



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 100148

Data Received

Repository

2005 SEP 20 AM 8:10
25-AUG-2006

Reference No.
10134155

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: MILFORD State: CT Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to post a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 9/19/2005 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
47CTA1P275L [REDACTED]
Make: DUTCHMEN Model: DUTCHMEN LITE AeroLife Model Year: 2005
Date Purchased: 04-AUG-04 Dealer's Name and Telephone Number: LONGVIEW RV 860-623-3328 Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: WINDSOR LOCKS State: CT Zip Code: 06096
Transmission Type: Antilock Brakes Powertrain: Vehicle Component Code: 180000 STRUCTURE
 Cruise Control Multiple Failure: #1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 25-AUG-2004 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: DOTM4LB8C038) 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: 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).

DT: WHILE ON VACATION, THE CALLER NOTICED THAT THE CABINETS ON THE CAMPER TRAILER WERE CROOKED, AND THE DOORS WOULD NOT CLOSE. ALSO, THE BUMPER WAS BENT, AND THE WHOLE FRAME WAS BENT ON PASSENGER'S SIDE. THE CALLER STATED THAT THE CABINETS HAD THIS PROBLEM SINCE PURCHASING THE CAMPER TRAILER. DEALER SAID THEY WERE WAITING FOR THE CALLER'S INSURANCE COMPANY TO CALL THEM. MANUFACTURER HAD THE TRAILER NOW AND THEY FOUND A SMALL DENT LOCATED ON THE PASSENGER'S REAR FRAME. THEY CLAIMED THAT THE DENT WAS THE CAUSE OF THE PROBLEM. THE CALLER DISAGREED. *AK

The manufacture of the frame is BAL NORCO. They use this frame on a lot of different brand Travel Trailers so it may be hard to track down problems by make & model of camper.

EIKHAET, J.N. phone: [REDACTED]

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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 factual summary thereof, may be used in support of the agency's action.

Mr. Michael J. Jordan RE complaint # 10134155

I spoke with you on 9-16-05 about a complaint that I put in on my travel trailer with the frame that is bending. I amended my complaint to add in the company that manufactures the frame. I am concerned that it will be hard to keep track of the complaints because of the fact that this BAL Norco ultralite frame is used on different brands, models, and lengths. I am sending all the information that I have on our camper and I am sending information that I found on RV.NET forum and Aeroliteforum.com so that you can see the common problems about other people who have had their frames bend. I know that you can't use this information for my case but I just wanted to send it to show that this is getting to be a big problem. I have been in contact with everyone and so far I have one person who filed a complaint and I have two other that gave me a commitment to do so. The other complaint # is 10137003. Also BAL Norco changed their warranty period from 2 years on 2004 and below to 1 year on 2005 and up. Which leads me to believe that they are trying to hide something. I wonder how many other people were forced to use their insurance company so that Dutchmen and BAL Norco can keep on telling everyone that they never heard of this happening before? Also the only place that can do the repair is at the factory and they know this so if they make you use your ins. co. they get paid for repairing their own mistakes. If you need to contact me you can call me [REDACTED] cell [REDACTED] home or e-mail [REDACTED] Thank you for your time and help
[REDACTED]

January 2, 2005

CC

Windsor Locks, Ct

Goshen, IN

Re: 2005 Arealite Travel Trailer
Model: [REDACTED]
Vin: 47CTA1P2 [REDACTED]

To whom it may concern,

I am writing this letter to let you know how unsatisfied I am with my camper and the service Long View RV has provided.

I purchased a BRAND NEW travel trailer on 7/29/04 at Longview RV, Windsor Locks Ct. It was delivered to us (we picked it up) on 8/4/04. We went through the trailer with a man named Pat. He was very nice and informative. The first problem was that we ordered a trailer with heated holding tanks and a slide awning; they were not installed when we picked up the trailer. There was a big nick in the counter top that was filled in with putty. Pat said he would order me a new counter top, and install it with the heaters and the awning.

On 8/5/04 I was packing my camper to leave on vacation for a week, and noticed a big puddle of water in the front bedroom closet (it rained very hard the night before). I called long view told them I had a leak in the roof. We thought we knew where it was coming from. The corner edge where the rain gutter meets the roof was NOT caulked at all. We brought the trailer back to them on Friday 8/6/04. They said we could pick it back up that evening, as we were leaving for vacation on Saturday 8/7/04.

We camped for one week 8/7/04-8/14-04, we went to PA. During our vacation we had some minor problems: The drawer in the kitchen fell out and the front face was damaged, the water pump was very noisy, the counter top started lifting up from the cabinet, the battery box was not secured down, there was condensation dripping down the outside of the camper from the cabinet inside of the camper, there were missing screws in the corner cabinet. On 8/25/04 we dropped the unit off to get fixed.

On 9/8/04 we picked up the camper. All work was done (see enclosed copy of work order) except the counter top. It had not come in yet. We brought the camper home and let it sit for a month; our dog had hip surgery on 9/10/04 so therefore we could not go anywhere.

On 10/3/04, I went into the camper to clean it, and found a puddle of water again in front bedroom closet. I called Long View on 10/4/04 and told them about the leak. Due to their schedule, they could not get the camper in till the week of the 11th. We had plans to camp 10/8-10/11. On 10/9/04 we noticed a crack in the upper front left sidewall. It was about 2" long, right where the roof was leaking. There was also a smell of mold when we turned on the A/C, the dome in the bathroom was cracked, the hot water heater was leaking, the slide kicks off on overload when you are sliding it, and the counter top still needed to be replaced. On 10/12/04 I called Long View and told them about the problems we were having. On 10/15/04 we dropped the camper off again.

As avid campers, we planned on using our camper a lot. We had plans to camp on the following dates with other people, 10/22-10/24, 11/5-11/7, 11/24-11/28 and 12/3-12/5 and we couldn't.

I called Long View a few times to check on my camper. 10/21 waiting for the body man to fix the crack. 11/4 crack still not fixed, will be fixed on 11/9, I spoke with Jerry on this date and told him that my holding tanks were 1/2 filled, and I didn't winterize the camper. He told me he would dump the tanks and blow out all the lines, and I should not worry. He also told me they fixed the leak and they didn't smell any mold. 11/17 left message. 11/18 they called me back, told me counter top should be in on Monday 11/22, and I should call Bruce on Monday. 11/22 I called Bruce he said the counter will be in today and he was going to do everything he could to get the camper ready for me. He told me he would call me back today and to sit tight (I told him we had plans to camp this weekend), he NEVER called me back. 12/6 spoke with Nicole, she told me counter top was in, and the camper should be ready soon. 12/11 Nicole called me back said that counter top was done, but now they are looking for a new drawer for the cabinet. 12/13 Long View called and said the camper was ready.

On 12/17 we picked up the camper (2 months later). It was covered in bird poop, the hitch pin was broken, and there was some kind of stain on the storage drawer compartment. The outside molding that had to be removed to fix the crack was put on wavy, and the caulking is all over the place. The job really looks crappie. We brought it home without any complaints, after all we forgot what it looked like after 2 months, and we wanted to use it.

We got it home and found out we could not plug it in, someone pushed the cord in too far so we could not access it. Who would do this and not fix it right away?? What kind of people are working at this place??

We're not happy!! I called Long view 12/18 and spoke with Jerry again. He told me all I had to do was unscrew the screws pull out the cord, use plumbers putty and caulk it. Now, I did not push the cord in, I should NOT have to fix it. He said he would send someone to my house to fix it, but it would take about a week. I got sick when I heard this!! I would have to fix it myself, if I wanted to camp in it. I spent 2 1/2 hours cleaning my camper and than another hour FIXING it. I was not happy.

We had plans to use it on 12/27/04-1/2/05. I went out to get things ready on 12/26/04. I could not use the water pump the fuse was blown. I fixed the fuse and found out that there was water in the water pump, and it froze. There was still 1/2 tank fresh water and 1/2 tank of black water. They NEVER dumped my tanks or blew out the lines. Everything was frozen!! I turned on the tank heaters, put warm water in the fresh water tank and went to West Marine and bought a new diaphragm and valve for the water pump, at the cost of \$44.50. This is not my fault, Jerry told me he took care of it!! I fixed the water pump, and I get the water going though it, the next thing that happens is a big flood in the kitchen. They NEVER tighten the plumbing fittings for the sink (remember the counter top was replaced). What a mess I had!! 1 hour before vacation.

I guess what happened was, the pump froze, the person went to check the plumbing for leaks, the fuse blew and he said the hell with this, and didn't do anything else.

We got the camper working and left for our big trip. The first night, it was about 23 degrees out, we ran out of propane. We went to switch to our 2nd tank and it was

NEVER filled!! At 1:30 in the morning this really burned our ass!! We had 4 kids with us, it was 43 in the camper, and had to wake someone up at the campground to fill up our tank, that should have been filled when we bought the trailer.

So, is this how it works?? What if there is a stress crack in one of the holding tanks from it freezing? What about all the other water lines?? What about the toilet?? I only get a short warranty on the outside walls for the camper, what's to say it doesn't crack again, out of warranty?? What about how crappie the outside looks because of the caulk?? What about all the time I had to put into it to fix warranty work?? Should I have to pay for the water pump?? The camper still smells of mold when you turn on the roof fan, are we just supposed to live with that?? What about our missed camping trips??

I don't want to bring my camper back to Long View for any other work, as I feel they don't take the time to check their work. They are supposed to be trained at some factory, and from what I see that doesn't happen. I spent lot of money on this trailer, I only used it 3 times. A total of 14 days. I don't think I should have encountered all of these problems. And it should NOT smell like mold.

We spent a lot of time and researched a lot of trailers before we bought one. We thought we bought something good.

I am looking for some answers to my questions. I would like to speak directly with someone who can help me with obtaining paper work on my trailer. I would also like another location to bring my trailer for warranty work. I would also like to be compensated for the payments I made without having use of my trailer.

I look forward to hearing from you soon.

Sincerely,

[REDACTED]

[REDACTED]
Milford Ct.

Phone: [REDACTED]

Cell: [REDACTED]

E-mail: [REDACTED]



CLASSIC QUALITY - A DUTCH TRADITION

PARTS, SERVICE, AND WARRANTY

January 24, 2005

[REDACTED]
Milford CT [REDACTED]

Re: [REDACTED]

Des: [REDACTED]

We have received your letter dated January 2, 2005. We are sorry to hear of the problems you have had with your unit.

Thank you for taking the time to address with us the concerns you have with the above referenced trailer. Consumer satisfaction is most important to us, and we sincerely apologize for any frustration or inconvenience we have caused you. Letters such as yours as disappointing as they seem at the time, help us to improve our design, manufacturing, and quality control processes. Your letter is being shared with all parties involved to hopefully prevent some other family having to endure what you have.

We have contacted Longview regarding these issues and they have informed us that they are reimbursing \$44.50 for the valve that you had to purchase. We will note your concerns with your selling dealer. You do have the option of using any service center you wish to use. The closest Dutchmen dealer we have to you is Gustine's RV in East Hampton CT (860) 267-5364.

If you need any further assistance please give us a call [REDACTED]

Sincerely

A handwritten signature in cursive script that reads "Connie Kuehner". The signature is written in dark ink and is positioned above the printed name.

Connie Kuehner
Customer Advocate Supervisor
Dutchmen Manufacturing

2164 CARAGANA COURT • GOSHEN • IN • 46526
PHONE: 574-537-0700 • FAX: 574-537-8496



CLASSIC QUALITY - A DUTCH TRADITION

PARTS, SERVICE, AND WARRANTY

8/15/2008

[REDACTED]
Middletown CT [REDACTED]

RE: 47CTAIP [REDACTED]

Dear [REDACTED]

We are writing to acknowledge an offer made by our Goshen, Indiana service facility to address the concerns you have with your trailer. You will find enclosed with this letter a service agreement form listing the items that we have previously agreed to address and a set of sequentially numbered adhesive labels. Please place these labels in the proximity of the areas of concern as they coincide with the line addressing the concern on the service agreement form. Please feel free to list any additional concerns that you would like reviewed for repair and label each of those concerns accordingly. Once the list is complete please sign and mail the service agreement back to us in the enclosed self addressed envelope.

We rely on information provided by our authorized dealerships and our customers to describe the concerns on the units. Dutchmen Manufacturing is committed to resolving the concerns caused by manufacturing defects defined under the terms of the warranty. Once the unit arrives at our facility, we inspect the items scheduled for the repairs, and make our assessments. Should a concern referenced above be determined not to be caused by a manufacturing defect, Dutchmen Manufacturing will contact the dealer reporting the concern or the customer to discuss appropriate resolution.

The repairs to your trailer will be coordinated by Mike Chumbeidain, our Service Facility Manager. If you should have any questions regarding the status of your repairs please feel free to give Mike a call. He can be reached at 574-537-0700 Ext. 8125. He is happy to answer any questions you might have.

Transportation: Dutchmen Provided

Scheduled Date: ASAP

Estimated Completion Date: 4 weeks

Note: If for any reason the completion date will be longer than estimated we will notify you.

Sincerely,

Corrie Kneher

Dutchmen Manufacturing

574-537-0700 ext 8107

August 15, 2005

Dutchmen Warranty Service AgreementCustomer Name: Shawn Norris
Appointment Date: ASAP

VIN # 112967

Model # 30BH

Completion Date: 4 weeks

LIST OF CONCERNS

1	Frame twisted on door side near wheels and damage resulting	Terms of Warranty
2	Screen Door doesn't close to outer door	
3	Drain in Bath sink leaking started after frame bent	
4	A/C - (1) smells mold when 1st turned on → (2) Fan has to be manually turned on of unit	
5	Couch hits wall when folding out to bed	
6	Calk all over front of unit where leak was fixed - (door side top)	
7	Slide - when slide is all the way out doesn't sit flat to wall the wall is not straight anymore	
8	Roof above kitchen area and by TV Antenna is bowed	
9	Floor by kitchen area and couch on other side is bowed	
10	When camper sits for about a month I have to remove cover on roof and free up the fan motor once it is free	
11	it works again until it sits for a month	
12		
13		
14		
15		
16		
17	See note left on Table in camper	

- 3 -

August 15, 2005

The Following Items Must Be Completed Prior To Arrival

Request	Completed		Checked by:
	Y	N	
1. Remove all personal items from vehicle	<input checked="" type="radio"/>	<input type="radio"/>	
2. Winterize the unit (October 15- March 15) 50.00 charge if not completed	<input type="radio"/>	<input checked="" type="radio"/>	
3 All holding tanks drained and flushed. 50.00 charge if not completed	<input checked="" type="radio"/>	<input type="radio"/>	
4 Advise Dutchmen of any damaged to the unit.	<input checked="" type="radio"/>	<input type="radio"/>	
5. Please do not lock dead bolt or <u>leave keys</u> with Dutchmen	<input type="radio"/>	<input checked="" type="radio"/>	leave keys in kitchen sink

Note: Dutchmen manufacturing is not responsible for lost or damaged items during repairs at our facility. Due to insurance regulations, customers are not allowed in the shop area. A customer lounge is available for those customers waiting.



8/15/05
 Customer Signature Name Date




 Home Phone Work Phone Cell Phone

By signing this service agreement you acknowledge receipt of the terms of this service agreement and verify that the above mentioned requirements will be met prior to the trailers arrival at our service facilities.

Customer: Norris Model : 2005 Aerolite A308H Unit # 47CTA1P2 [REDACTED]

Page 1

[REDACTED]
[REDACTED]
Milford, CT [REDACTED]

Re: Frame Rail Damage 112967

Dear [REDACTED]

We are writing to you regarding the frame failure you have experienced on the above referenced trailer. After a thorough investigation we have determined that the failure is the direct result of damage that occurred to the door side frame rail assembly. Our records indicate that the damage was not present when we transferred possession of the trailer to the transport company for delivery to the purchasing dealer and there was no damage identified at the time the trailer was delivered to the purchasing dealer.

Because the failure is not related to a workmanship issue or manufacture defect we are unable to provide warranty assistance. It is our recommendation that the matter be turned over to your insurance company for review.

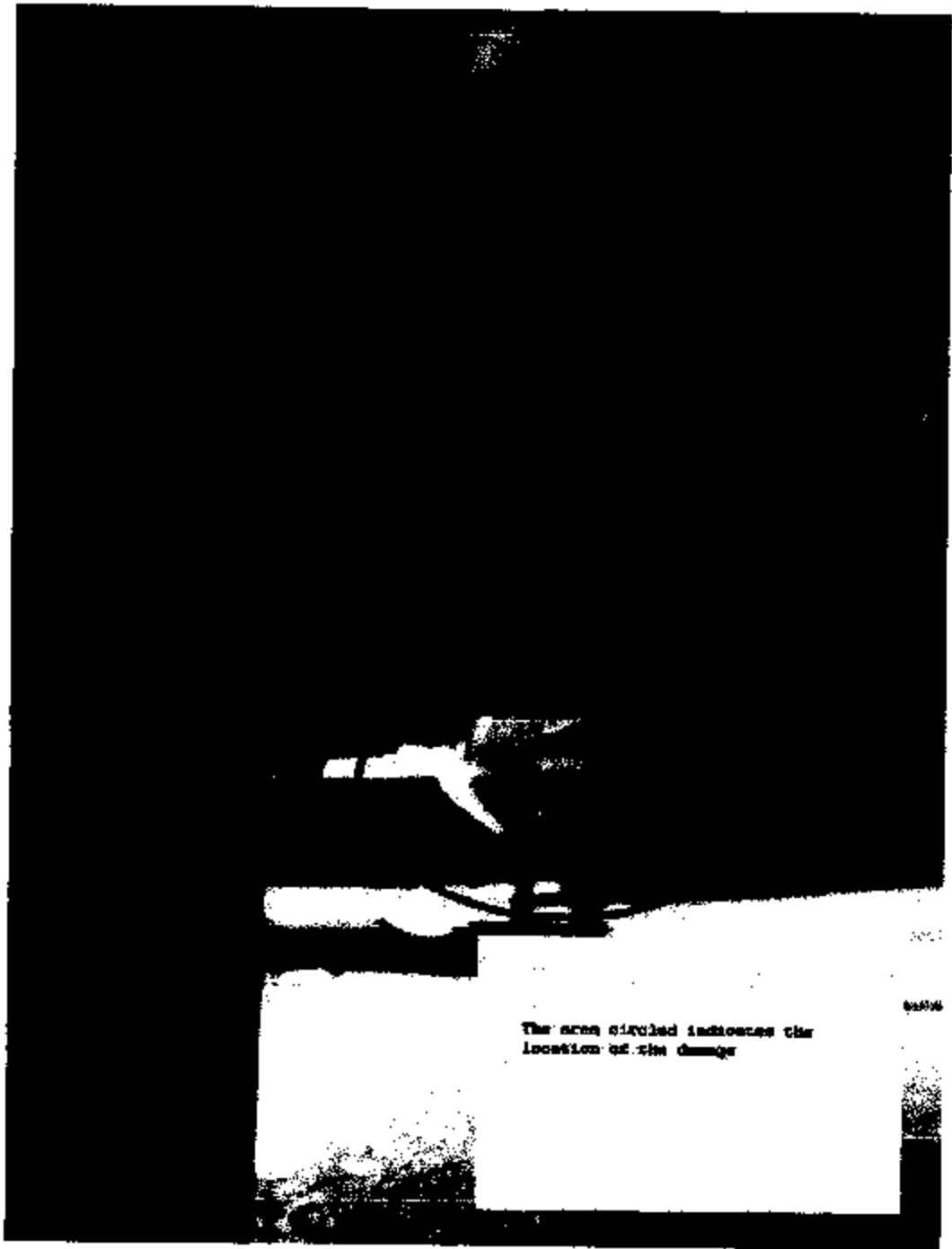
Sincerely,

[REDACTED]

Brad Sherwin
National Customer Relations Manager
Dutchmen Manufacturing, Inc.
E-mail: bsherwin@dutchmenmfg.com
Phone: 574-537-0600 ext. 8134

Customer: Norris Unit # 112967

Page 2





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Sales
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Customer Service
buyejack@aol.com

Technical Support
Accu-Slide
jdsmith@norcoind.com
Ultra-Frame
jcollins@norcoind.com

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Shawn Norris

From: [REDACTED]
Sent: Wednesday, September 21, 2005 12:06 PM
To: [REDACTED]
Subject: [REDACTED]

Gerry  **Posted:** Thu Aug 25, 2005 3:38 am **Post subject:** bent frame 

WOW!

Joined:
28 Jul
2005
Last
Visit: 18
Sep
2005
Posts: 6
Location:
St.
John's,
NF,
Canada

Jim I don't need to send the pictures as you seem to already have copies. What I mean is that the pics you have posted are almost identical to my trailer. Absolutely amazing they are so identical.

The problems described are for the most part similar to mine. I am now aware of four cases where this has happened with the type / model of trailer. Dutchman will need to jump on this quickly if this is becoming a wide spread issue. They don't want to have a class action law suit which is what could happen if this grows.

As for [REDACTED], I know exactly how you feel. If you get no action from Dutchman then have your lawyer contact them and the dealer. If necessary file a statement of claim to let them know you are serious. Do not take no for an answer.

Either my dealer is going to take a hit on this trailer (which I doubt) or they have worked out a deal with Dutchman to get compensated. All I know is that I am going to get a new trailer (not an aerolite).

The excuse Dutchman has given you for not repairing your TT under warranty is lame and not worth merit.

Back
to top



①

From: Gerry

To: [REDACTED]

Posted: Wed Aug 31, 2005 2:33 am

Subject: Re: Bent frame



Yes, I have received your messages.

I have not been able to respond to them as I have been traveling on business as of late and it is now month end so I am busy with that also.

I do want to help as much as possible! I am not comfortable giving you the dealers name without at least mentioning it to them first. As they are being very fair to me I do not want to cause any problems for me.

As I see it you have no option but to seek legal assistance against the dealer, Dutchmen and Thor Industries. Perhaps when they realize that you are serious they may want to do something for you.

I have pictures that I have taken of the TT with the bent frame. These are available to you and your lawyer. I would also be prepared to give some sort of a statement to your lawyer outlining the facts surrounding the problems with my trailer. When the problem of the bent frame was identified at the dealer, I also noticed a 2004 model on the lot that was in for service. It had the same problem with the frame.

Let me know how you make out tomorrow and what I can do to help. I could email the pics but they are really large files and sometimes do not go through.

Sound to me that you have a real good case!

Good luck,

[REDACTED]

(1)

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Aeroliteforum.com/Kodiakforum.com

For all who own (or interested in) an Aerolite or Kodiak Travel Trailer

FAQ
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 You have no new messages
 Log out [Kathy & Shawn]

Inbox
 Sentbox
 Outbox
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Aeroliteforum.com/Kodiakforum.com Forum Index

Inbox :: Message

From: Gerry
To: [REDACTED]
Posted: Sun Sep 18, 2005 11:47 pm
Subject: Re: bent frame aerolite 30bhss



Although I am getting a new trailer I do not feel that it would be responsible of me not to report this as you have suggested. I would not want to know that because I did not take the time to make a report that someone may have an accident and cause injury or death to another person or child.

I will make the report. I have been out of the country for the past week on business and this week my wife is gone so I do not have much spare time with two small children. I will be reporting this and forward you a copy.

It may take a couple of weeks but I will get it done.

Regards,

[REDACTED]
 profile

Save Message

Delete Message

Open Roads Forum[Print](#) | [Close](#)

Topic: aerolite trailer?????

Posted By: Discobay on 08/12/05 10:37am

I purchased a 30' Bunkhouse with a slide out in Feb. I took a trip last month and the frame bent and the floor is all broken out. I didn't hit anything noticeable on the trip. The way we new there was a problem is the cabinets were all broken out. When I called for warranty repair. The company just blew me off. My insurance company is unwilling to pay as the dealer claims the vehicle is totaled. Aerolite doesn't really speak to me. Both the dealer and the insurance company believe this is the manufactures problem. The frame is bent due to loose bolts on the axle. The quality of the trailer is not very good and when you look at how the frame is built you will find it is done in many pieces. It is not very strong. The cabinets are paper thin and it doesn't take much to peel the paper layed on them. Also, the joints on the cabinet doors are stapled and allow them to flex when they're opened. I knew most of this when I purchased the trailer but the weight was exactly what I was looking for in towing. I never thought the manufacture would not stand behind their product and I would be in the situation I'm in now. There is nothing I did to abuse the trailer! If you are seriously thinking about purchasing this product, I would recommend against it.

[Print](#) | [Close](#)

From Tony Disco <tonyg_discobay@abcglobal.net>

Sent Thursday, September 1, 2005 1:02 pm

To [REDACTED]

Cc

Bcc

Subject Aerolite trailer

[Print E-mail](#)

I recieved your message. I was unable to find your post. However, it sounds like we're in the same boat. I just recieved an estimate for repair on my trailer and it will be over \$17K by the time they're done and it can only be done at the factory. My insurance company has not given me a final read. Last week I had a representative from Aerolite and Progressive meet and review the damage. Aerolite told me my problem was due to impact and the damage would not be cover under warranty. Progressive didn't say a word. We're kind of in the middle of a storm and feel pretty helpless. It's hard to believe that just using the trailer any manner could cause such damage. We really don't know what we did that caused the damage. I think we may have purchased the trailer in an injured state and by using it brought the problem to the surface. The damage is pretty significant.

I don't know how I can help but let me know. My hope is my insurance company will have a change in their view of the problem and take ownership. I believe the only option is to total the trailer and give me the money. I can guarantee you my next trailer will not be an Aerolite. If Progressive doesn't change their mind, I too will be looking for a lawyer. However, at this time I don't know which company I will go after. I believe there might be something wrong in the RV industry that no one has been willing to address. Therefore, they push the problem directly on us the consumer.

[REDACTED]

From: "Tony Disco" <tonya_discobay@abcglobal.net>
 To: [REDACTED]
 Sent: Friday, September 09, 2005 12:42 PM
 Subject: Re: Emailing: Aeroliteforum.com-Kodiakforum.com View topic - bent frame aerolite 30bhs

[REDACTED] this is a case of a manufacture not owning up to their responsibilities of Design, Supplier, Manufacture, & Distribution. My insurance company is paying me for the trailer. So I will be in the market for a new trailer. I still need a lite trailer. Therefore, after this experience, I may not make another purchase. At this point, I don't trust any trailer manufacture. After all, they are all built about the same.

I would like to do something about Dutchmen Manufacturing. I really think my insurance company should go after these guys. They have the resources. I know they don't want to pay for a manufactures poor design. They certainly put me through the ringer before coming up with a solution.

In any case, I'm happy that things are also moving for you. If, however, you are uncomfortable with getting your trailer back after it has been rebuilt, I would suggest you negotiate with your insurance company. Tell them you would take the cost of the repair plus the salvage value of the trailer instead of the repair. It really doesn't matter to them as the cost is the same. You then have the same option to purchase another trailer if you so desire. The salvage value is around 4-6 thousand dollars and the repair cost has to be the same as mine around 15 thousand dollars. That gets you [REDACTED]

Tony

— Original Message —

From: [REDACTED]
 To: "Tony Disco" <tonya_discobay@abcglobal.net>
 Sent: Wednesday, September 07, 2005 3:38 PM
 Subject: Re: Emailing: Aeroliteforum.com-Kodiakforum.com View topic - bent frame aerolite 30bhs

- > Hello Tony,
- > Our ins company said they are going to pay for the damages!! I cant
- > believe it!! Its got to be a scam. Well we have no choice but to let them
- > fix it. We live in CT and our trailer is in Indiana. I have no idea how
- > this is going to play out. All I know is we are back in tents again, till
- > they get this fixed. I still say there is a problem with the frame and
- > Norco should step up to the plate. If you look on the forums, RV.Net and
- > Aerolite, we are not the only ones. There is a guy named Chris with a
- > Jayco, that also has a BA1 Norco frame. His camper is also falling apart.
- > Here is his link.....
- > <http://www.chocxpinz.com/camping/jaycoofjaycoquality.html>
- > Check it out. Here is the link for the aerolite forum....and this is our
- > trailer...
- > <http://www.aeroliteforum.com/phpBB2/viewtopic.php?t=302>
- > Here is another link for Gerry who has the same issue..
- > <http://www.aeroliteforum.com/phpBB2/viewtopic.php?t=283>
- > Here is a guy named Brett....
- > <http://www.aeroliteforum.com/phpBB2/viewtopic.php?t=186>
- > I hope your ins company pays for the damages.... We put in a claim with
- > NHSTB, maybe you should do the same and refer it to our claim number

9/20/2005

> 10134155. Maybe they will put out a recall before someone gets hurt. Ours
 > fell apart while we were traveling. It seems to me that someone is trying
 > to cover up something. I know we didnt hit anything with our trailer. Hell
 > we only took it out 6 times, 3 of which were only 25 miles away. Well
 > please keep us posted. We will do the same.
 > If they do fix our trailer and get it back to us we are going to trade it
 > in, and not for another Thor product with a BAL Norco frame!!
 > Take care

> [REDACTED]
 > Milford, Ct

> --- Original Message ---

> From: "Tony Disco" <tonyg_disco@shcglobal.net>

> To: [REDACTED]

> Sent: Wednesday, September 07, 2005 2:18 PM

> Subject: Re: Emailing: Aeroliteforum.com-Kodiakforum.com View topic - bent
 > frame aerolite 30bhas

>> Well, I hope my insurance company doesn't see this site! Some of the
 >> stuff looks very familiar. When Dutchmen came to my home, they assured me
 >> no one else with a 30BHSL had this kind of problem. My damage is not as
 >> severe. However, the consequences is the same. The trailer is totalled.
 >> I would be delighted to post on your forum. I'm with company right now
 >> but sometime this weekend, I should be able to do it.

>> Tony

>> --- Original Message ---

>> From: [REDACTED]

>> To: "Tony Disco" <tonyg_disco@shcglobal.net>

>> Sent: Monday, September 05, 2005 7:28 PM

>> Subject: Fw: Emailing: Aeroliteforum.com-Kodiakforum.com View topic -
 >> bent frame aerolite 30bhas

>>> --- Original Message ---

>>> From: [REDACTED]

>>> To: [REDACTED]

>>> Sent: Friday, September 02, 2005 7:24 AM

>>> Subject: Emailing: Aeroliteforum.com-Kodiakforum.com View topic - bent
 >>> frame

>>> aerolite 30bhas

>>>> The message is ready to be sent with the following file or link

>>>> attachments:

>>>> Shortcut to:

>>>> <http://www.aeroliteforum.com/phpBB2/viewtopic.php?t=302&sid=bd26fbbd44f1d8a26cd4327bbfe53f8e>

>>>> Note: To protect against computer viruses, e-mail programs may prevent
 >>>> sending or receiving certain types of file attachments. Check your
 >>>> e-mail
 >>>> security settings to determine how attachments are handled.

>>>> Hello Tony

>>>> Thank you for responding to our e-mail. Our ins. Co. should be looking
 >>>> at

9/20/2005

[REDACTED]

From: "Tony Disco" <tonya_disco@yahoo.com>
To: [REDACTED]
Sent: Monday, September 19, 2005 6:00 PM
Subject: Re: Emailing: Aeroliteforum.com-Kodiakforum.com View topic - bent frame aerolite 30bhs

I contacted NHTSA today. My confirmation # is 10137003. They tell me it will be available for viewing tomorrow under the ODL

Tony

9/20/2005

[rv titl](#)

Posted: 09/07/05 07:52pm

[Link](#) | [Quote](#) | [Print](#) | [Notify Moderator](#)

Burnt Hills, NY

New Member

Joined:
09/07/2005

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*Offline

Your'e not going to believe this either.

I purchased a 2005 Jayco 23B from Albany RV (RVDirect.com) this past April. We liked the overall layout of the unit and it seemed to be the best option to meet our needs. We have taken the trailer on our family vacation and several weekend trips.

A few weeks ago, noticed that my bunk doors were crooked in their frame. The bottom of the bunk doors are tilted approximately 3/4" off from the top. The slide was also crooked. I investigated further and found many of the panels and doors in the trailer were not square. The heater also did not sit square within the frame. I became concerned that the trailer frame was twisted or bent.

Last week while we were vacationing in our trailer, my wife noticed small holes had been worn in each of the upper corners of the bunk canvas. I investigated this problem and concluded the holes were caused by chaffing with the bunk door hardware. Holes were also being poked in the canvas by the sharp points of the cotter pins used to hold the cable supports in place.

The canvas holes were the final straw that broke the camel's back. When we returned from our vacation earlier this week, I contacted Albany RV to arrange a meeting to discuss my concerns. I also did a search to see if anyone else was having a similar problem and found this thread and the website of choxnpinz. I hate to say it but I was a bit relieved. I was not alone in my struggle, I guess misery loves company!

After reading the account of choxnpins, I went out and did a quick inspection of the BAL frame. I did not see any obvious defects, but I did notice many screws that were not fully tightened and missing bolts. My trailer does not appear to be as bad as choxnpinz, but it is clear that my frame is not straight. The trailer looks like the factory tried to squeeze a square into a triangle.

I have been very disappointed with the overall quality of the Jayco product. The fit and finish of the trailer is terrible, the unit looks as if it was thrown together by a bunch of high school kids. The trailer is also not holding up well under normal usage. The couch is falling apart, seats and cabinets are collapsing, and we are having numerous problems with many of the trailer features (switches, AC, wiring, etc.) I don't know how else to say it, the unit is junk. I am embarrassed that I even purchased it, how could I have been so stupid??

choxnpins - I think we need to talk. I would like to know how your efforts are going with Jayco. We have alot in common and maybe need to combine our efforts?? Please feel free to contact me.

DAN

3

[Home](#)

Posted: 09/17/05 08:42pm

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Newark, De

New Member

Joined:
09/17/2005

[View Profile](#)

◆ Offline

I have a 2004 Jayco 25E that has been trouble free up until this past July 8th. We too have (had) a severely bent frame with no known cause. Like Chopinz, I bought mine from RV Direct and have been dealing the same local dealer, Slicer's. What I found is that the local dealer was useless in this situation, they never return calls and have excuses why someone is not available. One early Saturday morning, I was able to capture the service manager before he became "unavailable by phone".

My initial calls to Jayco were fruitless. Instead of losing the entire summer of camping, I had my unit repaired by someone the dealer recommended. \$775 later, the unit is fixed and BETTER than new.

I have written 2 letters to Jayco and on Sept 15, Chris from Jayco called me to let me know that they are concerned since it is no longer an isolated incident. Ironically I received a letter today dated 9/13 stating that they would do nothing. I guess in 2 days, their mind was changed with the influx of identical issues.

Incidentally, my wife and I went to the Harrisburg RV show to shop for a Fifth Wheel and had a very LONG conversation with the Jayco Rep from the factory.

I will keep you all posted.



④

[Choxmplnz](#)

Posted: 09/04/05 10:47am

[Link](#) | [Quote](#) | [Print](#) | [Notify Moderator](#)

Dover, DE

Full
Member

Joined:
05/13/2005

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•Offline

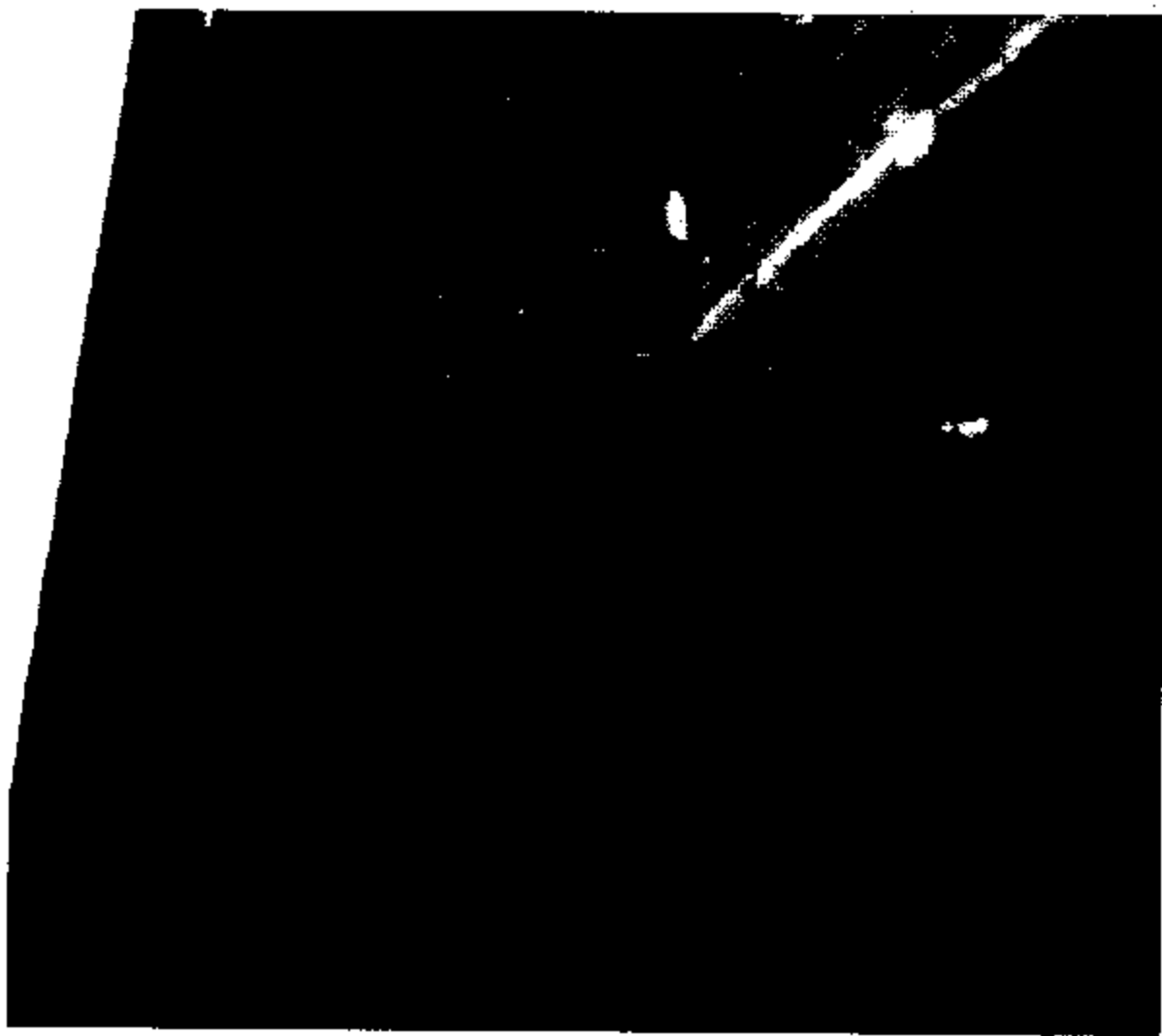
Regarding my 2006 Jayco Jay Feather 25E with a total of 3 camping trips and less than 600 miles of highway driving on the BAL "UltraFrame"... Since I'm not camping this weekend and the weather is great, I decided to go over to the RV lot and break out the fine tooth comb. The first thing I noticed was that everywhere the floor is mounted to the frame, there's openings for two bolts and each one only has ONE bolt in it.

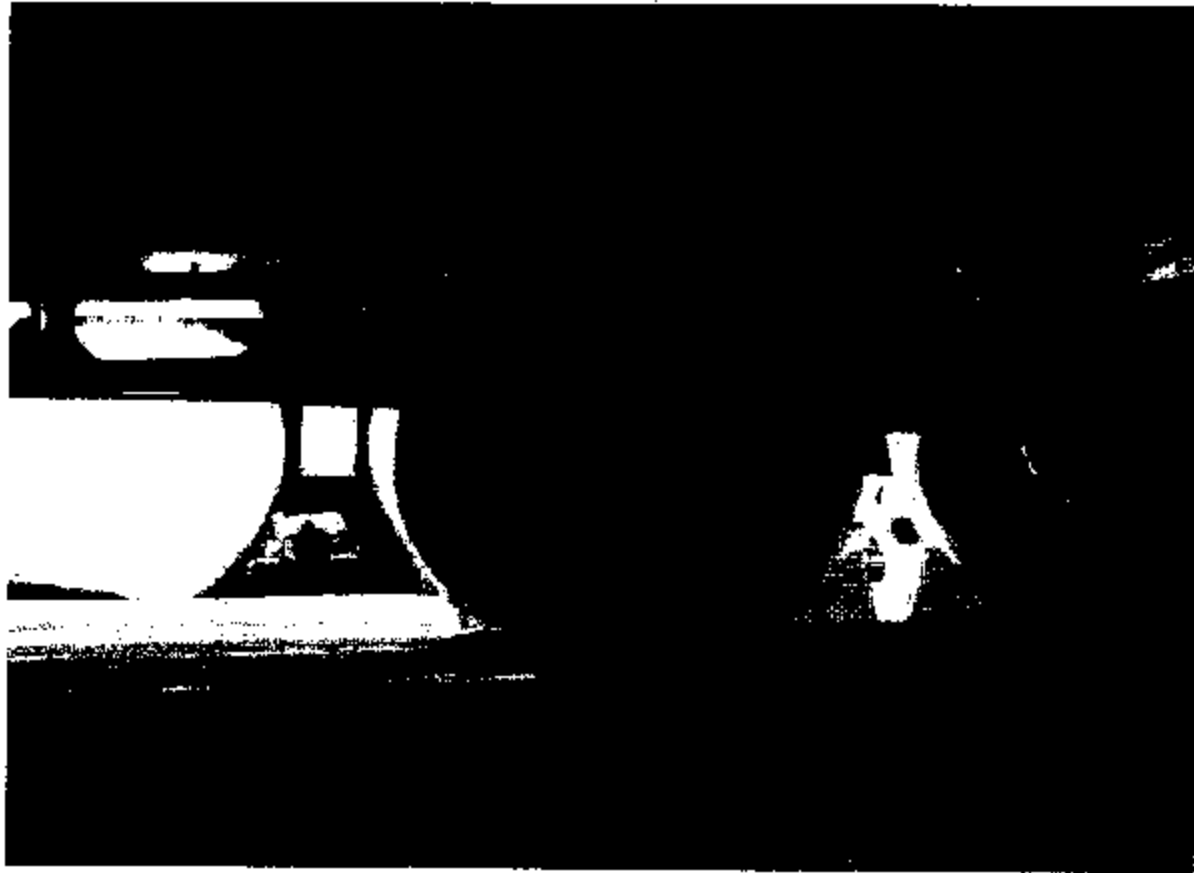


Since I was under there anyhow, I looked around from all angles and noticed that the frame itself is BENT right at the plate where the three-piece construction comes together. Sorry about the bandwidth folks. The first pic is the left side of the frame aft of the axles looking forward. Second photo is the splice plate that holds the whole damn thing together (notice it coming apart at the forward end), and the third photo is taken from the opposite side where you can clearly see a crease in the forward end of the frame where the splice plate bolts come through. I've e-mailed BAL about it and the e-mail BOUNCED. Needless to say I'm furious....

5







All of this might explain why it bounces when parked & leveled, why the cabinet braces are cracking, and why the bathroom door is off kilter. I'm putting together a web page of all the defects and will be e-mailing the link to Jayco with the request that they add these photos to the warranty work this fall.

I'd like to ask ALL Jayco 25E owners to PLEASE inspect your frame and let me know if yours is the same way or was yours put together correctly. Your input is paramount to the argument I'll be making with BAL and Jayco. Thanks!

* This post was last edited 09/07/05 11:32am by an administrator/moderator * [View edit history](#)

yosemite

Posted: Tue Sep 20, 2005 10:46 pm Post subject: Aerolite 2005 30BH bent frame. tool

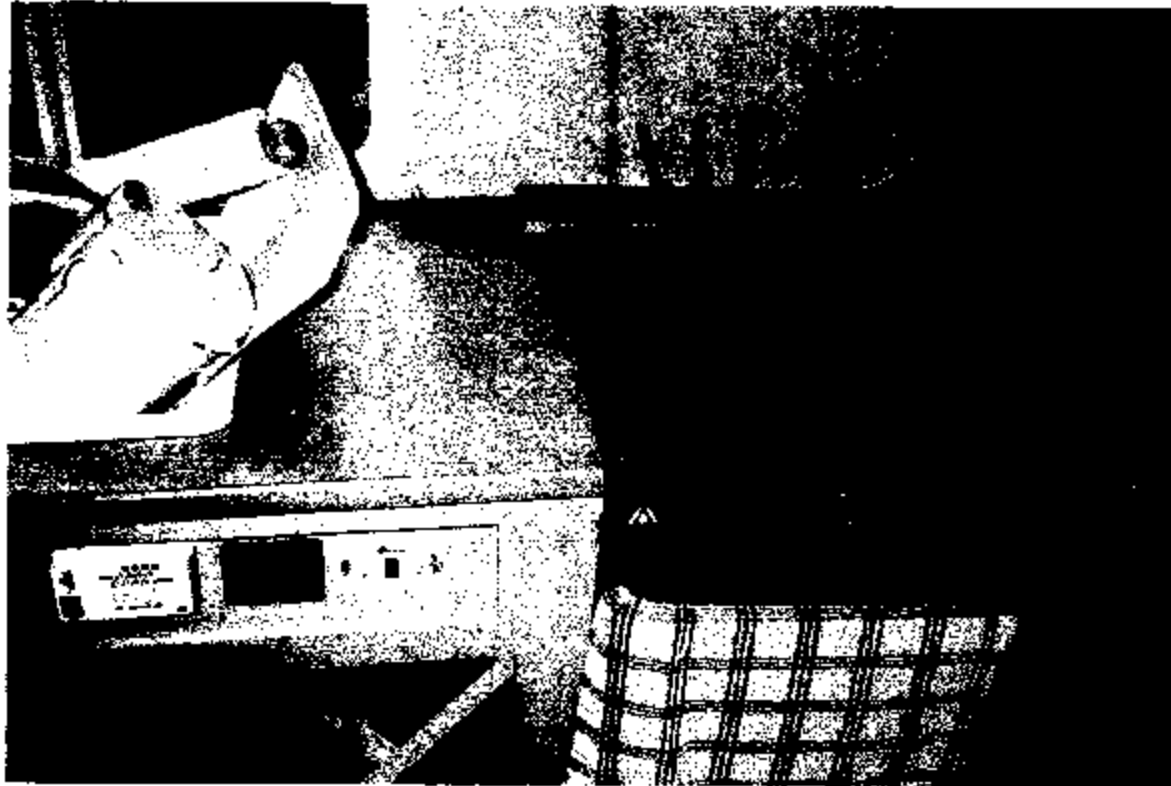


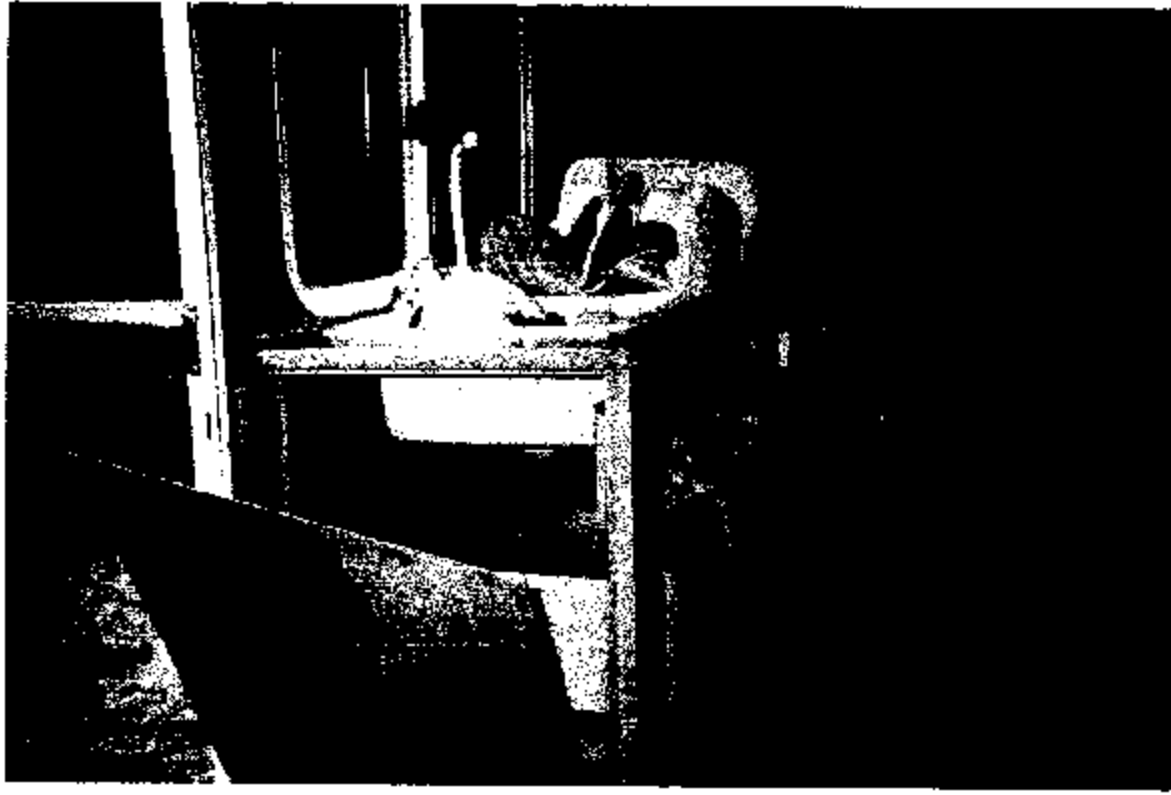
Joined: 20
Sep 2005
Last Visit:
20 Sep
2005
Posts: 1

Hello all. This is a copy of the message that I left at rv.net. I am really, really glad to find those of you who are suffering through this with Dutchmen as well. We will post to NHTSA as well. Look forward to hearing from you. We will prevail!

Here's our story--I'll keep this initial post short, but I want to alert other members of this post that I am another 2005 Aerolite 30BH user that is now saddled with a unit with a bent frame. Cabinets broke, the stove dropped and we took it to a dealer that called it a "gross manufacturing defect" when he discovered that the frame was bent under the axles. Further inspection has revealed a bent frame on the opposite side and now the tongue and frame front is collapsing. Numerous experts have said that the frame is far too light for the box. Dutchmen has declined all appeals to be responsible to their warranty, the dealer too has appealed and been refused. Dutchmen has pressured us to file an insurance claim as well even though there has never been an accident--we only travelled 400 miles in the unit before this occurred!!! We will take our case as far as necessary to see our investment returned and other consumers protected.

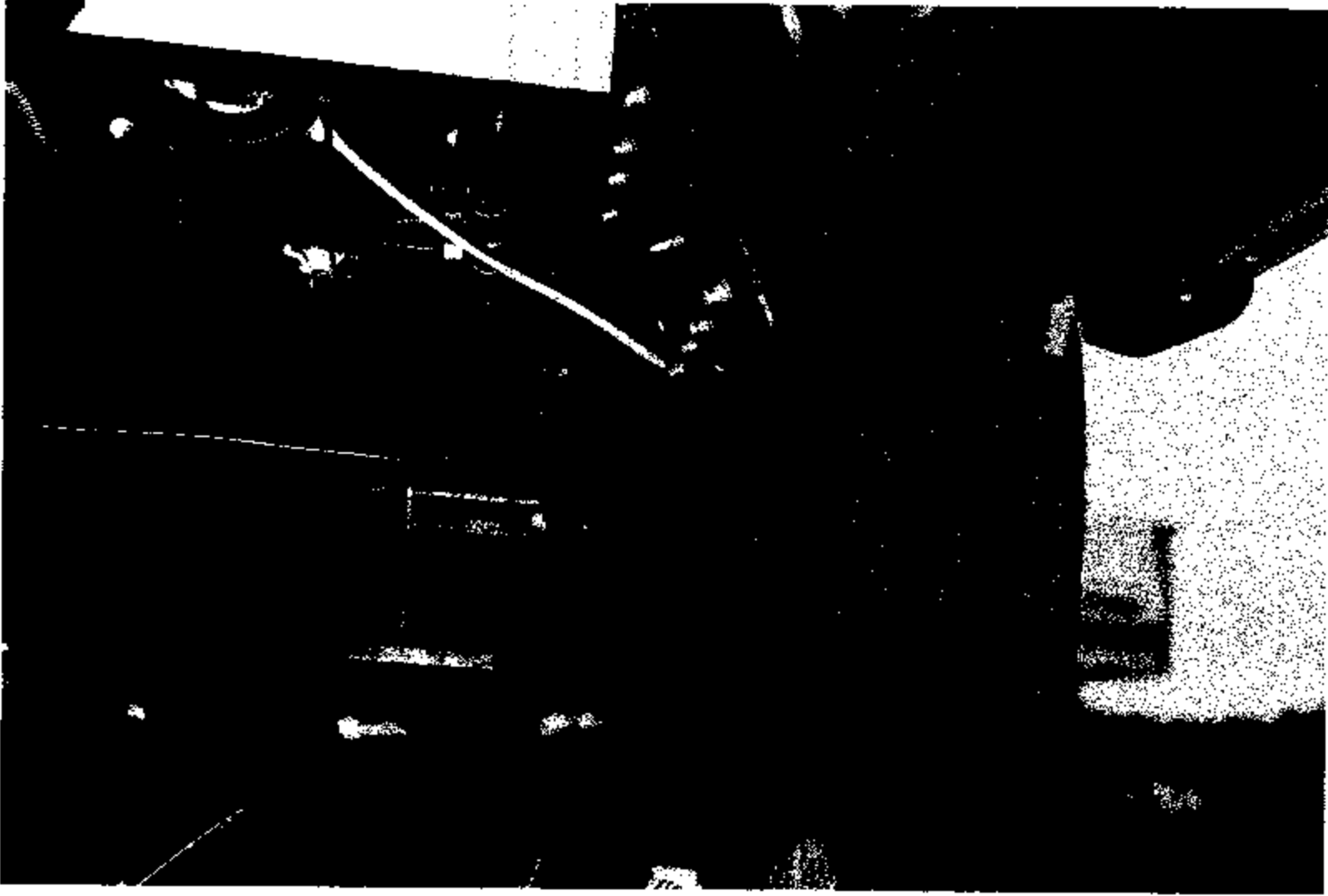
6

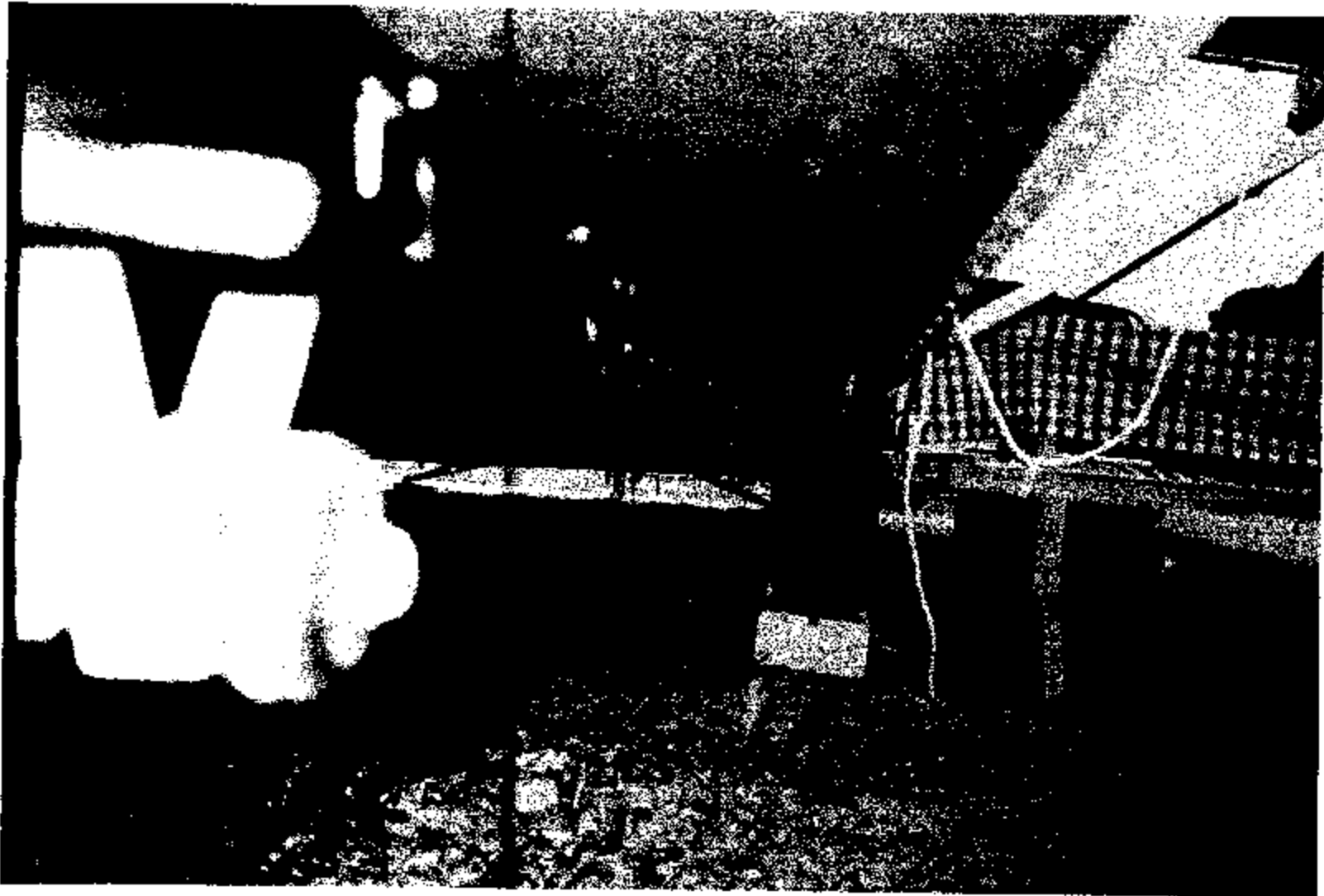












HIGHWAYS

THE OFFICIAL PUBLICATION OF THE GOOD SAM CLUB

August 29, 2005

Customer Affairs Manager
Dutchman Manufacturing Inc.
305 Steury Avenue
Goshen, IN 46528

RE: 

Milford, CT 

Dear Sir/Madame:

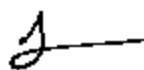
This letter comes to you from "Action Line," a regular column of *Highways*, a monthly magazine serving more than 1 million members of the Good Sam Club. We received the enclosed letter from one of our members who is having difficulty resolving a problem that concerns your company. As an impartial, third party mediator, "Action Line" tries to bring the member and business together to equitably resolve their differences.

Due to the large volume of mail handled by this department, only a fraction of the letters we receive are published. Letters that are chosen for the column are edited for style and length. Every attempt is made to choose letters that have educational value for our members.

Your earliest reply concerning this problem, plus a copy of any correspondence forwarded to our member will be appreciated.

Thank you for your assistance with this matter.

Sincerely,



Tammy Worley
Editorial Coordinator

✓ 
Enclosures

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ACT (FOIA), 5 U.S.C. 552(b)(6).**