

**From:** [Wells, T. Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: VOQ #11073908  
**Date:** Friday, March 23, 2018 8:17:48 AM  
**Attachments:** [Vin # 5ZT2SAEC2FE \[REDACTED\].msg](#)  
[Fw Vin # 5ZT2SAEC2FE \[REDACTED\].1.msg](#)  
[RE Vin # 5ZT2SAEC2FE \[REDACTED\].1.msg](#)  
[Re Vin # 5ZT2SAEC2FE \[REDACTED\].msg](#)  
[Update on 2015 Shasta Airflyte re-issue.msg](#)

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**From:** Harrison, Jonathan (NHTSA)

**Sent:** Thursday, March 22, 2018 1:22 PM

**Subject:** VOQ #11073908

Please add these emails and attachments to VOQ #11073908 if for public repository.

Also, I checked in on two previous addition requests and it only says that they cannot be seen. Any idea why? I can resend, if you need.

Thank You.

Jon Harrison

**Safety Defects Specialist**

**Medium and Heavy Duty Vehicles Division**

Office of Defects Investigation

National Highway Traffic Safety Administration

NEF-106, Rm W45-223

1200 New Jersey Ave. SE.

Washington DC 20590

202-366-8833

**From:** [REDACTED]  
**To:** [Harrison, Jonathan \(NHTSA\)](#)  
**Subject:** Vin # 5ZT2SAEC2FE [REDACTED]  
**Date:** Tuesday, March 13, 2018 10:41:29 AM

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Good Morning Jonathan,

I just wanted to follow up and see how things are going.

It seems like there is some confusion lately about which Shasta Airflyte re-issues "may" have front end problems. Our administrator on the Shasta Airflyte re-issue FB page, while doing her best to inform member of the problem, seems to get information mixed up.

Per one of her recent posts ; "Everyone should be looking at their trailers to determine if there is an issue to be addressed. 'Most likely' the E [REDACTED] 'may' have the front stabilizing issue". She had previously told people the VIN was E [REDACTED]. This confusion, though not deliberate, just adds to the concern and frustration of the owners.

There seems to be discrepancies over how each trailer were made. The trailers were not made in sequential order making it's hard to know who's trailer is or isn't affected. As far as I know, not every member has received the TSB (I sent you a copy).

That is why I ask again to please consider this a Recall, thus insuring all trailers are checked properly by a qualified company. The safety of each owner as well as the public at large are at risk.

Thank you again for taking the time to look into this concern.

[REDACTED]

**From:** [REDACTED]  
**To:** [Harrison, Jonathan \(NHTSA\)](#)  
**Subject:** Fw: Vin # 5ZT2SAEC2FE [REDACTED]  
**Date:** Tuesday, March 13, 2018 10:45:01 AM

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Jonathan, just re-read my post and I put too many "x's" in the E [REDACTED] vin number, should only be 3 not 4. Sorry for any confusion on my part.

On Tuesday, March 13, 2018 7:31 AM, "[REDACTED]" > wrote:

Good Morning Jonathan,

I just wanted to follow up and see how things are going.

It seems like there is some confusion lately about which Shasta Airflyte re-issues "may" have front end problems. Our administrator on the Shasta Airflyte re-issue FB page, while doing her best to inform member of the problem, seems to get information mixed up.

Per one of her recent posts ; "Everyone should be looking at their trailers to determine if there is an issue to be addressed. 'Most likely' the E [REDACTED] 'may' have the front stabilizing issue". She had previously told people the VIN was E [REDACTED] This confusion, though not deliberate, just adds to the concern and frustration of the owners.

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Thank you again for taking the time to look into this concern.

[REDACTED]

**From:** [Harrison, Jonathan \(NHTSA\)](#)  
**To:** [REDACTED]  
**Subject:** RE: Vin # 5ZT2SAEC2FE [REDACTED]  
**Date:** Tuesday, March 13, 2018 11:22:00 AM

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No problem, [REDACTED].

Have a nice day.

Thank You.

Jon Harrison  
**Safety Defects Specialist**  
**Medium and Heavy Duty Vehicles Division**  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
NEF-106, Rm W45-223  
1200 New Jersey Ave. SE.  
Washington DC 20590  
202-366-8833

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**From:** [REDACTED]  
**Sent:** Tuesday, March 13, 2018 10:40 AM  
**To:** Harrison, Jonathan (NHTSA) <jonathan.harrison@dot.gov>  
**Subject:** Fw: Vin # 5ZT2SAEC2FE [REDACTED]

Jonathan, just re-read my post and I put too many "x's" in the E [REDACTED] vin number, should only be 3 not 4. Sorry for any confusion on my part.

On Tuesday, March 13, 2018 7:31 AM, [REDACTED] > wrote:

Good Morning Jonathan,  
I just wanted to follow up and see how things are going.  
It seems like there is some confusion lately about which Shasta Airflyte re-issues "may" have front end problems. Our administrator on the Shasta Airflyte re-issue FB page, while doing her best to inform member of the problem, seems to get information mixed up.  
Per one of her recent posts ; "Everyone should be looking at their trailers to determine if there is an issue to be addressed. 'Most likely' the E [REDACTED] 'may' have the front stabilizing issue". She had previously told people the VIN was E [REDACTED]. This confusion, though not deliberate, just adds to the concern and frustration of the owners.  
There seems to be discrepancies over how each trailer were made. The trailers were not made in sequential order making it's hard to know who's trailer is or isn't affected. As far as I know, not every member has received the TSB (I sent you a copy).  
That is why I ask again to please consider this a Recall, thus insuring all trailers are checked properly by a qualified company. The safety of each owner as well as the public at large are at risk.

Thank you again for taking the time to look into this concern.



**From:** [REDACTED]  
**To:** [Harrison, Jonathan \(NHTSA\)](#)  
**Subject:** Re: Vin # 5ZT2SAEC2FE [REDACTED]  
**Date:** Tuesday, March 13, 2018 10:21:37 PM

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I have a question that keeps troubling me....

It appears not every owner of the Shasta Airflyte re-issue has received the TSB yet... (I will be looking into this).

What I think may have happened is only those owners who sent their concerns along with pictures to Shasta got this (TSB).

To rely on "owners" to perform the "test" recommend by Shasta may be misleading. What if by doing this "test" it would cause a worse problem? How would one know? What if there "appears" to be no movement now but, there could be a problem later on?

Could this have all been avoided if each trailer was looked at by a licensed RV technician ( not owner) to make SURE each one is safe. As I have said before there appears to be no consistency with how these trailers were made.

I think the only way to ensure this is done properly is to have ALL owners take their trailers in to be inspected, not do it themselves, whether through a TSB or better, recall.

Thank you again.

On Tuesday, March 13, 2018 8:22 AM, "Harrison, Jonathan (NHTSA)" <[jonathan.harrison@dot.gov](mailto:jonathan.harrison@dot.gov)> wrote:

No problem, [REDACTED].

Have a nice day.

Thank You.

Jon Harrison  
**Safety Defects Specialist**  
**Medium and Heavy Duty Vehicles Division**  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
NEF-106, Rm W45-223  
1200 New Jersey Ave. SE.  
Washington DC 20590  
202-366-8833

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**From:** [REDACTED]  
**Sent:** Tuesday, March 13, 2018 10:40 AM  
**To:** Harrison, Jonathan (NHTSA) <[jonathan.harrison@dot.gov](mailto:jonathan.harrison@dot.gov)>  
**Subject:** Fw: Vin # 5ZT2SAEC2FE [REDACTED]

Jonathan, just re-read my post and I put too many "x's" in the E601vin number, should only be 3 not 4. Sorry for any confusion on my part.

On Tuesday, March 13, 2018 7:31 AM, [REDACTED] wrote:

Good Morning Jonathan,

I just wanted to follow up and see how things are going.

It seems like there is some confusion lately about which Shasta Airflyte re-issues "may" have front end problems. Our administrator on the Shasta Airflyte re-issue FB page, while doing her best to inform member of the problem, seems to get information mixed up.

Per one of her recent posts ; "Everyone should be looking at their trailers to determine if there is an issue to be addressed. 'Most likely' the E [REDACTED] may' have the front stabilizing issue". She had previously told people the VIN was E [REDACTED]. This confusion, though not deliberate, just adds to the concern and frustration of the owners.

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Thank you again for taking the time to look into this concern.

[REDACTED]

**From:** [REDACTED]  
**To:** [Harrison Jonathan \(NHTSA\)](#)  
**Subject:** Update on 2015 Shasta Airflyte re-issue  
**Date:** Thursday, March 15, 2018 11:15:22 PM

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Hi. Thought you might want to see my latest communication with Shasta:

March 14, 2015

Hi Dave,

It came to my attention after reading a recent FB post from a member in the Shasta Wings Club , that her 16' Seafoam "has an almost full trailer width metal bar underneath the front of her trailer" and mine does not? We are both in the Vin lot E [REDACTED]. Her vin number is E [REDACTED]. Ours as you know is E [REDACTED]. Our VINS are close in numbers, why the discrepancy? If the bar in hers was added "after" my trailer was made, why wasn't I contacted and told I needed to have this done (I got my trailer in 2015). I would have gladly taken my trailer in then to have this bar installed.

[REDACTED]

March 15, 2015

Hey [REDACTED],

The frame company made a change to the frame design, just as an improvement, just like many companies improve their products. I am not sure what serial started the newer frame design. Did Brewers get the TSB kit installed, on your camper?

Dave J. Troxel

March 15, 2015

No. He put carriage bolts through the frame and trailer floor back in December, 2017. They are very sturdy. He did a good job.

Why did the company make an "improvement" to later models in the first place and not go back and "improve" early models. I'm sure Shasta has kept records to identify which earlier models do not have the newer frame design. If not, then all owners should receive the TSB so they can take their trailers in for "proper" inspection. Relying on the owners themselves to check for movement at the front of their camper may be misleading. Though this procedure may seem simple enough, what if an owner does not know what they are doing thinks everything is ok, but is not 100% sure. Wouldn't Shasta want to continue to stand behind their products and look out for their customers best interest?

Thanks.

[REDACTED]

Jonathan,

The frame company is Lippert. I'm not sure what their interpretation of "improvement" is but makes me feel like they are skirting the answer.

What about those owners who are not on FB following all of this. How are they being made aware. Do any of them have VIN E [REDACTED]. Are they pulling a trailer with a defective front end and don't even know it??

[REDACTED]