



2015 shasta airflyte 16" faulty frame welding/design danger ISSUE

NHTSA Hotline <nhtsahotline@telesishq.com>

Tue, Feb 20, 2018 at 12:14 PM

Reply-To: nhtsahotline@telesishq.com

To: [Redacted]

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0500)

Workspace: NHTSA Hotline Center
Case: 2015 shasta airflyte 16" faulty frame welding/design danger
Case Number: [Redacted]

Date: 02/20/2018 **Time:** 12:14:35
Creation Date:02/19/2018 **Creation Time:**13:30:00

Symptom:

Entered on 02/20/2018 at 12:14:35 PM EST (GMT-0500) by Gabrielle:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

To make corrections, additions or withdraw your complaint it must be done by mailing your information to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at www.nhtsa.dot.gov 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected information to:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

hi

we have filed a complaint with NHTSA about our 2015 shasta airflyte 16" travel trailer VIN 5ZT2SAEC9FE [REDACTED] in reference to the faulty design and welding of the frame at the weight bearing tongue and frame connection. my wife and i were on a 8000 mile trip across america last sept and our frame failed at the tongue and main frame points of contact. if the frame had failed completely the body would have hit the ground and caused a major accident that i believe would have caused potential losses of life. (i am a retired career medic firefighter that was on the heavy and tactical rescue team of a major metropolitan city.) the manufacture was contacted while were we were on the road with the trailer and they replied " your warranty has expired" (point of contact was (dave troxel at forest river, manufacture of the said trailer).

we have contacted dave at forest river numerous times and given the run around, we joined a face book group where we found out that there are several members there that have the same identifying characteristics of our trailers failure. these are the characteristics that lead up to our frames failure:

1) dinette that is mounted to front interior of wall above tongue and frame area begins to pull away from wall. (subtle at first them as frame failed it completely pulled away from wall by 2 inches)

2) after dinette began to separate we noticed the only main point of egress in trailer the main door began to stick and become lodged to point of door not opening, thus in the event of fire the main egress point out would trap someone in trailer.

3) as the two points above happened we noticed the side aluminum skin began to ripple and and buckle.

4) the wooden frame is attached to metal utilizing standard "lag bolts" which have no tensile strength at all for the job they are doing securing the two pieces. (there is no identifying "grade" to these bolts. ex. grade 8 etc)

these problems seemed to become worse as the trailer traveled across the county and we just though at first it was normal esp the dinette but when traveling down the interstate i noticed a lot of up and down travel on the main body vs what the pull vehicle was doing. we stopped for fuel and i crawled under trailer and found that the tongue and main frame were actually articulating at the points of contacts. the manufacture had cut notches in the main frame to clear the "V" shape of the tongue structure. this is the point of failure, the gaps in ours are over 1.25" at the frame. the "C" channel beam was notched and the only part of that "C" shaped metal was the top part, so in fact roughly 1900 lbs was resting on a <.125 piece of steel. the manufacture had hidden this area by spraying some sort of expanding foam. again we contacted dave at forest river and got the run around. we last had contact with dave over 4 months ago and he said we needed interior wall board. he did not even address the articulating metal frame. he has since ignored our issues and contact.

the latest update another Facebook member got was that there is a TSB issued for a bolt on fix. forest river said they submitted to nhtsa 05 feb 18, dave began to say to this member that the "frame was designed that way and that the gaps are normal" this is asinine that they are taking this so lightly. another member of the group also has same failure and he is a recently retired air frame engineer for lockheed martin, and he said there

is no way that the original design and construction is safe. he also had a look at the supposedly "bolt on fix" and agrees that its not 100% fix. that its something to get by in the current situation. he agrees with me that the fix in this is replacement of the said "notched structural members"

i wish that you guys could see what we owners have , esp our trailer which by far is the worst, i had put the four corners of the travel trailer on automotive jack stands and i was able to move the tongue part of frame more than 6 inches. you tell me if that is safe and that a bolt on fix will do the job.

i have attached pics of the two comers of the trailer that sag with a ruler for comparison. there are countless other pics and video i posted on the face book page as well. i think the NHTSA needs to step in and at least look at this flaw. the kidde fire extinguisher company recently had a giant fire extinguisher recall on a certain popular model that spanned years of manufacturing, the reason they did was because someone died in trying to use a faulty fire extinguisher, is this the only way we can get the NHTSA involved if someone dies?

attached are pics and face book link that the moderators let me use to get the word out that started this whole complaint.

this is link to the Facebook group:



this is link to my post about our frame failure: (the link provides all my posts and other members posts on the frame failure)



and here are a few pics i will attach:

please fwd this if this is not where this email should be sent to, thanks very much and please help us out.

sincerely



williamsburg va

ps i would be willing to take trailer to someone your guys would trust in evaluation of this defect.

Contact Information:

Country:United States **Email Address:**



Contact Source: Owner

Attachments: trailer1.jpg trailer2.jpg trailer3.jpg

3 attachments



trailer1.jpg
68K

① side under facing fwd.

trailer tongue support



L side trailer

trailer2.jpg
64K

entire wt of trailer rests on this 1/2" width flat piece

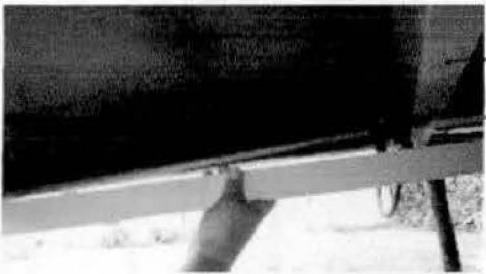
under trailer facing fwd.



defect/bad manufacturing
this is area that causes tongue to articulate and sides to fail

• the "V" is noticeable and the material seen in the "V" is expanding foam used to hide the cut/notch.

part of foam fell off as crane failed showing this area.



trailer3.jpg
43K

main tongue

crane

under trailer facing fwd.

* sorry for bad writing

Williamsburg VA

RICHMOND VA 230

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U.S. Dept Transportation
NHTSA
Office of Defects Investigation (NUS-210)
1200 New Jersey Ave SE
West Bld.
Washington DC 20590

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