have my [REDACTED] year old child crawl out dinette via the coach storage door (lucky it was unlock) because we didn't have a screw driver in the coach to disassemble the lock. [REDACTED] and another person shared with me that they had this happen. I forgot to file a complaint on this as I have battle fatigue from all of the issues.

Petition - I called the complaint line a 2 times to asking to petition NHTSA . Each time I call, I reference the attached document on page 8. The document doesn't have a contact number spelled out for a petition vs. a complaint so I assume the normal complaint line can field such a request. They keep sending me to the FTC vs. initiating a petition process on my behalf. I need help with this process. To be clear, please consider this email to you & Randy **a request to petition NHTSA to look into these Forest River/Shasta safety defects.**

The call number today was #849662 with the call center.

Please let me know if I need to do something beyond this email to "petition". I am feeling a little lost in bureaucracy and maybe the problem is I am not being clear enough.

Thanks again for your help!

[REDACTED]

From: [REDACTED]
Sent: Tuesday, August 25, 2015 2:01 PM
To: 'nate.seymour@dot.gov'
Cc: [REDACTED] 'randy.reid@dot.gov'
Subject: 2015 Forest River - Shasta Reissue Investigation Request - Please help us!
Importance: High

Nate,

Thanks so much for your time yesterday. Sorry for the delay in this follow-up message but my [REDACTED] year old twins had other plans for mommy last night.

Shasta owners really need **help** & leadership from the DOT to *formally investigate* and advise on the various safety issues with our campers.

Please find attached a pre-inspection document that we crowd-sourced online with our owners group. This information has been shared with a number dealers. I was advised by a dealer that the information was shared with Forest River/Shasta. Some of the safety concerns are listed in the document as well as the fixes that are happening at the dealers. Please be aware that Forest River/Shasta does not proactively address these items. Again, this is largely classified as "dealer prep" vs. a service bulletin.

We feel there are 5 critical issues that require further investigation and government intervention:

1)DINETTE: Please see a picture of how the faulty designed dinette can be corrected by a dealer. I pushed for this fix as my table fell through on the day that I inspected my camper. [REDACTED] are few folks that had this problem with their camper and the dealer did not address it in dealer prep. Shasta has not sent out a communication to consumers to warn them of this issue. I know they know it is a issue as I asked for it to be reported. It is concerning that dealers are left to "prep" this because Shasta doesn't want to bother addressing it. It's not clear if all the dealer know it is a service bulletin. I am assuming, it's not being communicated.

The dinettes are also having issues with the legs falling off and the hinge is a hazard because it is not cut smoothly. I can send pictures if you wish. [REDACTED] was injured by her dinette. She has been trying to enter a report on the website but it's been delayed due to technical issues with the site.

2)TIRES: The biggest concern that folks in the Shasta group have right now is that tires are becoming damaged due. My layman's guess is that it is due to the overall design of the wheel well & leaf springs. Many of the owners are sending formal reports. We are not only seeing damage to the wheel well top from the passenger tires hitting it (some entering the coach & ripping apart the wheel well) but the sides of the tire are showing extreme wear. This is simply unsafe on a single axel trailer. I notified my dealer Mount Comfort and the contacted Shasta. Mark Lucas stated that there is no problem with the tires. We need the help of the DOT. Many of us have been reaching out for help since March.

3)SHACKLE "FIX" NOT WORKING: I still have less that 2" tire clearance after the shackle fix. About 60 folks that I know online opted to buy new custom springs from John's spring shop as Shasta refuses to look at the issue. I asked for my issue to be elevated. Mount Comfort contacted Shasta and Mark Lucas responded it's not a problem. I consulted a vintage trailer expert and he feels it is a issue because of the passenger tires in the design have more bounce than a trailer tire.

4)WINDOWS: We have a number of owners that experienced the Hehr windows fail. Some have up to 3 windows that fail. A few have repeated failures. . Shasta has not contacted owners about this matter. The failure rate was about 40% for our group of 70 owners in the first 3 months of delivery. Please see the picture in the PDI of glue failing. If you want pictures of the windows hanging let me know.

5)RIMS: There are reports of rims becoming damaged from driving on the 19 model. There was concern that the RIM was not sufficient for the weight of the camper. Information has been submitted to safercar.gov

DOT Website/systems issues:

Several owners attempted to enter tickets on safercar.gov over the past six months. Due to technical issues they cannot enter the information. I experienced this myself and blew it off because at the time there was a major recall underway.

The site had issues over this past weekend again. I hate to see the Federal IT brand equity eroded by this poor digital experience. I know Tony Scott (Federal CIO) is passionate about the speed of digital from my time with him at Microsoft. Can you please let IT know about the problems so they have a opportunity to address them? I realize they can't fix what they don't know is broken. ;) I am not sure if they are getting the feedback when we call the call center about system availability.

Washington:

I am reaching out to my neighborhood congressman John Boehner for help. We have been asking Forest River/Shasta for help for 6 months and they continue to say these items are "not a problem". I feel that I must ask for help from my representative before something horrible happens that could have been prevented. I hope I am not creating "drama" for the DOT by reaching out to John. I just don't know WHO to beg in Washington to help us with this largely unregulated RV industry. John's always been great about advocating for his neighbors. I am surprised that I haven't ran into him on the golf course since buying the Shasta. Go figure!

I just want to see a formal safety investigation from the governmental group with the authority and power to execute it with quality.

Thanks in advance for your help on all of these matters. I am copying Randy on this email because he recently sent out letter to the owners.



My mobile number is



