

[REDACTED]

April 6, 2004

National Highway Traffic Safety Administration
Office of Defect Investigation
400 Seventh St. S.W.
Washington, D.C. 20590

RECEIVED
NHTSA-215
APR 9 P 1:54
OFFICE OF
DEFECT INVESTIGATION

RE: PE04-013

Dear Sir or Madam:

The information that is requested for the investigation of frame cracking is enclosed on a CD-Rom labeled Frame Cracking PE04-013.

The information is in either Microsoft Word or Microsoft Access format. We have attempted to include all the information that was requested by searching our computer warranty system but we were unable to go beyond October 2000 with any certainty. The computer system that was in place prior to this computer system had a total failure and the records were lost.

[REDACTED] does not design or engineer the frames for our products. We supply the frame manufacturer with a main frame rail length, bumper configuration, axle placement, axle capacity we plan to use and approximate location of holding tanks. The frame manufacturer then designs and engineers the frame and we build on it. If there are changes to the first unit for whatever reason they are done immediately and we then add the product to our production line. This has been a accepted method of manufacturing for hundreds of thousands of trailers per year in the Recreational Vehicle industry.

Some R.V. manufacturers build their own frames and maintain the engineering staff to do this. [REDACTED] does not build their own frames for Recreational Vehicles.

The information you requested follows.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

POPULATION INFORMATION

1. Provide a table that lists by model, model year, and manufacturing location, the total number of Fifth Wheel Trailers that Forest River has manufactured for sale or lease in the United States since January 1, 1998.

Provide the information in table format using in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER ONE - VEHICLE PRODUCTION INFORMATION."

- 1A. The list is on the enclosed CD-Rom.

2. For the subject vehicles listed in response to Request No. 1, provide a table that identifies or describes (a) the type of vehicle and (b) the quantity of each type of vehicle manufactured by model year and grouped or separated into "logical families of vehicle frames."

Each "logical family of vehicle frames" should consist of logical groupings distinguished by significant differences in application usage or frame characteristics such as, but not limited to, frame design, frame suppliers, material composition, construction, configuration, and/or design capacity (or expected loading).

Provide the information in table format using in Microsoft Access 2000, or A compatible format, entitled "REQUEST NUMBER TWO - PRODUCTION INFORMATION GROUPED BY VEHICLE FRAME FAMILIES."

- 2A. The table is on the enclosed CD-Rom. We were unable to combine the information due to my lack of proficiency with access. There are several tables that indicate the manufacturer, frame main rail size and years that the manufacturers supplied certain plant locations according to the 11th digit of the VIN.

3. Describe the significant similarities and differences between each of the "logical family of vehicle frames" identified in response to Request No. 2. The comparison should include, but not be limited to a description of the application usage or frame characteristics, frame design, frame suppliers, material composition, construction, configuration, and/or design capacity (or expected loading).

Provide the information in table format using in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER THREE - DESCRIPTION OF FRAME FAMILIES."

3A. The difference in the frame families is the main rail size and configuration, length per floor plan as well as the various manufacturers. The fifth wheel frames are basically the same except for these differences. This is on the enclosed CD-Rom.

4. For each subject vehicle that [REDACTED] has manufactured that is from the same vehicle frame family (i.e. equipped with the same or essentially similar trailer frame configuration and loading as identified in Response to Request No. 2) as installed in Fifth Wheel Trailer VIN 4X4FSEM25XC021801, identify

- (1) the vehicle's VIN;
- (2) the date of manufacture
- (3) the purchaser;
- (4) the purchaser's address;
- (5) the purchaser's phone number;
- (6) the purchaser's e-mail address, and
- (7) the date of sale.

Provide the information in table format using in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER FOUR - INFORMATION REGARDING VEHICLES EQUIPPED WITH FRAMES SIMILAR TO VIN SN 021801."

4A This table is on the CD-Rom.

5. For each subject vehicle that [REDACTED] has manufactured that is from the same vehicle frame family (i.e. equipped with the same or essentially similar trailer frame configuration as identified in Response to Request No. 2) as Fifth Wheel Trailer VIN 4X4TSAP29WA011595, identify

- (1) the vehicle's VIN;
- (2) the date of manufacture
- (3) the purchaser;
- (4) the purchaser's address;
- (5) the purchaser's phone number;
- (6) the purchaser's e-mail address, and
- (7) the date of sale.

Provide the information in table format using in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER FIVE - INFORMATION REGARDING VEHICLES EQUIPPED WITH FRAMES SIMILAR TO VIN SN 011595."

5A. This table is on the CD-Rom.

6. For each subject vehicle that [REDACTED] has manufactured that is from the same vehicle frame family (i.e. equipped with the same or essentially similar trailer frame configuration as identified in Response to Request No. 2) as Fifth Wheel Trailer VIN 4X4TSMH232T101517, identify

- (1) the vehicle's VIN;
- (2) the date of manufacture
- (3) the purchaser;
- (4) the purchaser's address;
- (5) the purchaser's phone number;
- (6) the purchaser's e-mail address, and
- (7) the date of sale.

Provide the information in table format using in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER SIX - INFORMATION REGARDING VEHICLES EQUIPPED WITH FRAMES SIMILAR TO VIN SN 101517."

6A. This table is on the CD-Rom.

MANUFACTURER'S INVESTIGATION AND ASSESSMENT

7. Furnish Forest River's detailed opinion of the alleged defect in the subject vehicles. Include an assessment of the following:

- (a) the causal or contributing factors;
- (b) the failure mode;
- (c) the risk to motor vehicle safety that it poses;
- (d) what warnings, if any, are provided the operator and other persons.

7A. (A) Unit model SEF36RL3S VIN 4X4FSEM25XC021801 had frame cracks on the web of the I beam near the cross member attachment. There is indication that this unit has been bottomed out on the rear of the frame. The leveling jacks were damaged beyond use. There is also indication the customer may have gotten the unit wedged and pulled sideways on the unit possibly dragging the wheels sideways putting the frame I beam's web in an unusual stress.

(b) There were several cracks radiating on the I beam web from an area near the cross member attachment to the web.

(c) It is our opinion that there was little risk. The floor is bolted to the outriggers that are welded to the frame main members. The sidewalls are fastened to the floor and screwed into the floor on approx. 6" centers.

(d) We indicate in our owner's manual how to properly load and balance the load in a unit for proper weight balance. We also indicate visible inspections of the unit periodically to insure that everything is working properly.

7B. (a) We are unable to comment on the SAT38FKWB VIN 4X4TSAP29WA011595 because we do not have a record of any complaints or repairs to this frame. This may have been handled directly by the frame manufacturer without our knowledge.

(b) See (a).

(c) See (a)

(d) See (a)

7C. (a) Unit SMT28SP VIN 4X4TSMH232T101517 was a prototype unit built in our Oregon plant. The frame supplier was Zieman Manufacturing. According to the Oregon plant this unit was built as a prototype and after it was built the hitch weight was not satisfactory. We then moved the axles back on the unit to achieve the proper hitch weight. The cross members were not adjusted along with the axle movement. This was corrected on the next unit built and we have not had a problem.

(b) We did not see the cracks. The frame Manufacturer, Zieman Manufacturing, handled the repairs

(c) We cannot make a determination because we did not see the unit.

(d) See answer (d) to question 7A.

8. Describe any current or planned actions intended to explain, investigate, evaluate, and/or correct any potential field problems associated with the alleged defect in Fifth Wheel Trailers (1) VIN 4X4FSEM25XC021801, (B) VIN 4X4TSAP29WA011595, (C) VIN 4X4TSMH232T101517 and/or (2) other [REDACTED] vehicles equipped with a the same or essentially similar frame design, frame supplier, material composition, construction, configuration and/or design load capacity equipped (as identified in Response to Request No. 2) as the frame installed in (1) VIN 4X4FSEM25XC021801, (B) VIN 4X4TSAP29WA011595, (C) VIN 4X4TSMH232T101517.

8A. We do not believe that any further investigation is necessary. We have not had a complaint on the VIN 4X4FSEM25XC021801 associative products that were manufactured before or after that VIN number. We are unaware of any problem with the 4X4TSAP29WA011595 associative product and have not found any complaints in our files. We do not have any record of a complaint or warranty claim on the one that was reported to NHTSA.

We have made the corrections to the VIN 4X4TSMH232T101517 associative products on the next frame. To our knowledge the problem has been eliminated.

COMPLAINT INFORMATION

9. State the number of each of the following, received by Forest River, or of which Forest River is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
- a) Consumer complaints, including those from fleet operators;
 - b) Field reports, including dealer field reports;
 - c) Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d) Reports involving a fire, based on claims against Forest River involving a death or injury, notices received by Forest River alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - e) Property damage claims;
 - f) Third-party arbitration proceedings where Forest River is or was a party to the arbitration; and,
 - g) Lawsuits, both pending and closed, in which Forest River is or was a defendant or codefendant.

For subparts "a" through "e," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Forest River's assessment of the problem, with a summary of the significant underlying facts and evidence.

For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide the table in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER NINE - COMPLAINT INFORMATION." Contact ODI at 202-366-6961 to obtain a Data Disc containing a pre-formatted table that provides further details regarding this submission.

9A. To the best of our knowledge we do not have any complaints, warranty claims, lawsuits, fires, and property damage reports of any kind other than the reports that were presented by NHTSA.

10. Separately, for each item (complaint, report, claim, notice, or matter) identified in response to Request No. 9 above, state the following information:

- a) Forest River's file number or other identifier used;
- b) The category of the item, as identified in Request No. 6 (i.e., consumer complaint, field report, etc.);
- c) Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d) Vehicle's VIN, serial number, or other identifier;
- e) Vehicle's make, model and model year;
- f) Vehicle's mileage at time of incident;
- g) Incident date;
- h) Report or claim date;
- i) Whether a crash is alleged;
- j) Whether property damage is alleged;
- k) Number of alleged injuries, if any; and
- l) Number of alleged fatalities, if any.

10A. See answer to 9A.

WARRANTY INFORMATION

11. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by [REDACTED] to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a) [REDACTED] claim number;
- b) Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c) VIN;
- d) Repair date;
- e) Vehicle mileage at time of repair;
- f) Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g) Labor operation number;
- h) Problem code;
- i) Replacement part number(s);
- j) Concern stated by customer; and
- k) Comment, if any, by dealer/technician relating to claim and/or repair;

1) Description of the repairs conducted.

Provide the table in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER ELEVEN - WARRANTY INFORMATION."

11A. [REDACTED] has not paid warranty on, replaced or repaired any units associated with the alleged defect.

12. Describe in detail the search criteria used by [REDACTED] to identify the claims identified in response to Request No. 11, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles.

Describe any extended warranty coverage option(s) related to the alleged defect that [REDACTED] offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

State whether denied warranty claims have been included in the response to Request No. 11. If [REDACTED] did not include denied warranty claims in Response to Request No. 11, provide the warranty request information listed in Request No. 11 for each denied warranty claim.

12A. See answer to 11A.

ENGINEERING INFORMATION

4X4FSEM25XC021801 -

13. Provide a copy of an engineering drawing that depicts the frame assembly (complete frame assembly without vehicle body installed) representative of the frame installed in Forest River VIN Fifth Wheel Trailer VIN4X4FSEM25XC021801.

13A. See enclosed print from SteelCo Inc. with the VIN on the drawing.

14. Provide a second copy of the engineering drawing furnished in response to Request No 13 that is "marked-up" to indicate the location, direction and size of the fractures and cracks the [REDACTED] has detected in VIN 4X4FSEM25XC021801. Where possible, indicate the initiation point and brief description of the size, location, and direction of each crack and fracture identified.

14A. Enclosed is a second print identified as 14A with the VIN printed on it. The cracks or fractures on this print are based on photographs of the frame taken by SteelCo Inc. The surface of the steel was sprayed with a paint or dye. I would assume to better identify the cracks and their lengths.

Describe the basis that [REDACTED] used to identify the location of each crack and fracture identified above (e.g. based on [REDACTED] inspection of the vehicle, based on a dealer or independent service center's inspection of the vehicle, based on the photographs supplied by ODI, based on experience with similar vehicles, etc.)

4X4TSAP29WA011595 -

15. Provide a copy of an engineering drawing that depicts the frame assembly (complete frame assembly without vehicle body installed) representative of the frame installed in [REDACTED] VIN Fifth Wheel Trailer VIN 4X4TSAP29WA011595.

15A. Enclosed is a Quality Frame drawing of this frame with the VIN number printed on it.

16. Provide a second copy of the engineering drawing furnished in response to Request No 15 that is "marked-up" to indicate the location, direction and size of the fractures and cracks the [REDACTED] has detected in VIN 4X4TSAP29WA011595. Where possible, indicate the initiation point and brief description of the size, location, and direction of each crack and fracture identified.

16A. [REDACTED] was unaware of any frame cracks or fractures. We have never viewed the unit in question.

Describe the basis that [REDACTED] used to identify the location of each crack and fracture identified above (e.g. based on [REDACTED] inspection of the vehicle, based on a dealer or independent service center's inspection of the vehicle, based on the photographs supplied by ODI, based on experience with similar vehicles, etc.)

4X4TSMH232T101517 -

17. Provide a copy of an engineering drawing that depicts the frame assembly (complete frame assembly without vehicle body installed) representative of the frame installed in [REDACTED] VIN Fifth Wheel Trailer VIN 4X4TSMH232T101517.

17A. See attached Zieman Manufacturing print with the VIN printed on it.

18. Provide a second copy of the engineering drawings furnished in response to Request No 17 that are "marked-up" to indicate the location, direction and size of the fractures and cracks the [REDACTED] has detected in VIN 4X4TSMH232T101517. Where possible, indicate the initiation point and brief description of the size, location, and direction of each crack and fracture identified.

18A. We are unable to furnish this information [REDACTED] never saw the unit. It was handled totally by Zieman Manufacturing. We are not able to identify any of the cracks or fractures.

Describe the basis that [REDACTED] used to identify the location of each crack and fracture identified above (e.g. based on [REDACTED] inspection of the vehicle, based on a dealer or independent service center's inspection of the vehicle, based on the photographs supplied by ODI, based on experience with similar vehicles, etc.)

PRODUCT CHANGES

19. Describe all modifications or changes made by, or on behalf of, [REDACTED] in the design, manufacture, quality control, supply, or installation of the subject vehicle frame that, from the start of production to date, relate to, or may relate to, the trailer frame cracking in the subject vehicles.

19A. The only change that was made is associated with the VIN 4X4TSMH232T101517. The next frame built was built to the modifications required in moving the axles. [REDACTED] does not have any specifications on the change. Zieman's engineering staff did this.

For each such modification or change, provide the following information:

- a) The date or approximate date on which the modification or change was incorporated into vehicle production;
- b) A detailed description of the modification or change;
- c) The reason(s) for the modification or change;
- d) The vehicles and/or family of frames affected by each modification and/or change listed.
- e) The part numbers (service and engineering) of the original component;
- f) The part number (service and engineering) of the modified component;
- g) Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- h) When the modified component was made available as a service component; and,
- i) Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that [REDACTED] is aware of which may be incorporated into vehicle production within the next 120 days.

20. Identify the supplier's name, address, phone number, and contact name for each supplier from whom [REDACTED] has purchased frames for the vehicles listed in response to Request No. 2.

For each supplier listed, list the quantity of frames purchased by model year, by model, and part number and description (frame design, material composition, construction, configuration, and/or design capacity (or expected loading), etc.

- 20A. See manufacturer list table on the enclosed CD-Rom.

NOTICES

21. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that [REDACTED] has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that [REDACTED] is planning to issue within the next 120 days.

- 21A. There are no documents other than what was supplied by NHTSA.

VIN 4X4FSEM25XC021801

95. **UNIONED CALS**
 74. **UNIONED CALS**

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**FLUSH FLOOR
OUTRIGGER**

BILL OF MATERIALS

STANDARD TV

100

2001 S. LEAD AVE.
BIRMINGHAM, AL 35214
PHONE (205) 877-2540 • FAX (205) 877-2520

1000

Figure 1

F 36 RLS JS

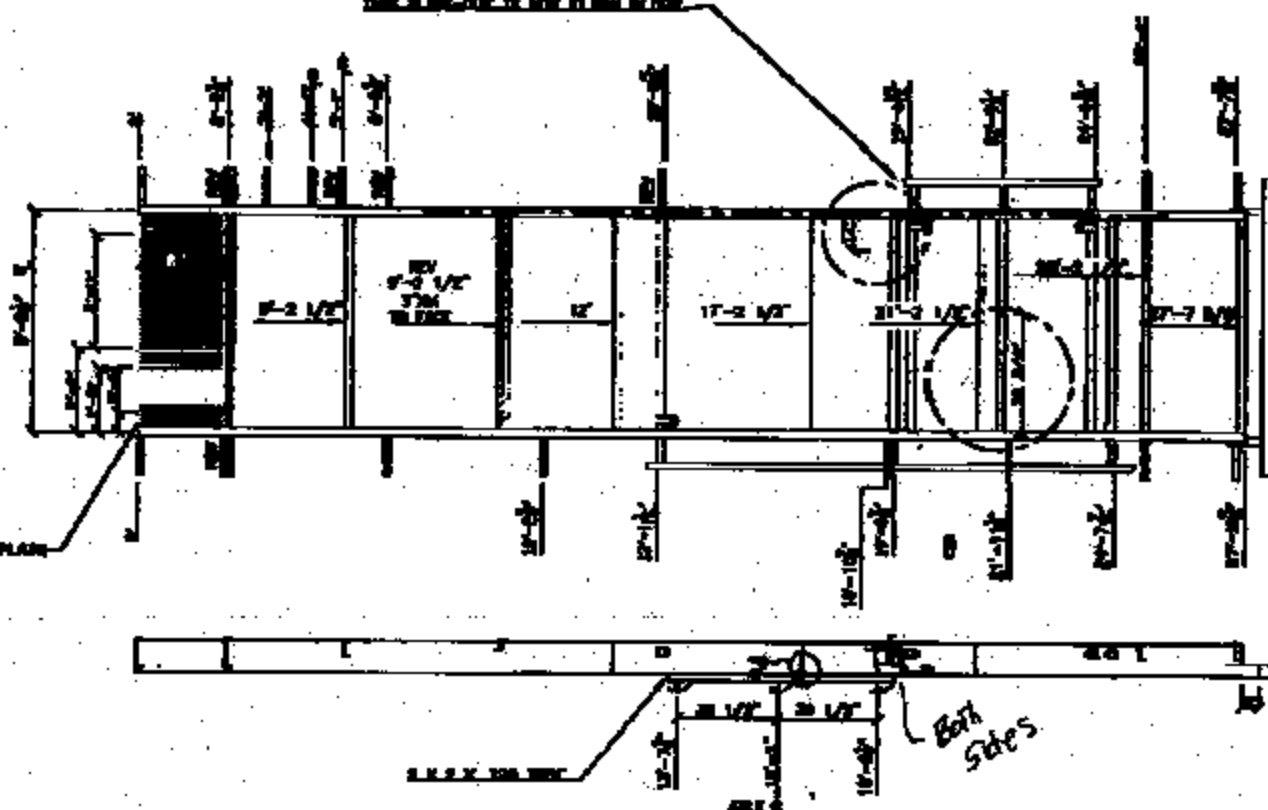
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NAME	ADDRESS	CITY	STATE	ZIP
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20	1000 1000	1000	1000	1000

TABLE 1. *Salmonella* Serotypes and Antigenic Formulas of Isolates from Chickens and Pigs

**FLUSH FLOOR
OUTRIGGER**

APPROVED BY: [REDACTED]

[REDACTED]

[REDACTED]

UNIT 2, LEAD RE:
BIRMINGHAM, AL 35204

PHONE (205) 877-5246 - FAX (205) 877-5247

UNIT DC J. HARRIS

DATE 05/21/04

F 36 RLS 35

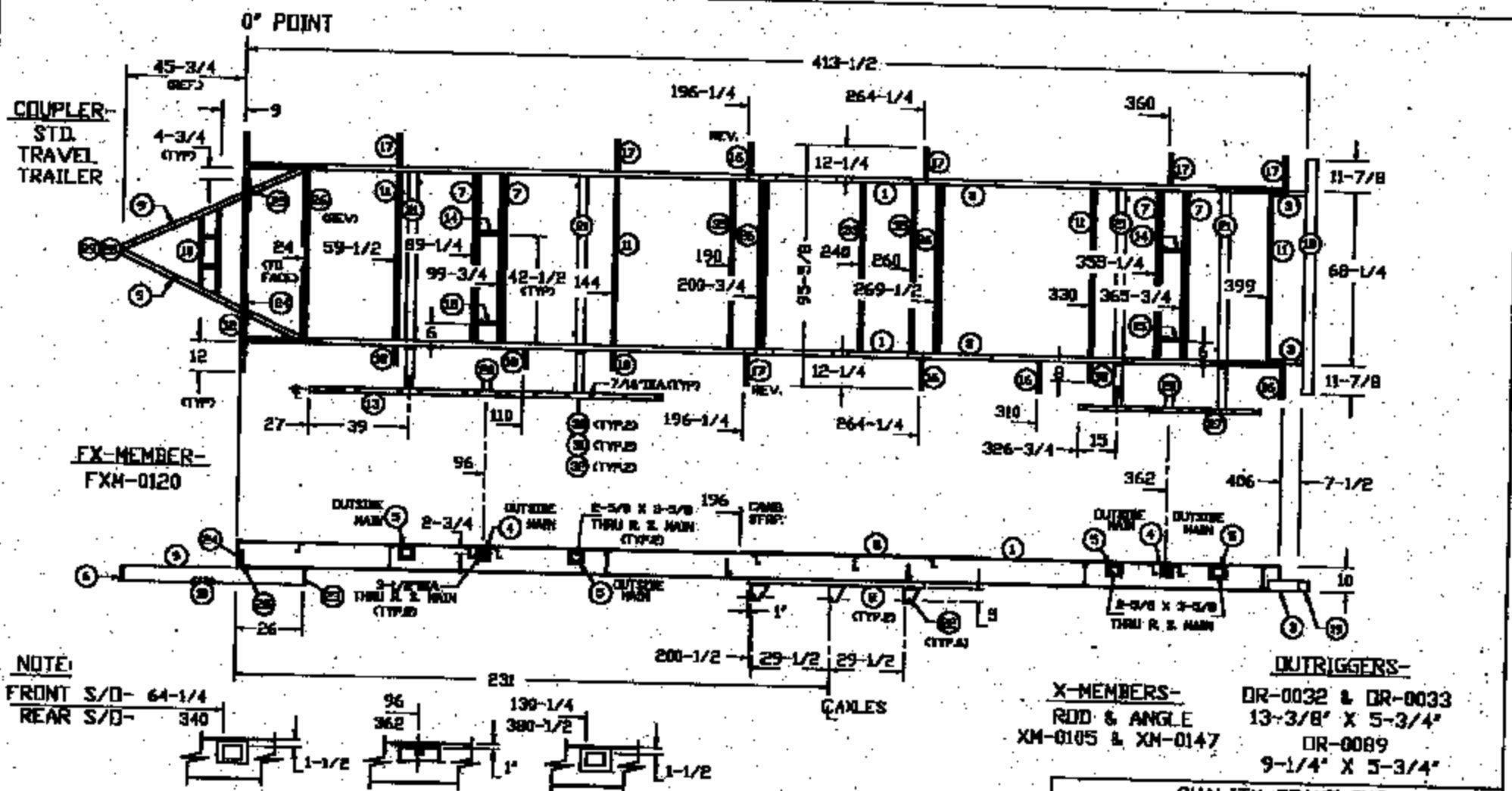
FILE

SA, SP, SI, WW

DATE REC: [REDACTED] [REDACTED]

Q 15A

VIN 4X4T5AP29WA011595



30	2	DWG# DP - 0028 - S/L TUBE MT'ING BRK'T.	29	1	COUPLER - 2-5/16" - 10,000 GR./1,500 HITCH
31	2	DWG# DP - 0026 - ADJUSTABLE S/L BRK'T.	28	1	DWG# DP - 0121 - BOTTOM JACK PLATE
32	2	DWG# DP - 0404 - GUSSET	27	1	TUBE - 2 X 2 X 70-1/2 - 11 GA. (W/HOLES)
33	1	DWG# XM - 0193 - RLA X-MEMBER	26	3	DWG# XM - 0147 - X-MEMBER
34	6	ROD 12" OUSED AS GUSSET DN #10 & #20	25	2	ANGLE - 1 X 1 X 2 - 11 GA.
35	2	DWG# XM - 0116 - X-MEMBER	24	2	TUBE - 2 X 6 X 12 - 11 GA.
			23	2	PLATE - 2 X 6 - 13 GA.
			22	6	3" SPRING HANGER - #28-18
			21	4	DWG# DP - 03591 - GUIDE TUBE (LH & RH)
			20	2	DWG# DP - 0369 - SLIDOUT/CYLIND. BRK'T.
			19	1	TUBE(BUMPER) 4 X 4 X 92 - 14 GA.
			18	4	DWG# DR - 0089 - OUTRIGGER - LH
			17	6	DWG# DR - 0033 - OUTRIGGER - RH
			16	4	DWG# DR - 0032 - OUTRIGGER - LH
			15	2	ANGLE - 1-1/2 X 1-1/2 - 10-1/2 - 11 GA.
			14	2	DWG# DP - 0309 - CYLINDER TUBE BRK'T.
			13	1	TUBE - 2 X 2 X 138 - 11 GA. (W/HOLES)
			12	1	DWG# FXM - 0120 - FRONT X-MEMBER
			11	4	DWG# XM - 0192 - RLA X-MEMBER
			10	1	DWG# BT - 0001 - BATTERY TRAY
			9	2	TUBE - 2 X 6 X 78-3/4 - 11 GA.
			8	2	CAMBER STRAP - 2-1/4 X .96 - 13 GA.
			7	4	DWG# XM - 0103 - X-MEMBER
			6	1	DWG# DP - 0077 - DRAWBAR/COUPLER PLT.
			5	4	DWG# DP - 0311 - GUIDE TUBE PLATE
			4	2	DWG# DP - 0030 - CYLINDER TUBE PLATE
			3	2	TUBE - 2 X 4 X 12 - 11 GA.
			2	2	TUBE - 2 X 2 X 66-1/2 - 11 GA.
			1	2	JRI-BEAM - 2-5/8 X 10 X 406 - 9.00/FT.

QTY	MATERIAL DESCRIPTION
QUALITY FRAME INC. 28620 CR. 20 W. ELKHART, IN 46517	
DATE: 4/17/96	SCALE: N.T.S.
MODEL: FIREST RIVER INC.	DRAWN BY: RIC
38 FKDS / FKWB - TT.(S/S)	SHEET 2 OF 2
TITLE: MAIN FRAME	REVISION: F-0606-2

N	REMOVE DR AT 310"	CRN	ASAP	3/10/99
LET.	REVISION	BY	UNIT	DATE

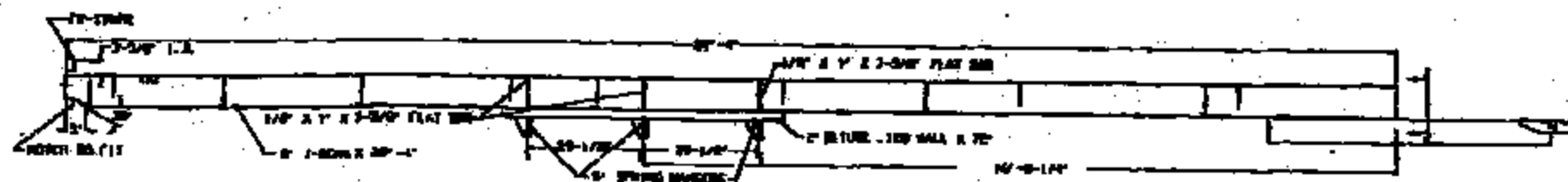
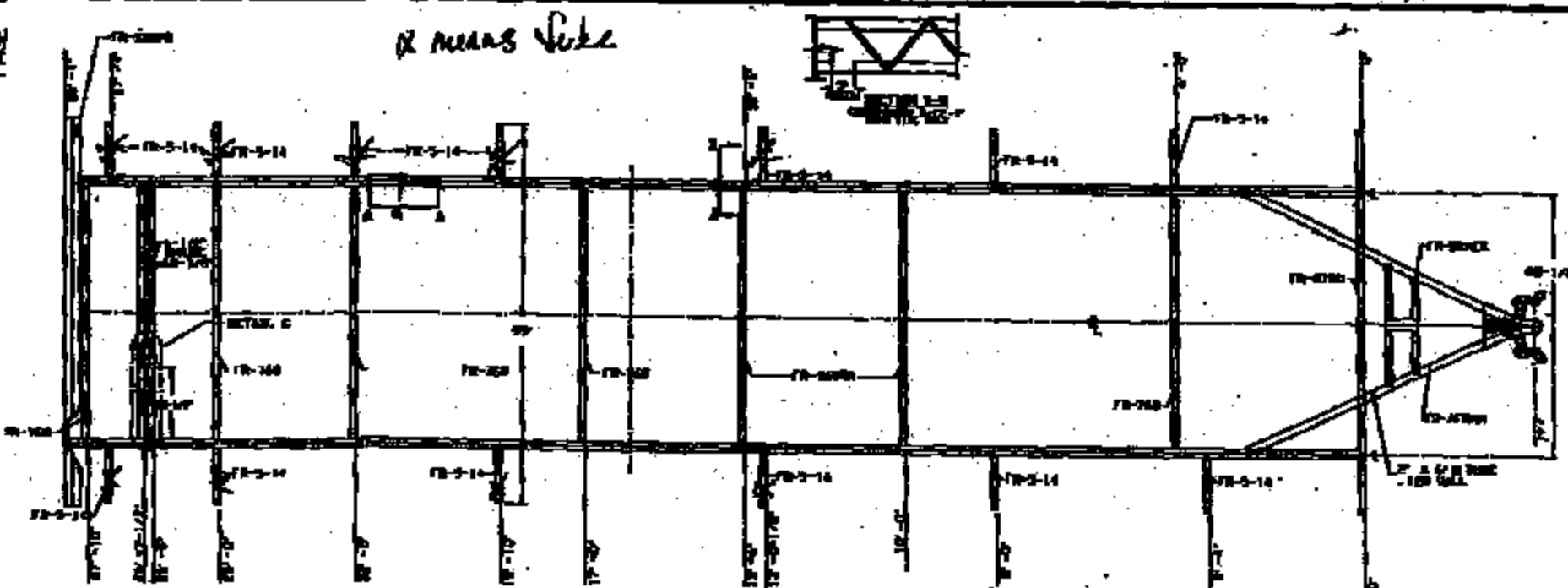
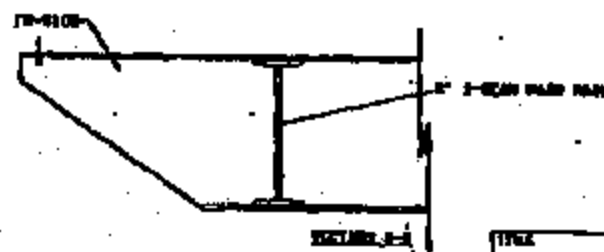
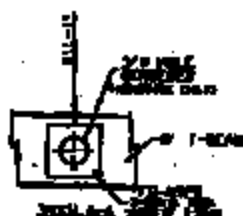
Q17A.

VIN 4X4TSMH232T101517

PAGE 02/02

FOREST RIVER INC

2 means side

INSTALL TALL BUSH
(NOT SHOWN)

TITLE			
T-BSP FOREST RIVER RV CHASSIS			
REV			
1	REV	1	REV
2	REV	2	REV
3	REV	3	REV
4	REV	4	REV
5	REV	5	REV
6	REV	6	REV
7	REV	7	REV
8	REV	8	REV
9	REV	9	REV
10	REV	10	REV
11	REV	11	REV
12	REV	12	REV
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93	REV	93	REV
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97	REV	97	REV
98	REV	98	REV
99	REV	99	REV
100	REV	100	REV

RV188

C

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