U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

NHTSA

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Investigation: EQ 14-008
Prompted by:
Date Opened: 07/14/2014 **Date Closed:** 09/22/2014
Investigator: Cynthia Glass
Approver: Jennifer Timian
Subject: Frame Spring Hanger Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Lippert Components, Inc.
Products: Recreational Trailers
Population: 50

Problem Description: There may be a material quality defect in the frame spring hangers manufactured by Lippert Components, Inc. The frame spring hangers may fracture under stress.

ACTION / SUMMARY INFORMATION

Action: This EQ investigation is closed.

Summary:

The closing report is attached.

EQ 14-008: Lippert Components Frame Spring Hanger Failure

Closing Report

September 22, 2014

BACKGROUND

On March 27, 2014, Keystone RV Company (Keystone) notified the NHTSA that it decided a defect exists in certain model year (MY) 2014 Summerland, Springdale, Bullet, and Cougar recreational travel trailers and fifth wheels built with a 4¼ spring hanger, with a build date of February 13, 2014 to February 24, 2014. The affected vehicles may have been built with Lippert Components, Inc. (Lippert) frame spring hangers that may be brittle and susceptible to fracturing. A fractured spring hanger may result in a loss of control of the trailer, increasing the risk of a crash. This matter was assigned recall number 14V-146.

On March 31, 2014, Crossroads RV (Crossroads) notified the NHTSA that it decided a defect exists in certain MY 2015 Sunset Trail, Zinger, and Reserve recreational travel trailers manufactured February 20, 2014, through February 28, 2014. The affected trailers may have been built with Lippert frame spring hangers that may be brittle and susceptible to fracturing. A fractured spring hanger may result in a loss of control of the trailer, increasing the risk of a crash. This matter was assigned recall number 14V-156.

Prior to opening this EQ investigation, Lippert provided a customer list consisting of five (5) companies who purchased the defective frame spring hanger. Two manufacturers on the customer list, Keystone and Crossroads, filed a defect report before the Information Request (IR) letters were mailed. On July 17, 2014, an IR letter was sent to Lippert and their three (3) purchasers on the customer list. These companies had not notified NHTSA of a defect decision.

MANUFACTURERS' IR RESPONSE

In response to the IR letters, Lippert and Starcraft RV, Inc. (on behalf of Jayco, Inc.) filed defect reports and indicated they would conduct a recall of their equipment and vehicles, respectively. The recall campaigns are: Lippert (14E-052) and Jayco, Inc. (14V-288).

Forest River, Inc. submitted a response explaining that the defective frame spring hangers were not installed on any vehicles and were returned to Lippert and remedied prior to installation or sale. Accordingly, Forest River, Inc. is not conducting a recall campaign.

Gulf Stream Coach, Inc. submitted a response explaining that the defective frame spring hangers were installed in vehicles that were shipped out of the country. Accordingly, Gulf Stream Coach, Inc. is not conducting a recall campaign.

RECALL MANAGEMENT DIVISION ACTION

All vehicle and motor vehicle equipment manufacturers who purchased the defective frame spring hangers have been identified and have either filed recall reports and are conducting recalls, or have provided responses explaining why they are not conducting recalls. Accordingly, this equipment query investigation is closed. Copies of documents associated with this investigation, including responses to IR letters, can be found in this Equipment Query's document repository by clicking the "Associated Documents" button.