



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

SEP 16 2014

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

William Conway
Forest River, Inc.
55470 Country Road 1
P.O. Box 3030
Elkhart, IN 46515-3030

NVS-214njs
RQ14-004

Dear Mr. Conway:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Recall Query (RQ14-004) to investigate allegations of trailer tires contacting the underside of the trailer floor which may contribute to tire failure and loss of vehicle control on certain model year (MY) 2012 and 2013 Rockwood, Windjammer, Flagstaff, and Vlite travel trailers manufactured by Forest River, Inc. (Forest River), and to request certain information.

This office received three (3) Vehicle Owner Questionnaires (VOQ) reporting units which experienced trailer tires contacting the trailer floor and were outside the scope of the Forest River recall 13V-554. Copies of the VOQs are enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all MY 2012 and 2013 Rockwood, Windjammer, Flagstaff, and Vlite Model Recreational Vehicles manufactured for sale or lease in the United States.
- **Peer vehicles:** all MY 2011 and 2014 Rockwood, Windjammer, Flagstaff, and Vlite Model Recreational Vehicles manufactured for sale or lease in the United States.
- **Subject component:** tire and axle assemblies installed on the subject and peer vehicles.
- **Forest River:** Forest River, Inc., all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Forest River (including all business units and persons previously referred to), who are or, in or

after 2011, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Trailer tire contacting the trailer floor.
 - **Document:** “Document(s)” is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Forest River, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, “document(s)” also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Forest River or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fire,” “fleet,” “good will,” “make,” “model,” “model year,” “notice,” “property damage,” “property damage claim,” “rollover,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,” whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Forest River has previously provided a document to ODI, Forest River may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Forest River’s response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by make, model and model year, the number of subject and peer vehicles Forest River has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Forest River, state the following:
 - a. Vehicle identification number (VIN);
 - b. Whether or not the vehicle was included in recall 13V-554;
 - c. Make;
 - d. Model;
 - e. Model Year;
 - f. Floor plan;
 - g. Facility vehicle was manufactured at;
 - h. Subject vehicle GVWR;
 - i. Subject vehicle GAWR;
 - j. Subject component supplier (axel and tire);
 - k. Subject component part number and design version installed as original equipment;
 - l. Date of vehicle manufacture;
 - m. Date of subject component manufacture; and
 - n. Date warranty coverage commenced.

Provide the table in Excel, or a compatible format, entitled “PRODUCTION DATA.” A preformatted Data Collection File, which provides further details regarding this submission, will be emailed to you.

2. State the number of each of the following, received by Forest River, subject component supplier(s), or of which Forest River is otherwise aware, which relate to, or may relate to, the alleged defect in the subject and peer vehicles:
 - a. Consumer complaints;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury or fatality;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where Forest River is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which Forest River is or was a defendant or codefendant.

For subparts "a" through "f," 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 "f," 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 "d" and "f," 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.

If Forest River does not maintain the requested information because owners are directed to deal directly with the subject component supplier(s), Forest River is required as the OEM to produce said information pursuant to 49 CFR Part 576.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, 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. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner's name, mailing address, email address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model, model year, and floor plan;
 - f. Vehicle's mileage at time of incident;
 - g. Vehicle's Time in Service at time of incident;
 - h. Incident date;
 - i. Report or claim date;
 - j. Whether a crash is alleged;
 - k. Whether property damage is alleged;
 - l. Number of alleged injuries, if any; and
 - m. Number of alleged fatalities, if any.

Provide this information in Excel, or a compatible format, entitled "REQUEST NUMBER TWO DATA." A pre-formatted Data Collection File, which provides further details regarding this submission, will be emailed to you.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Forest River used for organizing the documents.
5. State, by make, model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Forest River or the subject component supplier to date that relate to, or may relate to, the alleged defect in the subject and peer 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. Forest River's claim number;
- b. Vehicle owner's name, mailing address, email address, and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Vehicle's Time in Service at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Replacement part number(s) and description(s);
- k. Concern stated by customer; and
- l. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Excel, or a compatible format, entitled "WARRANTY DATA." A pre-formatted Data Collection File, which provides further details regarding this submission, will be emailed to you.

If Forest River does not maintain the requested information because owners are directed to deal directly with the subject component supplier(s), Forest River is required as the OEM to produce said information pursuant to 49 CFR Part 576.

6. Describe in detail the search criteria used by Forest River to identify the claims identified in response to Request No. 5, 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. State, by make and model year, the terms of the new vehicle warranty coverage offered by Forest River on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Forest River 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.

7. State the current completion rate of recall 13-554. If any of the recalled vehicles have experienced the alleged defect provide the following information:

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

- a. Forest River's claim number;
- b. Vehicle owner's name, mailing address, email address, and telephone number;
- c. VIN;
- d. Date recall remedy was completed;
- e. Repair date of subsequent failure;
- f. Vehicle mileage at time of recall and subsequent repair;
- g. Vehicle's Time in Service at time of recall and subsequent repair;
- h. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- i. Labor operation number;
- j. Problem code;
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer; and
- m. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Excel, or a compatible format, entitled "SUBSEQUENT FAILURE DATA." A pre-formatted Data Collection File, which provides further details regarding this submission, will be emailed to you.

If Forest River does not maintain the requested information because owners are directed to deal directly with the subject component supplier(s), Forest River is required as the OEM to produce said information pursuant to 49 CFR Part 576.

8. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Forest River 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 Forest River is planning to issue within the next 120 days.
9. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Forest River. For each such action, provide the following information:
- a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;

- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

10. Provide a copy of all documents provided to Forest River from the subject component supplier(s) for the purpose of installation of the subject component in the subject and peer vehicles. These documents should include, but not be limited to; vehicle gross weight, required suspension travel, and ride height of the subject component.
11. Provide a copy of all work instructions related to the subject component used by Forest River employees for the purpose subject and peer vehicle production. If instructions differ between manufacturing locations, clearly indicate which instructions are used by each facility.
12. Describe the quality assurance systems in place at each manufacturing location to ensure that the subject component has been properly specified for the individual vehicle it was installed on, and is installed correctly. If available, provide production inspection records.
13. Describe all modifications or changes made by, or on behalf of, Forest River or at the discretion of the subject component supplier in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject and peer vehicles. 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. The date or approximate date on which the modification or change was incorporated into subject component production;
 - c. A detailed description of the modification or change;
 - d. The reason(s) for the modification or change;
 - e. The part number(s) (service and engineering) of the original component;
 - f. The part number(s) (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 Forest River is aware of which may be incorporated into vehicle production within the next 120 days.

14. If the subject component is available as a service replacement, provide a count of parts sales by month. If the individual components of the subject component can be purchased

separately, provide a count of parts sales by month for each item. Separate parts sales by supply and revision if applicable.

15. If Forest River has offered the recall remedy as a service kit for consumer purchase, provide a count of parts sales to consumers by month.
16. Provide an explanation of how Forest River determined the scope of recall 13V-554 and why the vehicles identified in the attached VOQs were not included.
17. Furnish Forest River's assessment of the alleged defect in the subject vehicle, including:
 - a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - f. The reports included with this inquiry.

Legal Authority for This Request

This letter is being sent to Forest River pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information.

Civil Penalties

Forest River's failure to respond promptly and fully to this letter could subject Forest River to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act, as amended, 49 U.S.C. § 30165(b), provides for civil penalties of up to \$7,000 per day, with a maximum of \$17,350,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. See 49 CFR 578.6 (as amended by 77 Fed. Reg. 70710 (November 27, 2012)). This includes failing to respond completely to ODI information requests.

If Forest River cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Forest River does not submit one or more requested documents or items of information in response to this information request, Forest River must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Confidential Business Information

All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office. In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to RQ14-004 in Forest River's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel.

If Forest River claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Forest River must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Forest River is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the phrase "ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION" or "CONTAINS CONFIDENTIAL BUSINESS INFORMATION" (as appropriate) must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats. See 49 CFR 512.6(c) (as amended by 72 Fed. Reg. 59434 (October 19, 2007)).

If you have any questions regarding submission of a request for confidential treatment, contact Otto Matheke, Senior Attorney, Office of Chief Counsel at otto.matheke@dot.gov or (202) 366-5253.

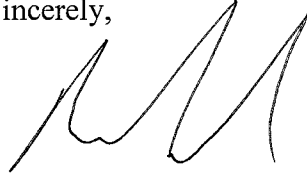
Due Date

Forest River's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by October 22, 2014. If Forest River finds that it is unable to provide all of the information requested within the time allotted, Forest River must request an extension from me at (202) 366-6938 no later than five business days before the response due date. If Forest River is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Forest River then has available, even if an extension has been granted.

Please send email notification to Nate Seymour at nate.seymour@dot.gov and to ODI_IRresponse@dot.gov when Forest River sends its response to this office and indicate whether there is confidential information as part of Forest River's response.

Please call Nate Seymour of my staff at (202) 366-2069, to discuss this information request prior to beginning your response.

Sincerely,

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke, likely representing the name Bruce B. York.

Bruce B. York, Chief
Medium/Heavy Duty Vehicle Division
Office of Defects Investigation

Enclosure 1: Electronic copies of the subject reports referenced above in the second paragraph of this letter identified by the following ODI reference numbers: 10598458, 10598344, and 10538519



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

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Date Received

16-JUN-2014

Repository

Reference No.
10598458

OWNER INFORMATION (Type or Print)

Name

Address

City BASTROP

State TX

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

Make

FOREST RIVER

Model

FLAGSTAFF

Model Year

2013

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Multiple Failure:

Incident Date(s)

21-MAY-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 200000 WHEELS, 020000 SUSPENSION

Failure Mileage

Failure Speed

5

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

0

Number of Deaths

0

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 2013 FOREST RIVER FLAGSTAFF V-LITE TRAVEL TRAILER. THE CONTACT STATED WHILE DRIVING 5 MPH OVER A SPEED BUMP, THE REAR END OF THE VEHICLE BEGAN TO DRAG TO THE GROUND. THE FAILURE OCCURRED WHENEVER ENCOUNTERING A POT HOLE OR DRIVING OVER A BUMP AT LOW SPEEDS. THERE WAS A RECALL ASSOCIATED WITH NHTSA CAMPAIGN ID NUMBER 13V554000 (SUSPENSION, TIRE); HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE. UPDATED 8/19/14*CN

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.



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
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INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

15-JUN-2014

Repository

Reference No.
10598344

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City YORK

State PA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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

[REDACTED]

Make FOREST RIVER

Model FLAGSTAFF

Model Year 2013

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Cruise Control

15-JUN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 162000 STRUCTURE: BODY

Failure Mileage

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: DOTM9ABC036)

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

0

0

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).

AXLE IS TOO CLOSE TO TRAILER BODY CAUSING TIRE RUB AND ALSO DAMAGE TO BODY OF TRAILER.

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 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.



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National Highway Traffic Safety Administration

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(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
 03-SEP-2013

Repository
 Reference No.
 10538519

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City BURLINGTON State WI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
 Evening Telephone Number [REDACTED]

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 [REDACTED]
 Make FOREST RIVER Model FLAGSTAFF Model Year 2013
 Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:
 Original Owner Dealer's City State Zip Code
 Transmission Type Antilock Brakes Powertrain Multiple Failure: 1 Incident Date(s) 29-JUN-2013
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 351000 EQUIPMENT: RECREATIONAL VEHICLE Failure Mileage 1800 Failure Speed 60

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: DOTM9ABC036) Original Equipment Failure Location:
 Prior Repair
 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 0 Number of Deaths 0 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).

ON 6/19/13 WE LEFT FROM BURLINGTON, WI - CLINTON, NY WITH OUR TRAILER. ON OUR DRIVE BACK TO WI, WE HAD STOPPED AT A TRUCK STOP IN INDIANA AROUND 10:30 PM ON 6/28 TO GET FUEL & SNACKS FROM THE TRAILER. ONCE WE ARRIVED HOME WE REALIZED THAT THE OUTSIDE LATCH DOOR THAT COVERED THE OUTDOOR REFRIGERATOR HAD BEEN RIPPED OFF, THE REFRIGERATOR DOOR ITSELF HAD BEEN RIPPED OFF, & BOTH SETS OF STEPS WERE BENT BY THE DOORS COMING OFF & HOLES & DENTS DOWN THE BOTTOM/LOWER SIDE OF THE CAMPER. THE TIRES ON THE CAMPER HAD WORN THROUGH THE BOTTOM SIDE OF THE CAMPER & THERE WAS LESS THAN 1" OF CLEARANCE BETWEEN THE TIRES & TRAILER BOTTOM. WE CONTACTED SCENIC RV & WERE TOLD TO BRING THE TRAILER BACK. THE MANGER CONTACTED US MON. MORNING & STATED THAT THERE WAS CLEARLY A PROBLEM WITH THE AXLE & THE CLEARANCE ON THE TRAILER. WE BELIEVE THAT BECAUSE THE TIRES WERE BOUNCING OFF THE BOTTOM OF THE TRAILER & WITH ALL OF THE VIBRATION, IT CAUSED THE LATCH DOOR TO BOUNCE OUT OF THE LOCK CATCH (1/2" DEEP) & FLY OFF. WE CONTACTED FOREST RIVER & THEY TOLD US THAT THERE WERE NO MANUFACTURING ISSUES & THE AXLES WERE CORRECT FOR THAT TRAILER. AFTER A LOT OF CORRESPONDENCE TO THE DEALERSHIP, FOREST RIVER & DEXTER AXLE WE FOUND OUT THAT THE AXLES SPEC'D FOR THE TRAILER WERE NOT THE AXLES THAT WERE INSTALLED ON OUR TRAILER. WE TALKED WITH A WOMAN IN THE WARRANTY DEPT. & AFTER I READ HER THE SERIAL NUMBERS FROM THE AXLES, SHE STATE

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 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.