



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

Date Received

Repository ☐

24-NOV-2017

Reference No.

MAR 01 2018

11048220

OWNER INFORMATION (Type or Print)

Name

Address

City

ARPIN

State WI

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

SZT2SAEC4FE

Make

SHASTA

Model

AIRFLYTE

Model Year

2015

Date Purchased

11/2014 / up 4/2015

Dealer's Name and Telephone Number

De Haan RV

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Elkhorn

State

WI

Zip Code

53121

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

24-SEP-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

300

Failure Speed

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: DOTM19ABC036)

☐ 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 2015 SHASTA AIRFLYTE. THE CONTACT STATED THAT PIECES OF THE FRAME (WHERE IT WAS WELDED) HAD DETACHED FROM THE VEHICLE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND A CASE WAS STARTED; HOWEVER, A REMEDY HAD NOT YET BEEN DETERMINED. THE FAILURE MILEAGE WAS APPROXIMATELY 300.

tongue/frame

*Shasta/Riverforest
The manufacturer is working with the frame manufacturer on a fix for the body/frame failure.*

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)

Upon inspecting our Shasta trailer frame noted poorly and broken welds on frame that attaches to tongue of trailer. Contacted Shasta/Riverforest contact person Dave Troxel, additional concerns with the revision Shasta 2015 front wall to floor also being investigated by Shasta/Riverforest. enclosed the emails to and from me to Dave Troxel. Concern with trailer safety when towing on roadway if cracks in frame causing accident to us and others traveling on roadway. Thank you

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

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WASHINGTON, DC

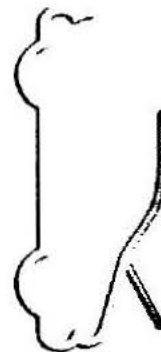
POSTAGE WILL BE PAID BY ADDRESSEE

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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



waiting for repair recommendations before we would take our camper over 3 hours to there facility. They don't usually do welding nor does Greenaway RV in Wisconsin Rapids who is my closest Forest River dealer.

→ Just waiting to get the ok to take our trailer to be repaired. As I mentioned before we leave for Florida in couple of weeks and do not return until May so just inquiring if any information on how to proceed has been decided upon. Trailer is winterized and is stored while we are in Florida.

Thanks for all your fast responses and keeping us up to date.

[REDACTED]

[REDACTED] dtroxel@forestriverinc.com

→ Hey [REDACTED]

We are still investigation this matter. The issue we are seeing the most, is the front wall of the camper, coming loose from the frame. The frame itself is usually in good condition. We are working on a repair kit for the front wall issue. Has anybody looked at the frame of your camper?

Dave J. Troxel

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, December 06, 2017 9:47 PM
To: Dave J. Troxel <dtroxel@forestriverinc.com>
Subject: Shasta reissue frame manufacture comments

→ Just wondering if you heard back from Lippert frame manufacturer yet.

[REDACTED]

This email and any files transmitted with it are confidential and intended solely for use by the intended recipient. If you are not the intended recipient, please notify the sender immediately

I will email you with our plans as soon as I hear from Randy, he was in a meeting when I called. Greenaway RV phone number is 715-325-5170 if you would need to contact Randy about what needs to be inspected.

Thank you for getting back to me. I appreciate all you are doing for us.

Sent from my iPad

 dtroxel@forestriverinc.com

Hey 

The next step is to take your camper to the dealer, so they can look at the frame for me. I have certain things I need them to check on. If you prefer to have this done in the spring, that will be fine. Greenaway RV would do just fine. We have found that the biggest issue, is not the frame, but is the front wall separating from the floor. The frame manufacturer is working on a reinforcement bar kit, that the dealer can bolt on to your camper. It is designed to strengthen the wall to the floor. Let me know when you would like to take the camper to them. Thanks.

Dave J. Troxel

From: 

Sent: Thursday, December 07, 2017 4:49 PM

To: Dave J. Troxel <dtroxel@forestriverinc.com>

Subject: Re: Shasta reissue frame manufacture comments

I sent you pictures of the broken and poorly welded areas on frame. You even contacted a welder in Auburndale WI. As we emailed, you and I agreed it best to wait for the frame manufacturer's recommendation before making any repairs. I was waiting for Lippert to get back to you. Also if the trailer front frame needs support let me know where we need to take trailer to for that to be checked and completed.

We have not taken the trailer to be inspected as waiting for your recommendation. I believe we would have to place it onto a trailer to get it somewhere looking at the condition of the welds.

I have been in contact with DeHaan RV who we purchased our camper from and they are

From: Dave J. Troxel <dtroxel@forestriverinc.com>
Subject: RE: Shasta reissue frame manufacture comments
Date: Dec 15, 2017 at 8:34:33 AM
To: [REDACTED]

Sounds great. If you are headed to Florida, please stop by and pick me up!!

Dave J. Troxel

From: [REDACTED]
Sent: Thursday, December 14, 2017 4:40 PM
To: Dave J. Troxel <dtroxel@forestriverinc.com>
Subject: Re: Shasta reissue frame manufacture comments

Dave

I talked to Randy from Greenway RV and they will be closing this coming weekend through the holidays. Since we will be gone by the time they reopen we will take our camper in when we return back to Wisconsin in May.

Thank you for your help and understanding that we will be heading to warmer weather. Have a Merry Christmas and a super awesome New Year. Keep us in the loop concerning the fixes. I will email you in the spring, most likely will contact you in April since I have to call Greenway RV early to get appointment. Busy time of year for them.

[REDACTED]
Sent from my iPad

On Dec 14, 2017, at 11:47 AM, Dave J. Troxel <dtroxel@forestriverinc.com> wrote

Ok

From: [REDACTED]
Sent: Thursday, December 14, 2017 12:43 PM
To: Dave J. Troxel <dtroxel@forestriverinc.com>
Subject: Re: Shasta reissue frame manufacture comments

Dave

I left a message for Randy Worzella the head of Greenaway RV service dept. to see if I can get my camper in before we leave in 10 days. I will need to have time to bring it back home for inside winter storage too. I'm sure the Christmas holidays will also need to be considered into the timeframe of getting our camper inspected.