

**NHTSA ccmMercury Routing Slip**



Printed: 6/1/2017

JUN - 6 2017

<b>NHTSA #:</b> ES17-001674	<b>Rec'd Date:</b> 6/1/2017	<b>Referred By:</b> NAD-200
<b>XREF #:</b>	<b>Doc Type:</b> CNG	<b>Doc Date:</b> 5/12/2017
<b>Delivery:</b> EML	<b>Address To:</b>	<b>Due Date:</b> 6/30/2017
<b>S10 #:</b>	<b>DOT/I #:</b>	<b>RMP #:</b> [REDACTED]
<b>Subject:</b> LETTER FROM CONGRESSMAN KIND ON BEHALF OF CONSTITUENT [REDACTED] RE NHTSA COMPLIANT NUMBER 10889265		
<b>Ack Date:</b>	<b>Ack By:</b>	<b>Signed For:</b>
<b>Sign Office:</b> DEPUTY DIRECTOR, GOVERNMENTAL AFFAIRS	<b>Signature:</b> ESSIE WAGNER	
<b>Cleared Date:</b>	<b>Cleared By:</b>	<b>Cleared For:</b>
<b>File Loc:</b>	<b>XREF File:</b>	<b>Closed Date:</b>
<b>Added By:</b> CBUTLER x60180	<b>Modified By:</b> Chris.Butler	
<b>Most Recent Comment:</b>		

**Author:**

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

THE HONORABLE RON KIND  
U.S. HOUSE OF REPRESENTATIVE  
131 S. BARSTOW STREET, SUITE 301  
EAU CLAIRE, WI 54701  
Tel: 715-831-9214 Fax: 715-831-9272 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-010	SIGN	6/1/2017		
NEF-010	REPLY	6/1/2017	6/30/2017	

RR  
6.8.17  
WD

**Butler, Chris CTR (NHTSA)**

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**From:** Korkor, Julie (NHTSA)  
**Sent:** Thursday, June 01, 2017 12:45 PM  
**To:** Butler, Chris CTR (NHTSA)  
**Cc:** Reid, Randy (NHTSA); Caldwell, Megan (NHTSA)  
**Subject:** FW: Congressman Kind Inquiry for [REDACTED]  
**Attachments:** [REDACTED] National Highway Traffic Safety Administration Complaint No. 10889265.pdf

Chris,

Please control the attached from Congressman Kind's office and notify me.

Thanks,

**Julie Korkor**

Office of Executive Correspondence  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
202-366-5470 (office)  
[julie.korkor@dot.gov](mailto:julie.korkor@dot.gov) (email)



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**From:** Caldwell, Megan (NHTSA)  
**Sent:** Thursday, June 01, 2017 12:19 PM  
**To:** Korkor, Julie (NHTSA) <[julie.korkor@dot.gov](mailto:julie.korkor@dot.gov)>  
**Subject:** FW: Congressman Kind Inquiry for [REDACTED]

Hi Julie,

This one about slipped through!

Megan

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**From:** Aumann, Mark [<mailto:Mark.Aumann@mail.house.gov>]  
**Sent:** Friday, May 26, 2017 9:51 AM  
**To:** Caldwell, Megan (NHTSA) <[megan.caldwell@dot.gov](mailto:megan.caldwell@dot.gov)>  
**Subject:** Congressman Kind Inquiry for [REDACTED]

Hi Megan,

Hope all is well there and thanks for getting back to me. We received the attached from our constituent, [REDACTED] regarding his NHTSA complaint number 10889265. Could you please check on the status of his complaint and get back to me with an update? Thanks, Megan, and have a great weekend...

Mark

Mark Aumann

Staff

Congressman Ron Kind

131 S. Barstow Street, Suite 301

Eau Claire, WI 54701

715-831-9214 - phone

715-831-9272 - fax

[mark.aumann@mail.house.gov](mailto:mark.aumann@mail.house.gov)

[www.house.gov/kind](http://www.house.gov/kind)

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**From:** Caldwell, Megan (NHTSA) [<mailto:megan.caldwell@dot.gov>]

**Sent:** Thursday, May 25, 2017 5:11 PM

**To:** Aumann, Mark

**Subject:** NHTSA contact

Good afternoon Mark,

I was sent your email from our Hotline. You can send any NHTSA inquiries to me.

Take care and have a lovely weekend and Memorial Day!

Megan

Megan Caldwell

Government Affairs Specialist

National Highway Traffic Safety Administration

202-366-1836

MAY 12 2017

NEW LISBON, WI.

U. S. DEPT. OF TRANSPORTATION  
NATIONAL HWY TRAFFIC SAFETY ADMIN.  
OFFICE OF DEFECT INVESTIGATIONS (NVS-210)  
1200 NEW JERSEY AVE S.E. WEST BUILDING  
WASHINGTON, DC. 20590

**REF: SAFERCAR.GOV COMPLAINT NUMBER 10889265 DATED 28 JULY 2016**

**To whom it may Concern:**

I submitted the referenced complaint via the Safercar.gov website on 28 July 2016.

Here we are 9 ½ months later and this complaint is setting in some government black hole being ignored.

I'm including a copy of the original complaint. Since I submitted this complaint I have come across 2 more Trilogy RV owners that have subsequently experienced the same suspension failure.

As stated in the complaint, on the Forest River Owners Forum I found 3 other Trilogy owners that had experienced the same suspension failure prior to my experience. That makes a total of 6 failures that I am aware of. There are many travel trailers and 5<sup>th</sup> wheel RV's on the road that have this same Lippert Components Inc. (LCI) Correct Track suspension system installed on LCI manufactured RV frames. I do believe that LCI is the major supplier of RV frames and suspension systems being utilized in the growing RV industry. I have spoken to several owners of other brand name RV's that have experienced some sort of partial failure of the Correct Track hangers installed by LCI as OEM equipment on their RV's.

Over 400,000 RV's were sold in 2016 and the number continues to grow in 2017.

It is time for the NHTSA to take a look at this complaint and take some corrective action.

I'm not looking for any financial compensation from this issue. My immediate concern has been addressed and repairs made that will hopefully last for years of safe operation on my RV. I want to know that this concern has been addressed and modifications in the manufacturing

process have improved the **stability and safety** of the RV's traveling on our nation's highways. I think there should be some sort of recall that would require LCI and the RV manufactures perform a free suspension inspection on all RV's with this suspension system installed, and corrective repairs performed at LCI's expense.

Sincerely,

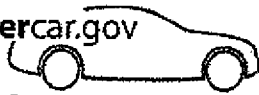


Copy To:

**Sen. Ron Johnson**  
219 Washington Ave  
Suite 100  
Oshkosh, WI. 54901

**Congressman Ron Kind**  
205 Fifth Ave. S.  
Suite 400  
La Crosse, WI. 54601

safercar.gov



U.S. Department of Transportation

Complaint Number: 10889265

Vehicle Identification Number: 5ZT3TL3BXC [REDACTED]

Your Vehicle's Make Model and Model Year: FOREST RIVER DYNAMAX TRILOGY 2015

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Suspension

What happened?

While making a sharp 90 degree plus right turn on a city street moving at less than 5 MPH the torque caused by the turn caused the curb side rear spring hanger (Lippert Components Inc, LCI Correct Track suspension system) to detach from the RV frame and broke the spring eye completely off. The street side spring hanger bent and was partially removed from the frame. While carefully driving to a repair facility the right side completely detached from the frame. Only the spring shackles attached to the equalizers kept the rear axle from falling off completely. My opinion is that the frame manufacturer (LCI) uses a spring hanger that is too light of a grade and thickness and the spring bolt attaches too far from the frame which causes the spring hanger to bend and or detach while being subjected to a sometimes necessary hard turn at low speed. On the Forest River Forum (web site for Forest River Owners) I found 3 other Trilogy 5th wheel RV's that have experienced similar spring hanger problems. The LCI Correct Track system is being installed on many new travel trailers and 5th wheel RV's on RV frames manufactured by LCI

Files you uploaded.

- Curbside hanger 1.JPG
- street side hanger 2.JPG
- Curbside hanger 2.JPG
- LCI correctrack hanger.jpg

When did this happen? 06/24/2016

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 3

About how many miles were on your vehicle at the time of the incident? 9300

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

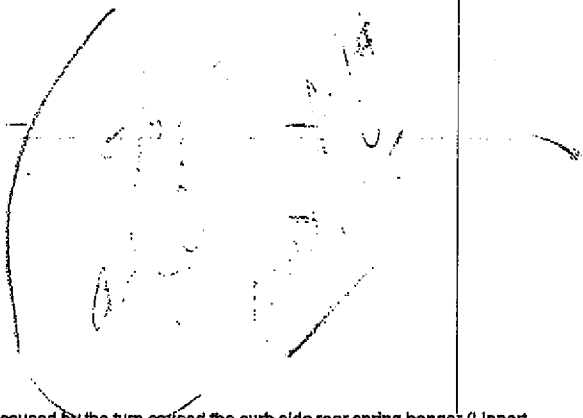
City: New Lisbon,

State : WISCONSIN

ZIP Code [REDACTED]

Phone: [REDACTED] Ext. :

Alt. Phone:



Large area of handwritten notes and signatures at the bottom of the page.