

[REDACTED], Ayr, ON [REDACTED]

Tele: [REDACTED]

Email: [REDACTED]

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, S.E.
West Building
Washington, D.C. 20590

August 30, 2017

Re: status of NHTSA Safety Issue 11012912

On August 4, 2017, we reported concern for the safe operation on highways of all US manufactured camper trailers of the newly released Coachmen Clipper model described below. As we were unable to submit a Canadian address through the NHTSA website, please note our actual contact information in the letterhead.

Our trailer is currently back in the hands of the dealer awaiting feedback from the manufacturer. In the meantime, may I ask that steps be taken to ensure that all Clipper 9.0 express camper trailers are recalled and that they not be allowed on public roads until the NHTSA, or other appropriate regulatory authority, is satisfied that their construction and performance evaluation satisfies all relevant safety requirements.

Vehicle identification

Manufacturer: Forest River, Coachmen

Model: Clipper 9.0 Express. Serial No. 2344

VIN: 5ZT1CPACXH [REDACTED]

Supplier: Mobilife RV Centre, Kitchener ON

Owner: [REDACTED] Ayr ON Canada [REDACTED]

Delivery Date: April 18, 2017



ET
10-2-17
WD

One of several defects reported to the supplier after delivery late April 2017:

Following a 5-mile drive to our home along major highways it was noted that a small gauge wood screw at the front right corner, used to attach the upper body to the angle iron chassis, was only partially fastened. Further back two more screws were also not fully in place but to a lesser extent. It was also found that there were no screws across the front of the trailer although a series of holes had been provided for some in the chassis. By hand, the body could easily be lifted clearway from the chassis. **This hazardous condition of vibration so easily loosening from the body from the chassis during operation was promptly reported to the dealer.**

Early May, following contact with the manufacturer, the dealer replaced each small gauge Robertson screw with more substantial hex head stainless steel wood screws and also installed the same where fasteners had been omitted across the front. This seemed to be a logical fix. However, after several miles of travel over rough road works along North Dakota Highway 1804 east of Williston, the replacement chassis-to-body fastening screws also worked loose. In order to maintain adequate road worthiness needed to continue our journey, I removed all loose fasteners – the entire front row and behind these 3 down each side in front of the axle – then replaced them securely after jamming several hard wood slivers into each hole. The screws have since remained in place, but I consider this to be a band-aid solution and not one that all owners can be expected to be aware of or know how to perform during their own travels.

This condition and temporary fix was reported to the dealer June 25, 2017 with the following recommendation: **these trailers need to be recalled and corrected sufficiently to satisfy highway safety codes.**

Original Defect



Loose replacement screws

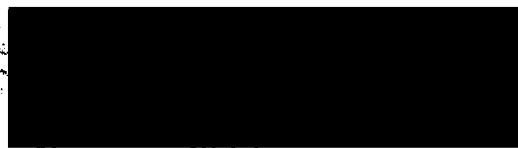


At this point, at the NHTSA are you able to let me know what steps have been taken to correct the above described safety issue with all Clipper Express 9.0 camper trailers manufactured and sold to date?

With thanks.

Sincerely,





Ayr, ON
Canada



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