



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

FOR AGENCY USE ONLY

Date Received

10081852

Od\_or \_\_\_\_\_  
rt\_sk \_\_\_\_\_  
od\_rl \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

## OWNER INFORMATION (Type or Print)

JUL -6 PM 10:34

|            |       |            |            |
|------------|-------|------------|------------|
| [Redacted] |       | Apt. No.   | [Redacted] |
| City       | State | [Redacted] | [Redacted] |
| Marysville | Ut    | [Redacted] | [Redacted] |

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [Redacted] Date 6/30/04

## PRODUCT INFORMATION

|   |   |  |  |  |
|---|---|--|--|--|
| Vehicle Identification No. (VIN.)<br>(17 Digits)                      |   | Make   | Model  | Year   |
| [Redacted]  |   | Trailer Saver  | Air Cushion<br>Pinbox PBI  | 2003   |
| Purchased Date  | Dealer's Name   | Engine Size (CID/OCL)  | <input type="checkbox"/> Turbo   |  |
| 11-17-03  | Trailer Saver Inc.  |  | <input type="checkbox"/> Diesel  |  |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | Dealer's City   | No. Cylinders  | <input type="checkbox"/> Gas   |  |
|   | Stoughton   |  | <input type="checkbox"/> Fuel Injection  |  |
| Manufacture Date<br>(on driver's door or pillar)                      | Transmission Type   | Restraint System   | Cruise Control   | Drivetrain   |
|   | <input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | <input type="checkbox"/> Driveside Air Bag <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt<br><input type="checkbox"/> 3-Point Belt | <input type="checkbox"/> Yes<br><input type="checkbox"/> No  | <input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel  |
|   |   |  | Vehicle Type   | Body Style   |
|   |   |  | <input type="checkbox"/> Car <input type="checkbox"/> Sport Utility<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other | <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other |

## FAILED COMPONENT(S)/PART(S) INFORMATION

|                     |  |   |   |
|---------------------|--|---|---|
| Part Name(s)        | Location   | Failed Part(s)  | Handicap Adaptive Equip                                     |
| Air Cushion Pin box | <input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | <input type="checkbox"/> Original<br><input type="checkbox"/> Replacement | <input type="checkbox"/> Yes<br><input type="checkbox"/> No |

## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

|                    |                              |  |  |
|--------------------|------------------------------|--|--|
| Tire Brand         | Tire Name                    |  |  |
| Complete Tire Size | DOT No.                      |  |  |
| No. of Failures    | Date(s) of Failure(s)        | Failed Part(s) Available?                                | NHTSA Previously Contacted?                              |
|                    | Mileage at Failure(s)        | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
|                    | Vehicle Speed at Failure(s): |  |  |

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

|   |   |                           |                      |   |
|---|---|---------------------------|----------------------|---|
| Crash   | Fire  | Number of Persons Injured | Number of Fatalities | Reported to Manufacturer  |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | 0                         | 0                    | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

See attached letter.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7862

June 20, 2004

On March 27, 2004 I purchased a Carriage Cameo 31' 5th Wheel from Sun City RV of Peoria, Az. The unit was seven months old and had a Trailer Saver PB1 air cushion pinbox installed as shown in pictures. This was purchased by [REDACTED] the original owner on Nov. 17, 2003

On May 20, 2004 while traveling on Interstate 84 near Dickenson, N.D. the air cushion pinbox came apart leaving loose of the trailer. Luckily I was able to pull over without completely losing the trailer. I found that the two 1/4" grade 5 bolts that hold the pinbox from coming apart had broken and fallen out. In order to move the trailer off the Interstate and into Dickenson, I replaced said bolts with larger 5/16" grade 8 bolts. After arriving in Dickenson I called Jerry Clark of Trailer Saver and explained what had just happened. He told me what I had done to repair it was just fine and that they have done the same on others. He also told me this pinbox had been discontinued. He then told me they were having still another wear problem with this pinbox, and I could send them \$800 and they would sell me an air ride hitch to replace this pinbox

After continuing on my trip, I noticed the pinbox was flexing and showed evidence of sheet metal buckling. This alarmed me as I felt something would break and cause the trailer to break loose from the pinbox. I stopped at Ray Citta RV, a dealer for Carriage and their repair order invoice explains their findings. I also contacted the Carriage Company and enclosed is their explanation and advice. After this I again contacted Jerry Clark at Trailer Savers. I said I had no use for this air cushion pinbox as it was doing damage to my trailer and it was unsafe because of these instances. He issued a bill of lading and it was sent to him on 6-1-04

Jerry stated he would reimburse me the \$995- the cost of the pinbox. I have yet to receive anything.

I feel these air cushion pinboxes should be recalled because of these very serious safety problems.

#1 The 1/4" grade 5 bolts will break and fall out causing separation of the trailer and the tow vehicle.

#2 The leverage caused by the pinbox being 14 inches forward of the original pinbox will cause the trailer framework to break and separate the trailer from the tow vehicle.

#3 The metal diamond plate cover on the pinbox is held in place with velcro. This is not sufficient and the cover will blow off in the wind and be a flying missile, causing damage or injury to other traffic.

# Carriage

P.O. BOX 246 HILLERSBURG, IN 46543 PHONE: 574\*642\*3622 FAX: 574\*642\*4145 WWW.CARRIAGEINC.COM

June 10, 2004

[REDACTED]  
Marysvale, Utah [REDACTED]

Re: Cameo serial number [REDACTED]

Dear [REDACTED]

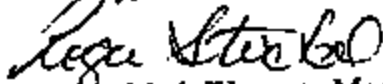
This is to confirm our telephone conversation of today. As stated in the owner's manual, Carriage, Inc. recommends against adding any attachments to the pin box of your fifth wheel.

Adding such attachments increases the leverage on the pin box. And the framework around the box is not designed for this added leverage. The added leverage can result in failure of the steel frame members. The pin box can break free, and your safety and the safety of other travelers can be jeopardized.

I have not inspected your coach, but from our telephone conversation, we suspect the framework may already be compromised. We recommend the bottom chin metal on the fifth wheel, be opened. That will allow for the inspection of the framework around the box. We hope you will have that done by a qualified R V technician before any further travel.

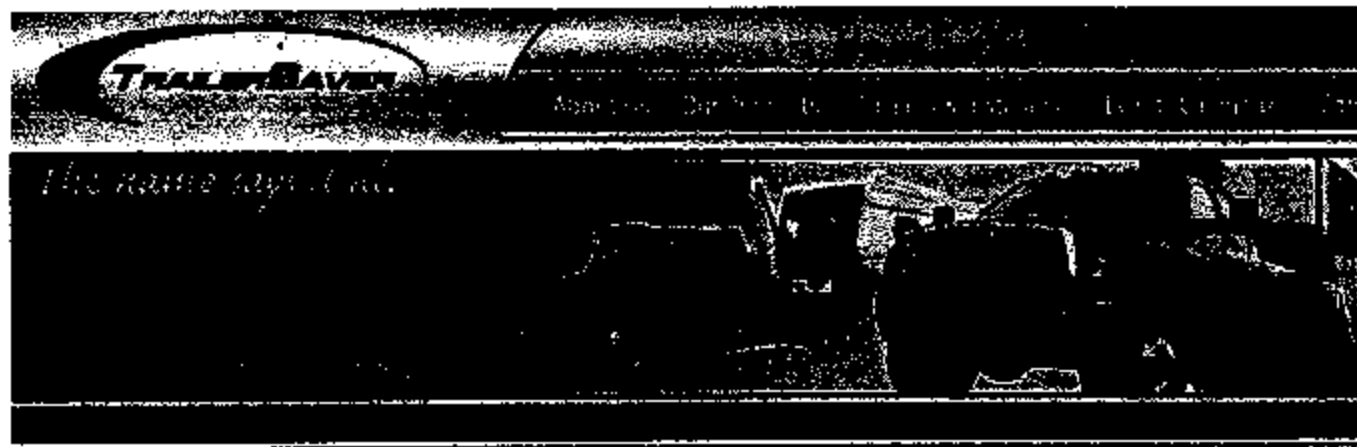
If you have further questions, you may contact us at 800-348-2214.

Sincerely,



Roger Stickel, Warranty Manager





### Product Information

[Home](#) > [Products](#) > [PB1](#)

|                                |
|--------------------------------|
| <a href="#">PB1 Pinbox</a>     |
| <a href="#">Specifications</a> |
| <a href="#">History</a>        |
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### Featured Product



**TS3 Air Ride Hitch**

Our TS3 air ride hitch is a design that works. It will improve your ride.

### Air Ride Pinbox



Our PB1 air ride pin box uses 4 small air bags instead of the one large bag that our competitor (Trailer) uses. We feel that this gives us a tighter, more precise control of the air ride. Second, we have true vertical travel as opposed to a clamshell

design. Third, is our method of attachment. We seize the existing kingpin on your trailer and drill 4 holes to finish securing our air cushion assembly to your existing pinbox. Since we extend the point of attachment by 14", our customers find that this is their air ride answer in a short bed pickup.

Another advantage comes at trade in time as there are 4 bolts to remove and now you can transfer the PB1 to the next trailer.

**PB1 unit \$995 plus Shipping.**

#### Options:

- **2" Receiver \$50.00**  
Used to mount a bike rack, storage unit, etc.



**Air Cushion Pinbox  
PB1 unit \$995  
plus Shipping.**



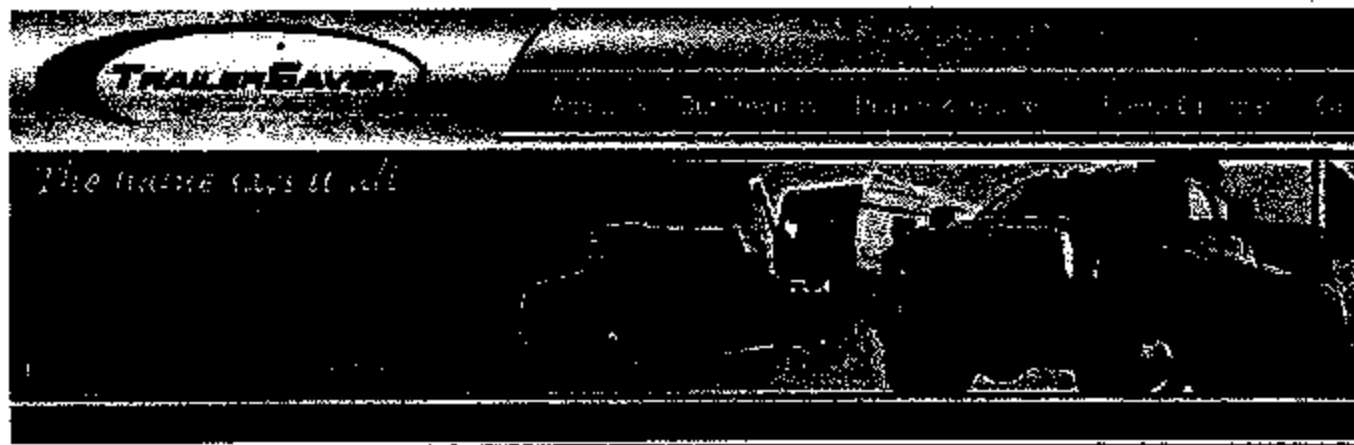
[Installation](#)

[Warranty](#)



**Related Product**  
[TS3 Air Suspension I](#)

TrailerSaver, Inc.



| Product Information            |
|--------------------------------|
| <a href="#">PB1 Pinbox</a>     |
| <a href="#">Specifications</a> |
| <a href="#">History</a>        |
| <a href="#">Warranty</a>       |
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| <a href="#">Home Page</a>      |

[Home](#) > [Products](#) > [PB1](#) > [Install](#)

## Air Ride Pinbox

### Installation Instructions

Congratulations, you have purchased the finest air cushion pinbox on the market.

By the time that you are reading this, you have un-banded the straps that hold the pinbox to the pallet and found your packet.



**Air Cushion Pinbox**  
PB1 unit \$995  
plus Shipping.



[Installation](#)

[Warranty](#)



**Related Product**

[TS3 Air Suspension](#)

### Related Products



#### TS3 Air Ride Hitch

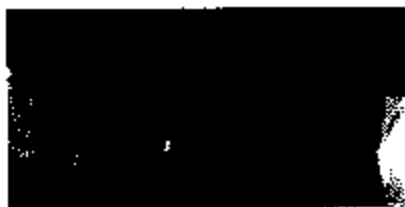
Our TS3 air ride hitch is a design that works. It will improve your ride.



You will notice (4)  $\frac{1}{2}$ " x 1.5" grade 8 bolts at the rear of the pinbox. Remove these and set aside. With a  $\frac{1}{4}$ " Allen wrench loosen the 4 set screws in the kingpin collar. A half moon piece of steel should be loose inside and you should remove it. Save this piece.

Now you will need to affix the air cushion pinbox to your trailer. The first thing that you need to do is remove the nylon wear plate that you might have on the pin of your trailer. You can simply move this to the new air cushion pinbox as a wear point. If you don't have anything there, then proceed. The aluminum diamond plate cover is held in place by Velcro in the center. Simply pull up on the plate to remove. You are now ready to mount the pinbox. You can hang it from above with a strap around the center brace, or you can support it

from underneath. It is your choice.



Now is where the half moon piece that you saw earlier comes into play. Position this in the grooved area on the front side of your existing pin.

Fit the rear of your new pinbox around the existing pin on your trailer, centering the air cushion pinbox on the existing pin plate. This enables your trailer to be towed straight.

2 large C clamps will come in handy here as you hold the air cushion pinbox in place.

Now secure and tighten the 4 set screws to 75 foot pounds of torque. You will notice (8)  $\frac{1}{8}$ " holes on the rear plate. Pick the 4 best holes for your installation and drill into the trailer plate with a  $\frac{1}{8}$ " drill. Now insert the 4 bolts (set aside earlier) in these holes and tighten securely to 150 foot pounds of torque. The install is done! Replace the diamond plate top cover removed earlier. Be sure to re-torque these after 200 miles.

It is time to hook up to your truck. Once that you are hooked up, lift up your jacks to let all the weight onto your hitch. Now you are ready to air up the pinbox and enjoy the benefits of true vertical air ride. Find the Schrader valve and start applying air. As your trailer rises, you will see a marker line appear on the left side of the aluminum diamond plate @ 1.75". Air the hitch until the line is just exposed. This should be your "sweet" spot and where your pinbox will perform the best. However, this is just a starting spot. You may need to adjust yours up or down to get the best ride. There are so many variables, pin weight, trailer length, truck type, etc., that it is hard to put an exact number on this.



Maintenance will consist of greasing the hitch every 4000 miles. The grease zert for this is located beside the air fitting. We are using Pennzoil Pennlith Ultra EP 2 grease which is a NLGH#2 grade that is for extreme pressure and very tacky. It seems to work very well and stays in place. It is available at your oil supplier, or we can furnish it to you at \$4.00 per tube. At this same interval, check

your 1/2" bolts and setscrews for tightness.

If you have any problems, you can contact:  
Jerry Clark at (608) 873-9841 [JClark@TrailerSaver.com](mailto:JClark@TrailerSaver.com)  
Steve Dobbs at (270) 779-9182 [Steve@TrailerSaver.com](mailto:Steve@TrailerSaver.com)

TrailerSaver, Inc.  
809 East South St. - Stoughton, WI - 53589  
Phone : 1 - 270 - 779 - 9182

Website Development by DBS :: [Other Helpful Links](#)

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TO PROTECT UNWARRANTED  
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PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**