



U.S. Department
of Transportation

National 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

FOR AGENCY USE ONLY 100148

552(B)(6)

Date Received

15-JUL-2016

SEP -3 2016

Repository ☐

Reference No.

10884959

OWNER INFORMATION (Type or Print)

Name

Address

City

MISSION

State TX

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

4X4TSMR2XFM

Make

FOREST RIVER

Model

SALEM villa

Model Year

2015

Date Purchased

12-23-14

Dealer's Name and Telephone Number

Terry Town RV

616-455-5590

Engine:

No: Cylinders

Fuel Type:

N/A

Original Owner

☒

Dealer's City

Grand Rapids

State

MI

Zip Code

49548

N/A

N/A

Transmission Type

N/A

☐ Antilock Brakes

☐ Cruise Control

Powertrain

N/A

Multiple Failure:

mechanical

Incident Date(s)

14-JUL-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

63

Failure Speed

N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

Tire Model (Name or Number)

N/A

Tire Size (Example P215/65R15)

N/A

DOT No. (Example: DOTM19ABC036)

N/A

☐ Original Equipment

☐ Prior Repair

Failure Location:

N/A

Tire Component Code

N/A

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

No

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 SALEM VILLA (NA). WHILE THE VEHICLE WAS PARKED, THE AWNING DETACHED FROM THE TRAILER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE AND VIN WERE UNKNOWN.

Received/delivered to River Ridge Resort, 22265 8-Mile Rd., lot 31, Stanwood MI 49346 - permanent placement.

Note: While incident happened while trailer was parked, poor structural support, lack of locking clasps for arms and top heavy awning canister creates mobile disaster concerns.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Please see attached 3-page write-up of problems and events.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS MAIL

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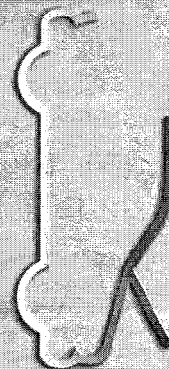
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Trust's 2015 Salem Villa

Another Problem

To: RobTerVeen, Service Manager

TerryTown RV

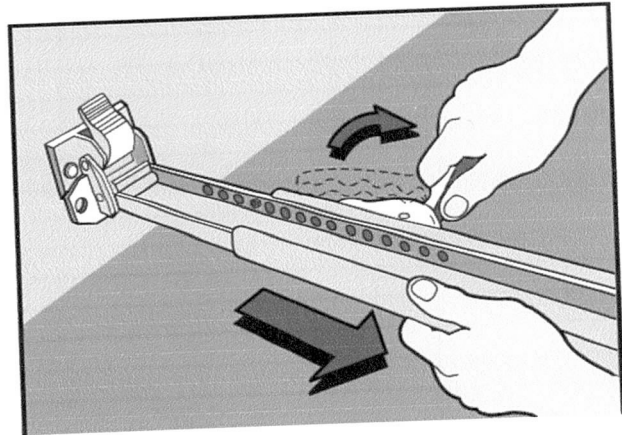
From: [REDACTED] (and [REDACTED] [spouse]) [REDACTED]

On Thursday, 07/14/16, at about 1:30 p.m., [REDACTED] had put the awning up. A hot day with the sun blazing upon the deck and the wind at 7 mph. (AccuWeather), [REDACTED] set up the awning to cool the cooking area while he cooked for our guests. In the two summers we have been in the trailer, we have used the awning less than 10 times while we prepared the deck. He is familiar with awnings because our previous purchase from you of a Jayco Greyhawk RV. While it is not unusual for the awning to lift a little in a light breeze (not a gust), what he experienced next was dangerous and incredible. The self-locking lift handle opened as the main support arm separated from the adjustable arm that attaches to the outside of the trailer siding near the slider door. The two arms sprung apart with the rafters flying out, which would have impaled him or sliced him had he been standing under that outer corner. Now free, the awning tarp corner, creating a sail effect, tearing the whole awning out and up and over the trailer, coming to rest on the trailer top.

Mechanical Failures:

A...Lateral "play" in the fit between the main support arm and the adjustment arm varies the locking pin penetration into the adjustment arm when there is any mild release of tension from a light wind.

1. Note Dometic owners manual only warns of trouble with heavy wind.



- A. Adjustable Arm (inside with holes)
- B. Main Support Arm (slides over "A")
- C. Self-locking Lift Handle
 1. 45 degree range
 2. Last 5 degrees engages pin into hole
 3. Handle does not stick/lock to frame
 4. Handle has no tension except locking

Note: Adjustable Arm has bottom stop bolt but no top stop bolt to prevent separation

Mechanical Failures ... [redacted] trailer continued

2. Discovered crack (see photo) in main support arm contributed to additional lateral play.
3. [redacted] at age [redacted] after 3 heart attacks, manually can separate adjustable arm from main arm.
4. Self-locking lift handle has a 45 degree arc from close (down) to open. About 5 degrees of this arc (open/activate) engage locking pin.
 - a. The handle does not lock in the down position & is free to swing up with the loss of tension with mild upward awning movement.
5. **If undesigned lateral play exists because of a poor fit or is enhanced by a crack, then the locking pin does not properly penetrate the hole in the adjustable arm, allowing arms separation.**



Crack in main support arm that came apart; crack contributes to lateral play which allowed lock pin to recess and subsequently support arms separation.

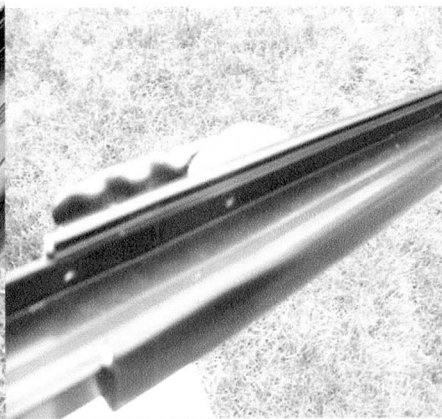
B...Adjustable arm too short with no stop bolt.

1. At the top hole on the adjustable arm, there is only about 11" of arm before separation.
2. Unlike the bottom of the adjustable arm, the top of the adjustable arm has not stop bolt to prevent separation.

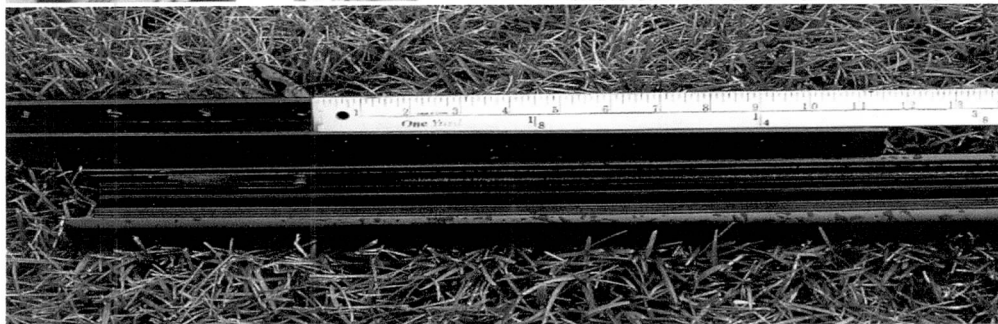
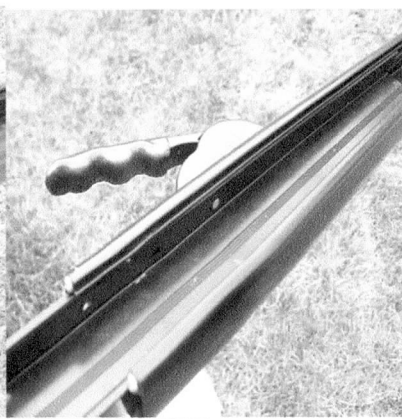
Locking pin set



Lateral play recesses pin



Slide movement opens handle



A "grip rail" runs along the top of the trailer on the door side and holds the awning and canister via the mounting bracket shown below in picture 3. The end of the tarp (awning) is secured to it as well; the canister rolls out as extended.



The shown holes from where the lag screws were bolted depicts the rail as hollow and not reinforced.



The two securing lag screws (about 1.5" long) were bent when ripped out of the grip rail. The tarp and canister are heavy. The lag screws seem to only hold in 1/8" aluminum rail which is a danger in use or storage (still or moving).



Due to mechanical defect, related herein, TerryTown RV will repair the awning under the extended warranty by getting replacement parts, putting fill in existing holes and drilling new ones. While we are grateful for this, we do not feel safe using it or attaching a sun screen to block the afternoon sun.