

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

May 12, 2016

RV MAX
2764 IH30
Mesquite, TX 75150

Doug Lantz
President/General Manager
Shasta RV
105 14th Avenue
Middlebury, IN 46540

MAY 26 2016

Keith Fisher
Director of Corporate Compliance
Forest River, Inc.
P. O. Box 3030
Elkhart, IN 46515

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation Enforcement
U. S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC 20590

Ref: 2016 Airflyte SAT16 - VIN# 5ZT2SAEC3GE [REDACTED]

Dear Mr. Lantz, Mr. Fisher, and Ms. Timian;

The above referenced 2016 Shasta Airflyte has been at RV Max located at 2764 IH30, Mesquite, TX 75150 since March 26, 2016. It was taken in on the Axle recall and a replacement is being done. This process is taking an extreme lengthy time, 8 weeks and counting, their service department said there were 6 other trailers ahead of this one.

RV Max was notified of another problem with this trailer in the table wall mount at that time and said they would not fix it, without charging us. This is an obvious manufacture defect originating when the trailer was built by Forest River and it needs to be addressed and repaired. The table does not sit level and the mounts are off level between ¼" to ½". The bed will not lay flat. Dean Brovont in your warranty department was also called and referred us back to RV Max and told us to have [REDACTED] call them again about this issue.

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When [REDACTED] purchased the trailer from RV Max in June 2015, he notified them of the un-level table and requested they set up a repair. This repair was never set up by RV Max, and after speaking with Dean in the Shasta Warranty Department, as advised [REDACTED] called RV Max again and spoke to RV Max Service Department to get this issue addressed while the trailer was still at their location in Mesquite

Marylyn at the service desk insist that the trailer has been sold and no longer qualifies for any repairs or recalls. However, the trailer is still in the name of the original owner [REDACTED] and it has been [REDACTED] requesting this work be done. If you need a copy of the registration I can submit that to you, or you can request one from the State of Texas.

We saw that the U.S. Department of Transportation has addressed another problem with the dinette table and that it is recommended that the supports legs be repaired free of charge. We believe that our issue should also be handled with this new recall and are including The National Highway Traffic Safety Administration Vehicle Safety in our letter. They also have a Hotline that we will be calling at 1-888-327-4236 and see if we can get this added to the recall.

We would like this issue repaired as soon as possible free of charge. As listed by the Chief, Recall Management Division of the U.S. Department of Transportation under 49 U.S.C. § 30112(a) (3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect.

Since July when it was purchased this travel trailer has never been used for camping due to this safety issue. This table is not able to lay down level and could cause an accident and/or injury to whomever is lying on the bed, also the mounts could cause a problem in pulling out from the back wall due to the strain of being off level and/or dropping the table on people sitting there, with whatever may be on the table. Do we have to wait for an accident before this is resolved? Perhaps a lawsuit for this after we are injured will help others with the same problem.

[REDACTED]
Dangerfield, TX [REDACTED]

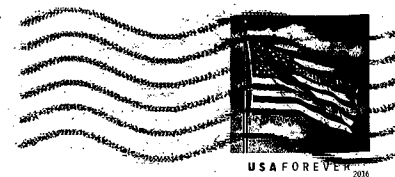
We will be turning in the following to the Office of Defects Investigation Enforcement, U. S. Department of Transportation to see if a recall is necessary before we can get this addressed.

Manufactured table mounts were not put in level on the back wall, dinette table sets at an angle. The table will not lay down level and could cause an accident and/or injury to whoever is lying on the bed, mounts could pull out from the strain and being off level, table could drop causing injury to people sitting at the table.

No one has used this trailer for camping, waiting on safety issues.

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