



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

**DOT Auto Safety Hotline**  
**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

Date Received

Repository

12-SEP-2017

Reference No.  
11022788

NOV 06 2017

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City ZEBRA FALS State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

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: 1SABS0AG0J2 [REDACTED]  
Make: STARCRAFT Model: AUTUMN RIDGE Model Year: 2017  
Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:  
Original Owner:  Dealer's City: State: Zip Code:  
Transmission Type:  Antilock Brakes  Cruise Control Powertrain: Multiple Failure: Incident Date(s): 12-SEP-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 020000 SUSPENSION Failure Mileage: 300 Failure Speed: 30

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15):  
DOT No. (Example: DOTM9ABC036):  Original Equipment  Prior Repair Failure Location:  
Tire Component Code: 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: Number of Deaths: Reported to Police: N

**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 2018 (NA) STARCRAFT AUTUMN RIDGE 14RB CAMPER. WHILE DRIVING APPROXIMATELY 30 MPH, THE CAMPER SWAYED MORE THAN USUAL. THE CONTACT PULLED THE VEHICLE OVER TO THE SIDE OF THE ROAD, CHECKED UNDERNEATH THE TRAILER, AND NOTICED THE BOLTS THAT HELD THE SHACKLES TO THE LEAF SPRING HAD NO NUTS TO HOLD THEM IN PLACE. THE CAMPER WAS NOT DIAGNOSED BY THE DEALER. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE CAMPER WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 300.

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 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.

October 16, 2017

I am a 30 year retired certified journeymen heavy truck mechanic. This has bearing on what is to follow. I was travelling down the interstate and noticed a real bad swaying from my new camper. This camper is only 14 foot and the amount of sway was abnormal. I assumed it was the air pressure in the tires but it was not. I got it home and started to diagnose the problem when I discovered the left side axle shackle had a locknut missing and the other one was almost off. The locking nut on the front of the leaf spring was on only by a few threads. This caused the axle to shift while moving. I contacted by e-mail Starcraft with pictures. I was leaving for vacation and the camper was not able to move out of my driveway until this situation was rectified. After Starcraft customer service representative Mr. Mobly looked at the pictures I received a phone call. I asked him what he wanted me to do and I suggested Starcraft let me reinstall the axle properly and put on nylon lock nuts with locktite and deal with it after vacation. After vacation I had Neff Brothers RV install new locking nuts and torque them to factory specifications. Also, Mr. Mobly stated they would track down the person at the factory who was responsible for this. This was a very bad situation since the axle could have very easily separated from the chassis of the camper. Pictures and work order are enclosed.

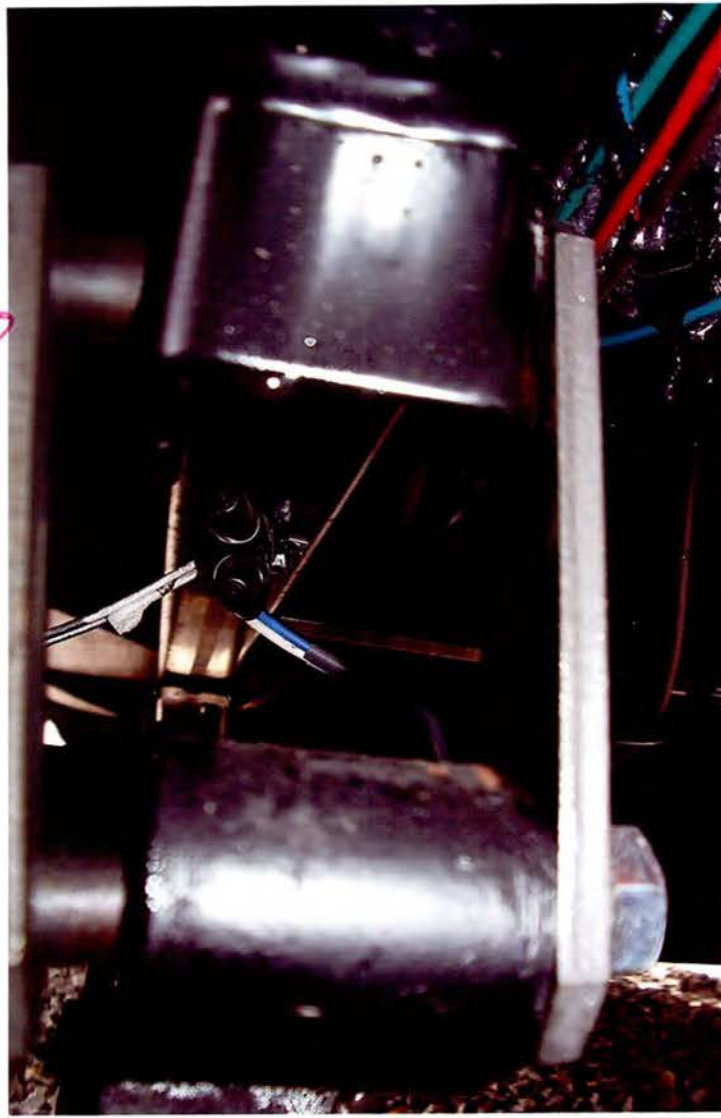
[REDACTED]

Beaver Falls, PA [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Bolts backed  
out →

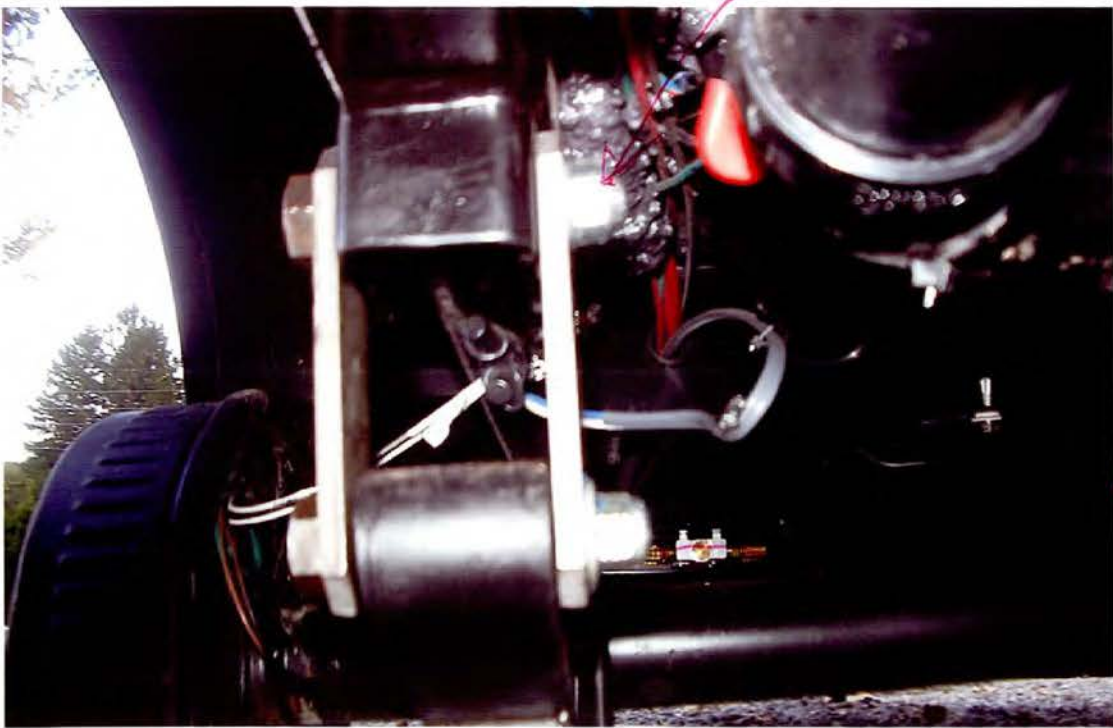


No nut

Bolt backed  
out

← This only  
on by a  
few threads

Reinstall  
New nylon  
locknut



Repaired so I could go on  
vacation.

# Repair Order

**Neff Brothers RV**

4500 Grove Avenue

Lorain, OH 44055

Phone: (440) 282-5600 Fax:

<b>RO Number</b>
[REDACTED]
<b>RO Status</b>
Open
<b>RO Type</b>
Warranty
Service Advisor: Maver, Lisa
Date In: 10/10/2017
Date Out:

Reserved for office notes: Ref #: [REDACTED]

Bill To:  
Forest River - Warranty

Customer:

Res. Phone

Beaver Falls, PA [REDACTED]

Cell Phone

Bus. Phone

Customer PO #:

Year	Make	Model	Model No	Mileage		VIN	Sec Serial	Plate #
2018	STARCRAFT	AUTUMN RIDGE OUTFITTER	14RB	In	Out	1SABS0AG0J2 [REDACTED]		

Time In	Date Promised	Date Of Purchase: 7/20/2017	Notified Date:	Notified Time:	Appointment Date:	Completed Date:
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Bolts on Axle came loose  
 Sharp objects visible under roof  
 Igniter on hot water tank not working.  
 Check back of refrigerator--smell wood burning.  
 Floor under sink coming loose at edges.  
 Wires hanging down under sink.

Rpr #	Code	Description	Qty	List	Total
1	N/A	N/A Problem: Bolts came loose on driver's side axle while traveling. Cause: Solution: Installed factory bolts and lock tite nuts to specifications. - Work performed by: Staskiew's		N/C	N/C
<b>Total Labor &amp; Parts</b>					
2	N/A	N/A Problem: Sharp objects visible under roof. Cause: Staples that were not properly installed. Solution: Self leveling caulk was applied over staples and areas customer marked. - Work performed by: Staskiew's		N/C	N/C
<b>Total Labor &amp; Parts</b>					
3	N/A	N/A Problem: Edges of floor coming loose and sticking up under kitchen sink. Wires were left hanging under sink. Not secured. Cause: Solution: Reglued floor to subfloor. Secured wires - Work performed by: Staskiew's		N/C	N/C
<b>Total Labor &amp; Parts</b>					
4	N/A	N/A Problem: Smell wood burning by back of refrigerator. Cause: Refrigerator burner very close to wood strip. Solution: Applied heat tape around refrigerator burner and wood ground burner. - Work performed by: Staskiew's		N/C	N/C
<b>Total Labor &amp; Parts</b>					
5	N/A	N/A Problem: Ignitor on hot water tank not working. Cause: Needs new control board. Solution: Replace control board. - Work performed by: Staskiew's		N/C	N/C
<b>Total Labor &amp; Parts</b>					



Customer Copy

<b>RO Number</b>
[REDACTED]