



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

Date Received

2004 JAN -9 PM 3:32
09-NOV-2005

Repository ☐

Reference No.
10142282

OWNER INFORMATION (Type or Print)

Name

Address

City

DAYTONA BEACH

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 12/14/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1KB181G29XE

1KB181G29XE

Make

HOLIDAY RAMBLER

Model

ALUMA LITE

Model Year

1999

Date Purchased
19-JUN-99

Dealer's Name and Telephone Number
COLTON AUTO & RV 716-694-0188

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City
NORTH TONAWANDA

State

NY

Zip Code

14120

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

351200 EQUIPMENT:RECREATIONAL VEHICLE:LPG TANK ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

16-JUL-2005

Failure Mileage

Failure Speed

FRESH WATER TANK Fall OUT

See detailed enclosed letter

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

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: THE CONTACT STATED WHILE PULLING THE TRAILER THE WATER TANK FELL OUT. HE STOPPED AT A DEALER TO SEE IF THEY COULD REPAIR THE WATER TANK. DEALER SUGGESTED THAT THE TANK WAS NOT CORRECTLY INSTALLED IN THE TRAILER. HE CONTACTED THE MANUFACTURER, AND THEY REFERRED HIM TO A DEALER FOR INSPECTION TO SEE IF THE TANK WAS INSTALLED INCORRECTLY. THE DEALER FOUND EVIDENCE THAT THE TANK WAS INSTALLED INCORRECTLY, AND DOCUMENTED THIS FOR THE CONTACT. THE MANUFACTURER HAS NOT OFFERED ANY FREE REPAIRS.*AK

The Manufacturer offered 4 hours of repair

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.

The following is a detailed chronology...On June 20, 2005, approximately 1:00pm; my wife and I were traveling on Interstate 65 south when we heard a noise from the trailer. Then a truck driver indicated we had a problem. We pulled over to find that the fresh water tank had fallen out of the bottom of the trailer. It was still attached by plumbing and the metal enclosed basement floor still partially attached. The metal flooring which the tank had been sitting on

gave way. Upon observation I noticed that the gray water tank and sewage tank was secured in by straps, but the fresh water tank had not been secured in any way at all.

I disconnected the fresh water tank from the water pipes that it was still connected to and cut the basement floor the rest of the way out. I then loaded it in the back of my truck and proceeded south on the Interstate 65 to a company called Trailer World.

I own another R.V. that I had custom made from their company, so I stopped there to see if they could fix the Holiday Rambler. They looked at the trailer and informed me that the water tank appeared to have never been properly installed and that I should call the manufacturer and tell them what happened. I took their advice and the following in a series of conversations that took place with the corporate office of Holiday Rambler.

My first contact was with Candy in customer service. I explained to her what had happened. She informed me in less than two minutes that I had overfilled the water tank and that the travel trailer was five years old and that is why the fresh water tank fell out. I then asked to speak to her supervisor; she connected me to J.D. Adams. J.D. basically told me the same thing. I asked him how he ever acquired such a position and told him that if he were smart he would advise me to go to an authorized Holiday Rambler service center and let them determine whose fault it was that caused the water tank to fall out. J.D.

Adams gave me instructions to go to Sagon R.V. Super Center, 172 Vanmar Blvd., Jackson, GA 30233. This center is near my farm in Georgia.

I took the trailer to Sagon R.V. where I informed them of what had taken place and that they were to determine why the water tank had fallen out of the trailer. Upon Sagon R.V.'s inspection of the trailer they determined that the water tank had never been installed properly. Pictures were taken, which I have and a letter written from Sagon R.V. confirming that poor installation was the reason the tank fell out. The employees at Sagon R.V. that came to this conclusion are Mike Grooms, service manager, Mike Chambers, service writer, and Kevin Jenkins, service technician.

After finding out the decision that Sagon R.V. came to, the corporate office of Holiday Rambler offered little help to correct the situation. They offered to pay for four hours of labor cost and still insisted that I had overfilled the water tank, which caused it to fall out.

My reply to the corporate office of Holiday Rambler was this: if they knowingly manufacture a product that has such a problem, accidentally overfilling the water tank, which could result in it falling out when you travel down any highway, is a very serious matter that could result in injury, death, or both. If they do such a thing, that is willful negligence and could be criminal. Corporate Holiday Rambler has manufactured 125,000 of these units since 1999 and I feel that they need to be made to have a recall on all these units before someone gets injured, killed, or both.

The individuals that I dealt with at Holiday Rambler and received no help from were:

#1: Candy who is no longer at corporate Holiday Rambler Customer Service.

Her response towards me was hateful. She also insisted that the problem was my fault because the trailer was five years old and in addition to that I probably overfilled it. (The tank had an overflow pipe.)

#2: J.D. Adams, Candy's supervisor, had an unhelpful attitude.

#3: Meredith Carnes was very polite, nice, and helpful. She put me in touch with Mike Becker and Jim Bowen.

#4: Mike Becker, J.D. Adams supervisor, said that he had to stand by J.D.'s decision that 125,000 of these units have been made since 1999 and overfilling was the probable cause of the water tank falling out, in addition to the trailer being five years old.

#5: Jim Bowen, over Mike Becker, I assume, stated that he would stand behind J.D. Adams and Mike Becker.

I informed Jim Bowen of the entire sequence of events from the beginning to the present and that Sagon R.V., informed corporate and me that improper installation was the reason the water tank fell out. Mr. Bowen stated that he contacted Sagon R.V. and they indicated something contrary to what they told me. I then contacted Sagon R.V. again and they indicated to me that they never told the corporate office such a thing, plus I have pictures that Sagon R.V. took, a letter, and a paid invoice that states: improper installation caused

the water tank to fall out. They also highlighted the invoice showing the cost related to fixing the water tank (\$2,395.72). After numerous calls to Jim Bowen and others, they refused to own up to Holiday Rambler's responsibility in safety to the general public and to my complaint.

My course of action will be this:

1. Notify proper authorities that a real danger exists, which could result in injury or death.
2. Have these authorities require the manufacturer to have a recall on the 125,000 models manufactured before someone gets seriously injured or killed.
3. Have an attorney to sue for my expenses of having to fix what should have been done properly in the first place, also include attorney expenses and punitive expenses.
4. Contact the O'Reilly Factor on television and have him bring to light their problem before someone gets injured or killed.

The following different organizations are being sent complete information concerning this negligent corporation and their lack of concern for the safety of the general public.

1. U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590
Reference NO. 10142282

2. Office of Indiana Attorney General
Steve Carter
Consumer Protection Division
Indiana Government Center South, 5th floor
302 West Washington Street
Indianapolis, IN 46204
3. Recreational Vehicle Industry Association
Betty Waldron
1896 Preston White Drive
P.O. Box 2999
Reston, VA 20195-0999
4. The O'Reilly Factor
Bill O'Reilly
oreilly@foxnews.com

172 Van Mar Blvd
Jackson, Ga 30233
678-752-0009

Upon [REDACTED] bringing in his 99 Holiday Rambler Alumi-Lite trailer we found that the fresh water holding tank had fallen out of the area it was installed. There was apparently no straps to hold the weight of the tank filled with water. The only support evident was the belly pan material unlike the black and/or gray tank behind this tank that was supported by large strap material. When we repaired the unit we used tubular steel and straps to hold the tank into place and support the weight when filled with water.

Mike Croom
Service Manager

*Next page: Invoice states
poor installation was the cause
of water tank falling out.*

10. HAVE YOU COMPLAINED TO THE BUSINESS?☒ Yes ☐ NoWhen? The date of the incident by phone Action taken? THEY informed me that it was my Fault**11. WITH WHAT OTHER AGENCY HAVE YOU FILED THIS COMPLAINT? SEE ENCLOSED letter**When? 12-13-05 Action taken? waiting**12. HAVE YOU CONTACTED A PRIVATE ATTORNEY?**IN THE PROCESS☐ Yes ☐ No**13. HAVE YOU STARTED A COURT ACTION? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS.**☐ Yes ☒ No**14. HAVE YOU BEEN SUED OVER THIS ISSUE? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS.**☐ Yes ☒ No**15. PLEASE DESCRIBE YOUR COMPLAINT IN DETAIL (ATTACH ADDITIONAL PAGES IF NECESSARY) See enclosed info**

Please attach a copy of all papers involved (order blank, warranty, credit card receipt and statement, invoice, contract or written agreement, advertisement, cancelled check, correspondence and all other related documents). Please print clearly or type. DO NOT INCLUDE YOUR SOCIAL SECURITY NUMBER.

See enclosed letter and info regarding whole incident - with proof of corporate office neglect.

16. HOW WOULD YOU LIKE YOUR COMPLAINT RESOLVED? A RECALL ON 125,000 Trailers THEY Manufactured the same way as my model - before injury or death occurs - A letter from the corporate office Apologizing for the incompetence of their employees involved. And reimbursement for my expenses And Attorney fees.

17. CONSENT AND CERTIFICATION

I certify that the information in this complaint is true and accurate to the best of my knowledge. I consent to the release of any information to the Consumer Protection Division relating to this complaint. I understand that I should not include my Social Security Number in any information submitted to the Consumer Protection Division. If I do provide my Social Security Number, I expressly consent to the disclosure of my Social Security Number in accordance with Indiana Code 22-2-10-5(2).

Your Signature

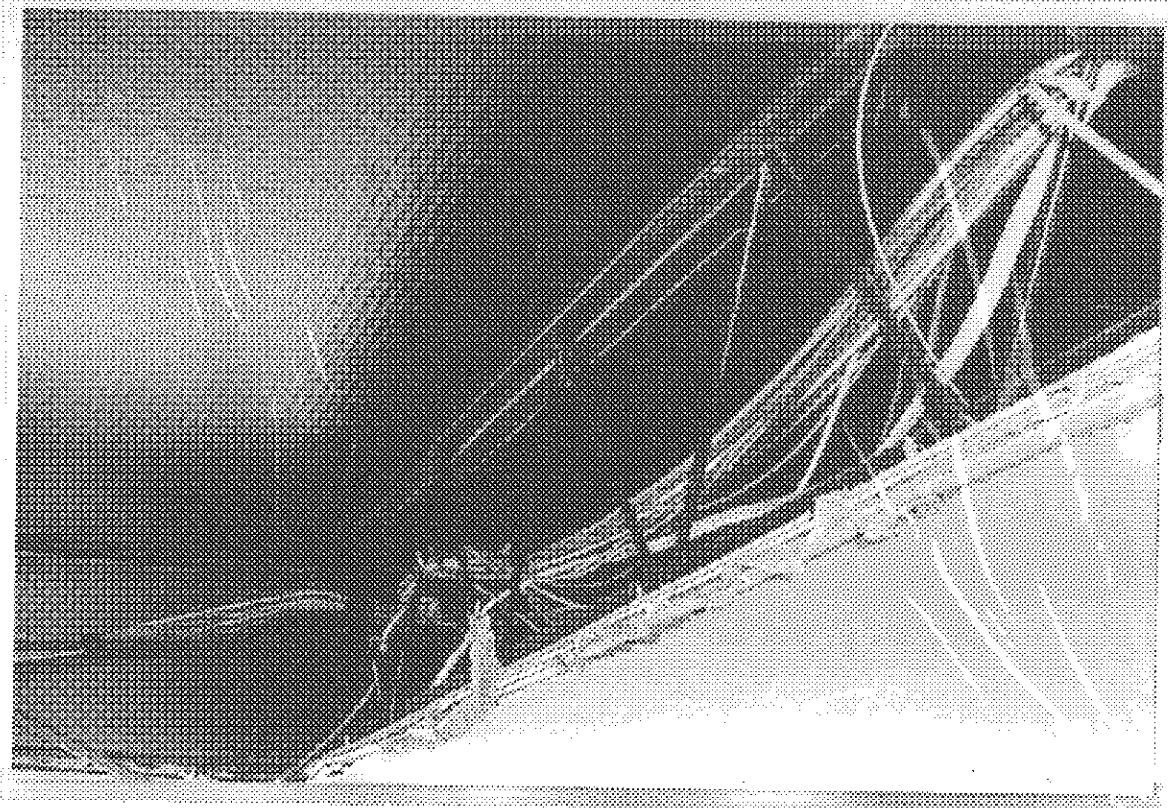
Date

12-13-05**WHAT WILL HAPPEN NOW? WHAT ELSE SHOULD YOU DO?**

The Consumer Protection Division will send a copy of your complaint to the respondent firm or licensed professional. This office cannot disclose your complaint against a licensed professional to the public unless this office files a disciplinary action against the licensed professional. This office represents the State of Indiana and is limited in the remedies it can pursue. You may be entitled to compensation or other rights that we cannot pursue for you. In addition to filing this complaint, you may want to consider contacting a private attorney or your local small claims court.

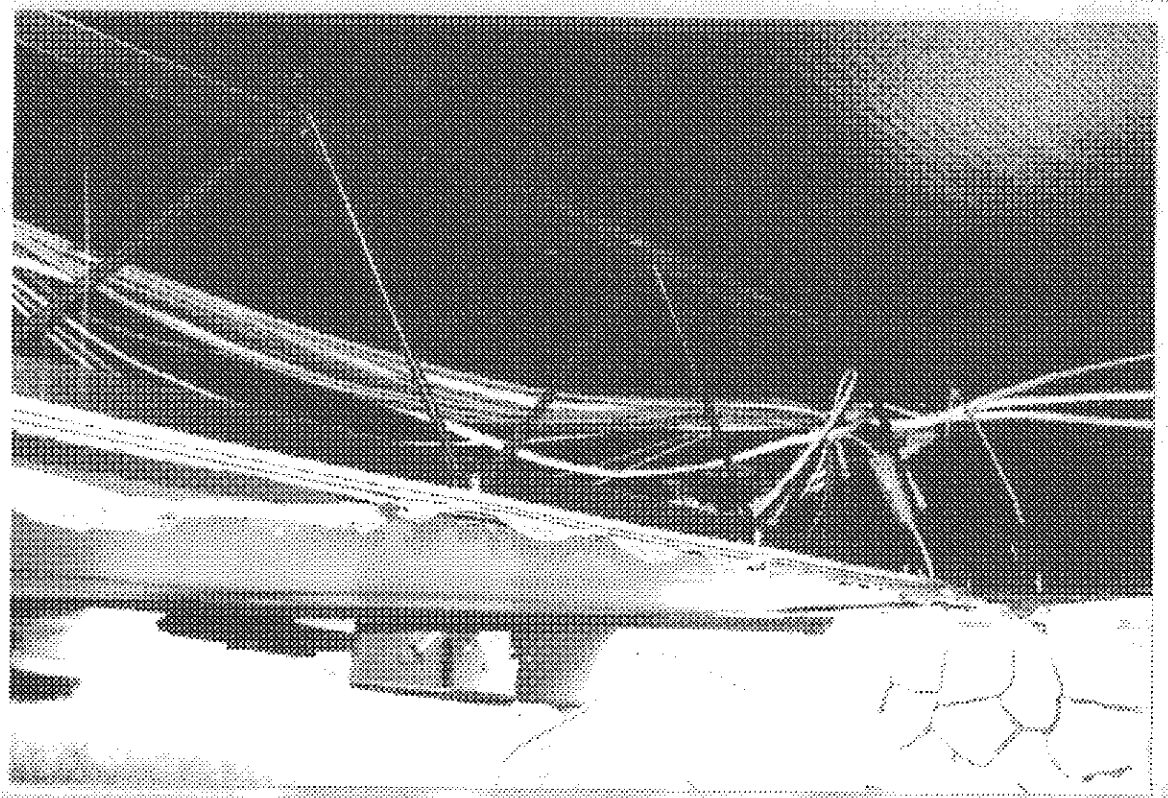
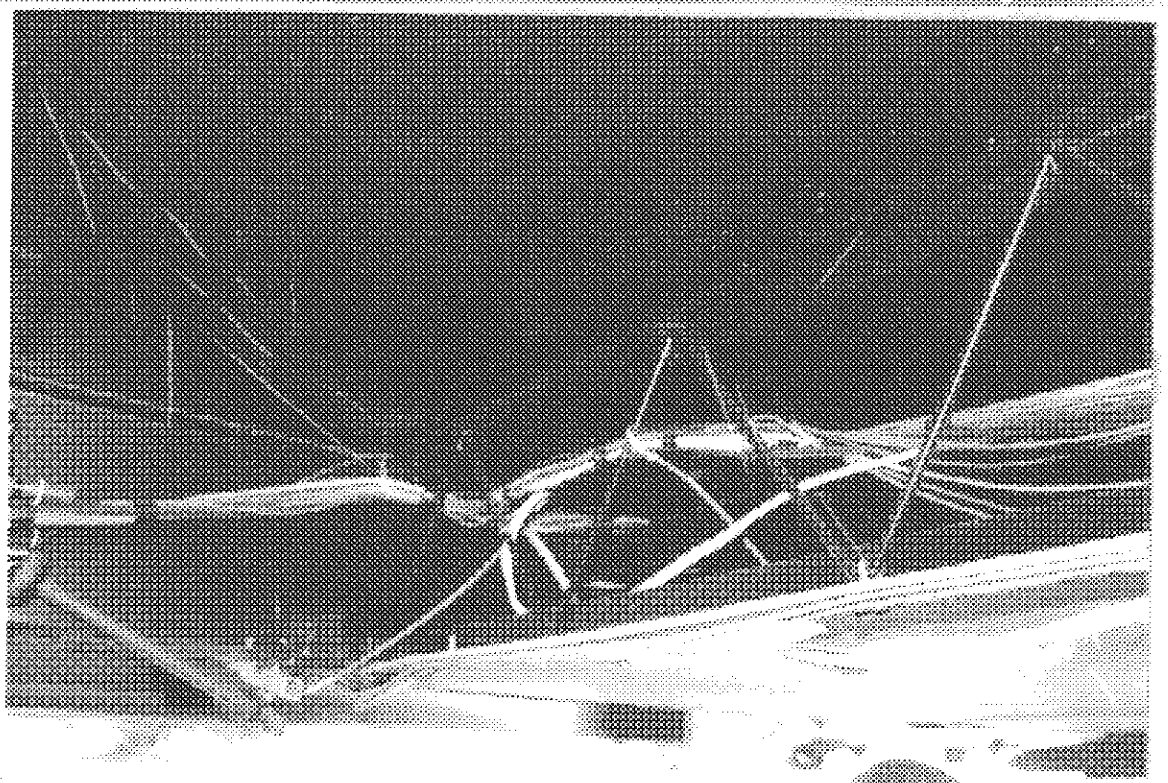
MAIL COMPLETED FORMS TO:

Attorney General Steve Carter
Consumer Protection Division
Government Center South, 5th floor
302 West Washington Street
Indianapolis, IN 46204
PH: 317-232-6330 • FAX: 317-233-4393
www.in.gov/attorneygeneral



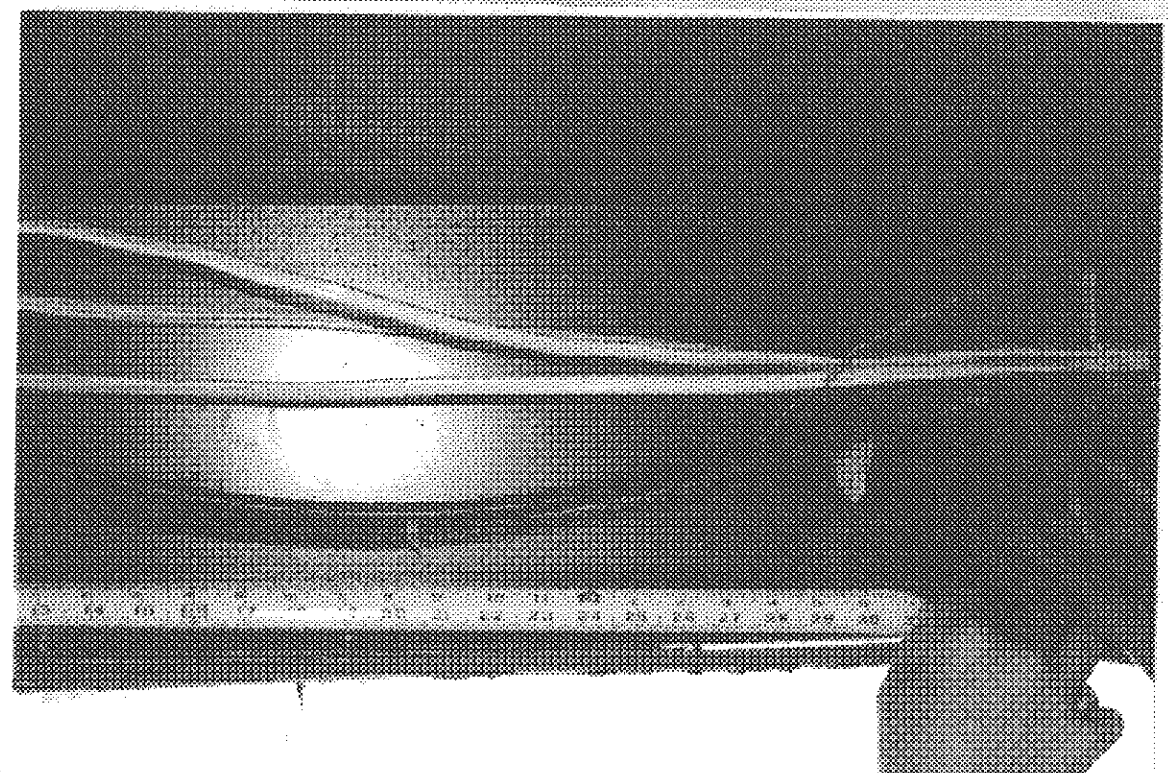
ABOVE! going ON To right - Shows
Bracket and where I finished
cutting Floor out - only support
water tank had

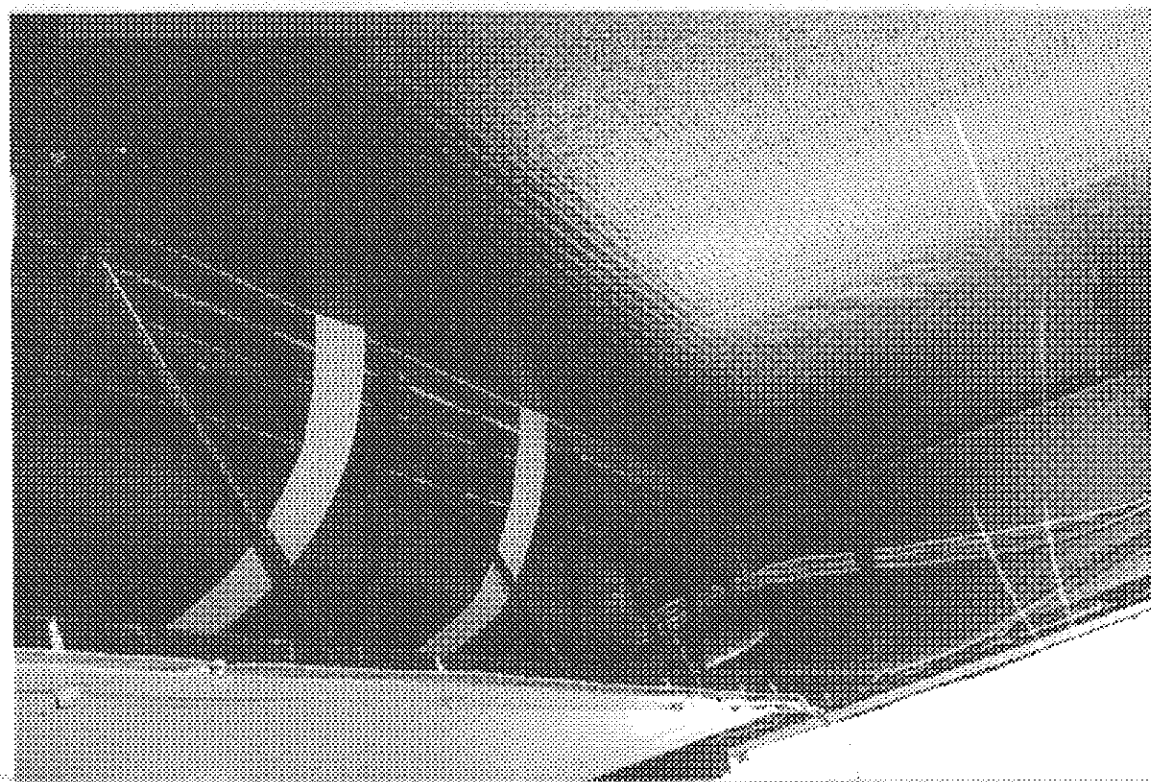
Below! Close up of Above



ABOVE! going To right Shows where
Screws Held floor in - only Area that
didn't pull out.

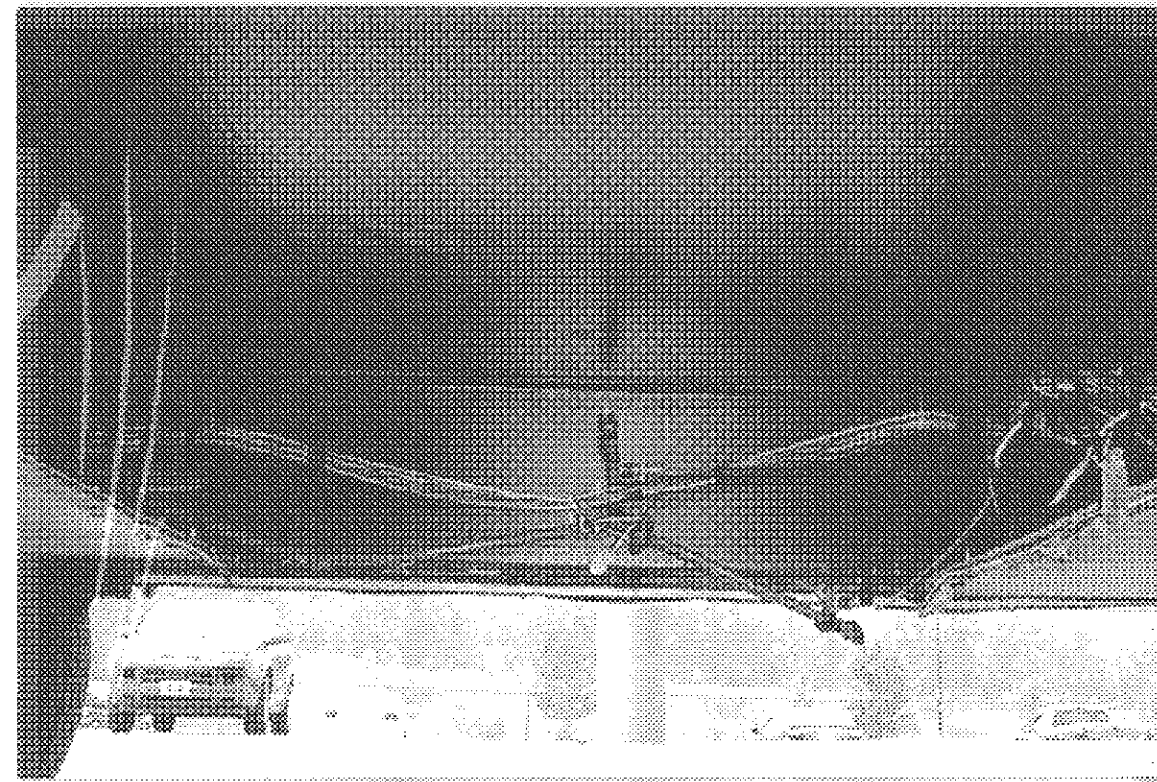
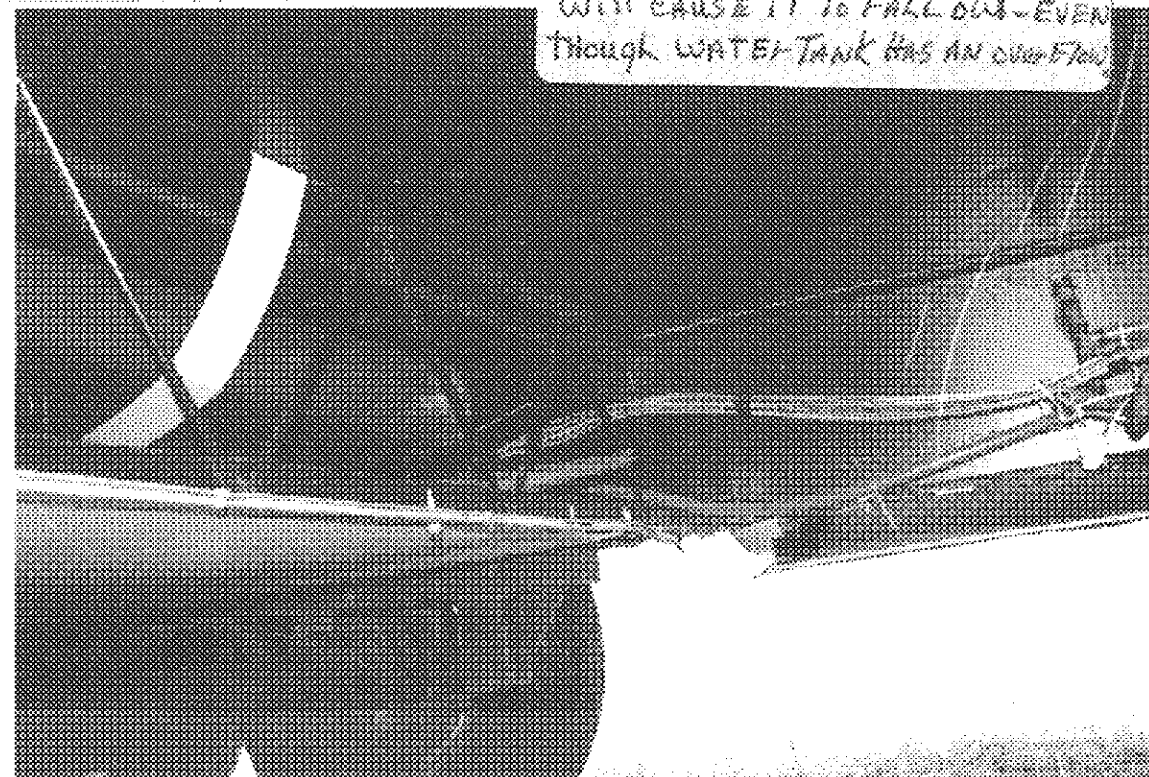
Below! - Close up of very last picture
To THE FAR LEFT



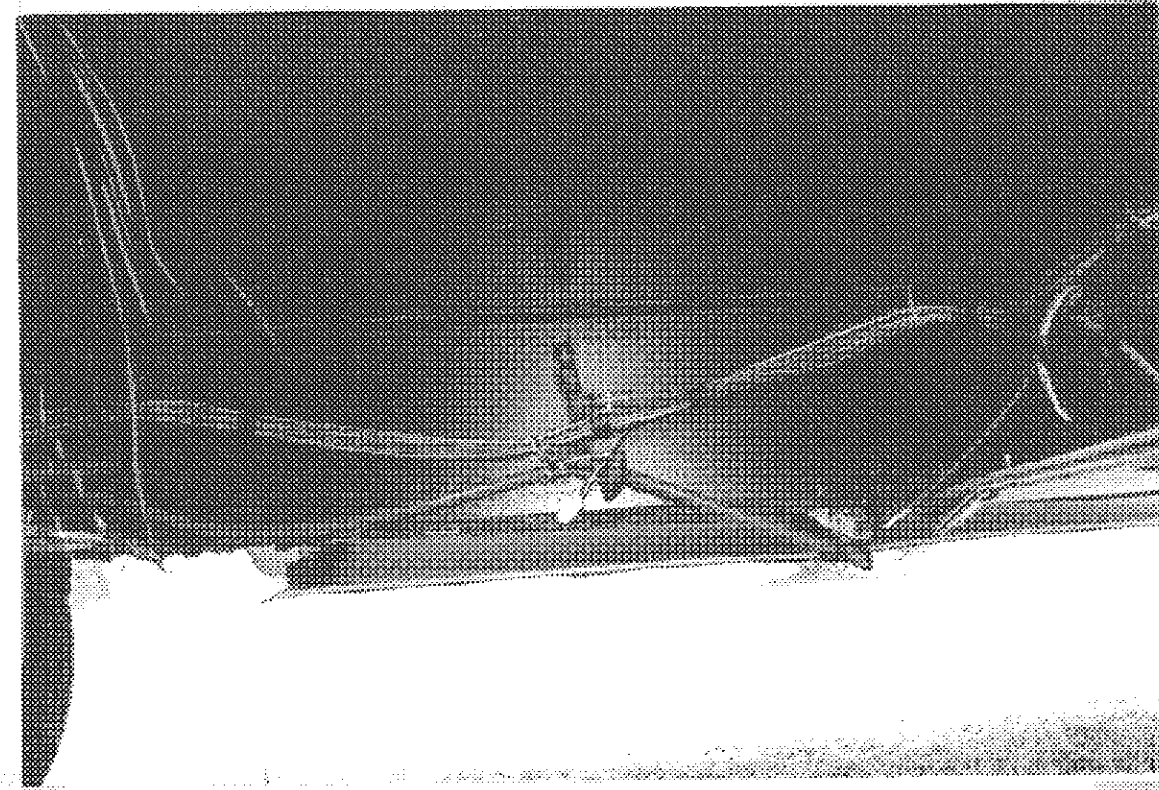


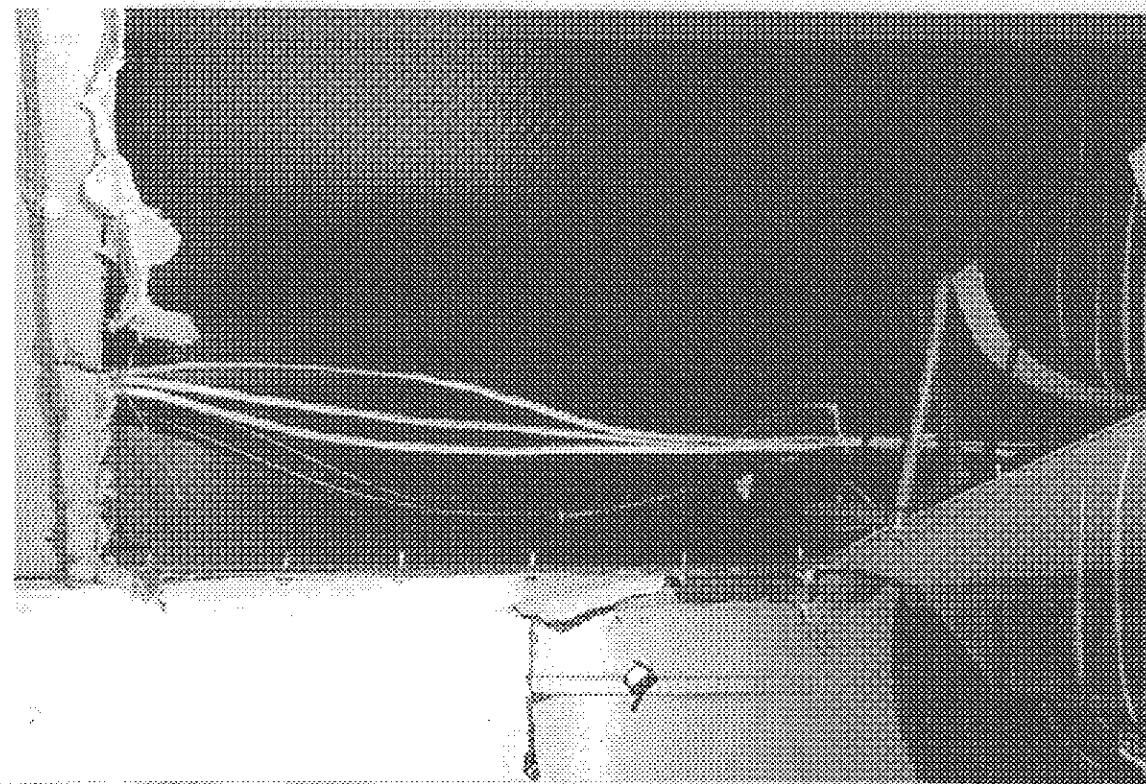
ABOVE: From left to right showing
slot where the floor pulled out.
ALSO shows bracket - no evidence
of use.

Below: closer shot of ABOVE - These
L Brackets work FINE The
manufacturer STATED - we made
125,000 Trailers SAME WAY. ~~THE~~
Manufacturer ALSO STATED - if
you overfill water TANK - THAT
will CAUSE IT TO FALL OUT - EVEN
THOUGH WATER TANK HAS AN OVERFLOW



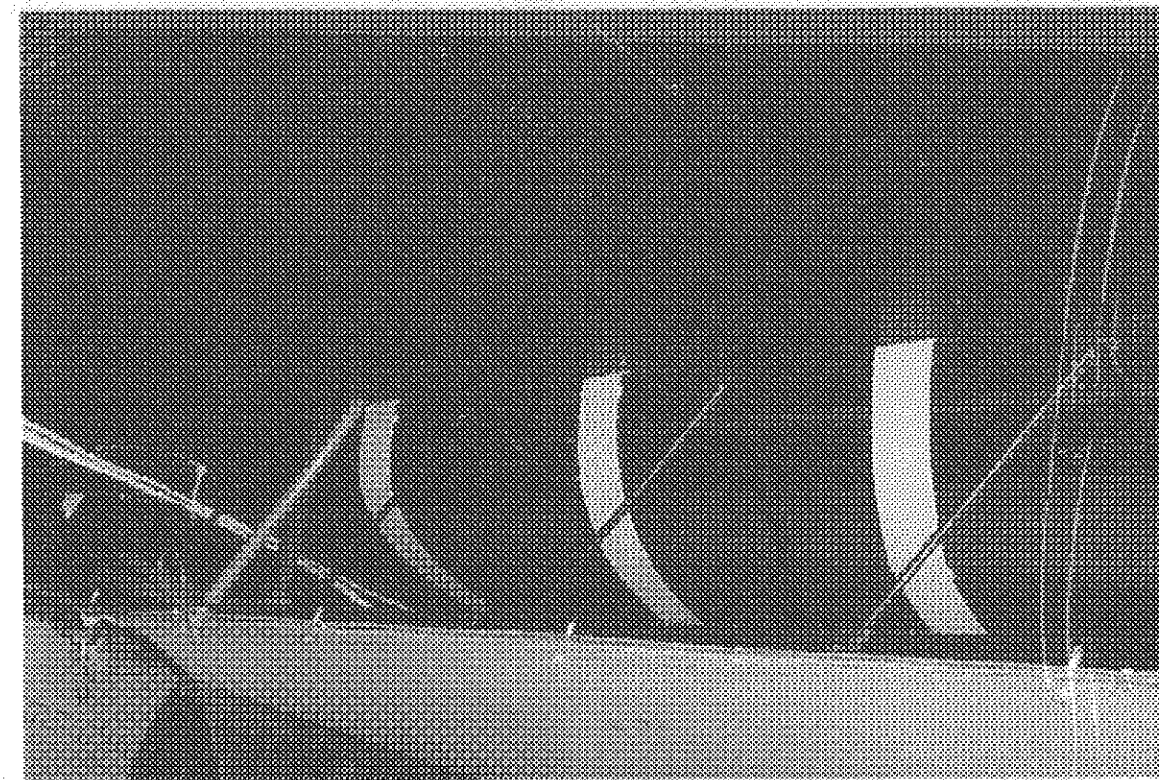
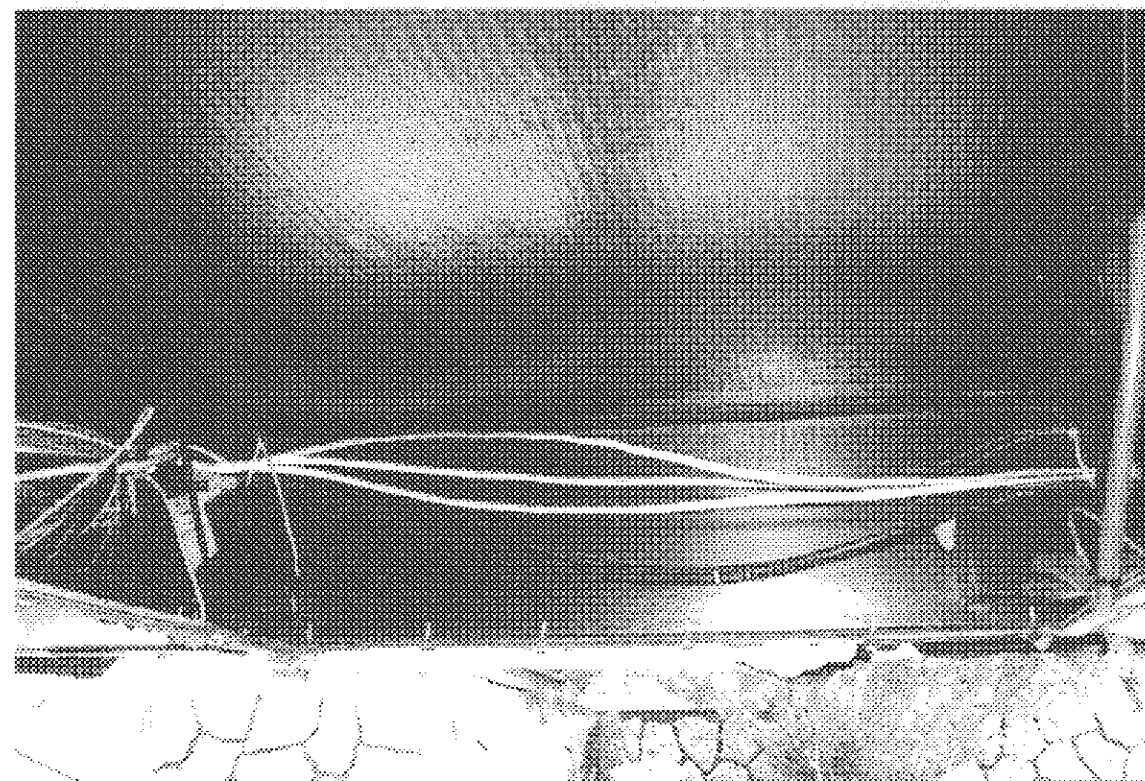
ABOVE: going on around to right
shows where plumbing connected
Below: close up of ABOVE





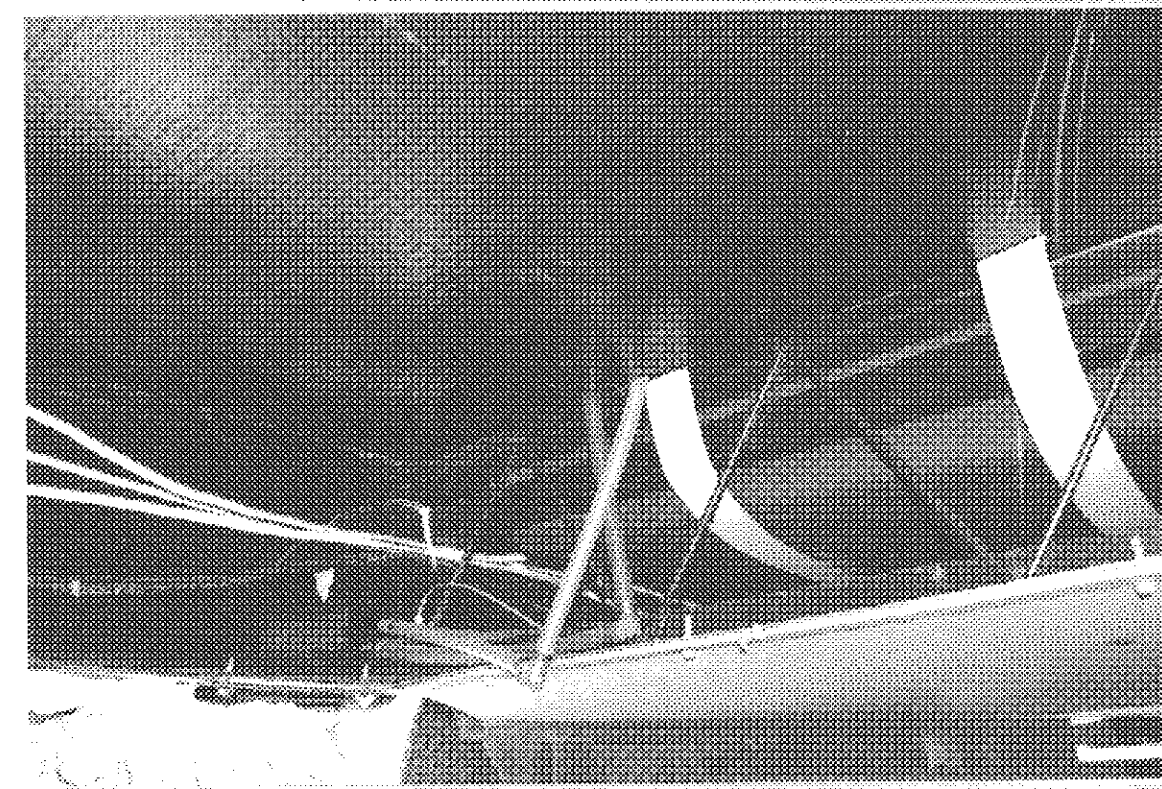
Above: AREA where TANK Fell out of.
notice screws - This is where Flooring
pulled out - Left side shows where
I cut out Flooring THAT WAS SH. IN TANK

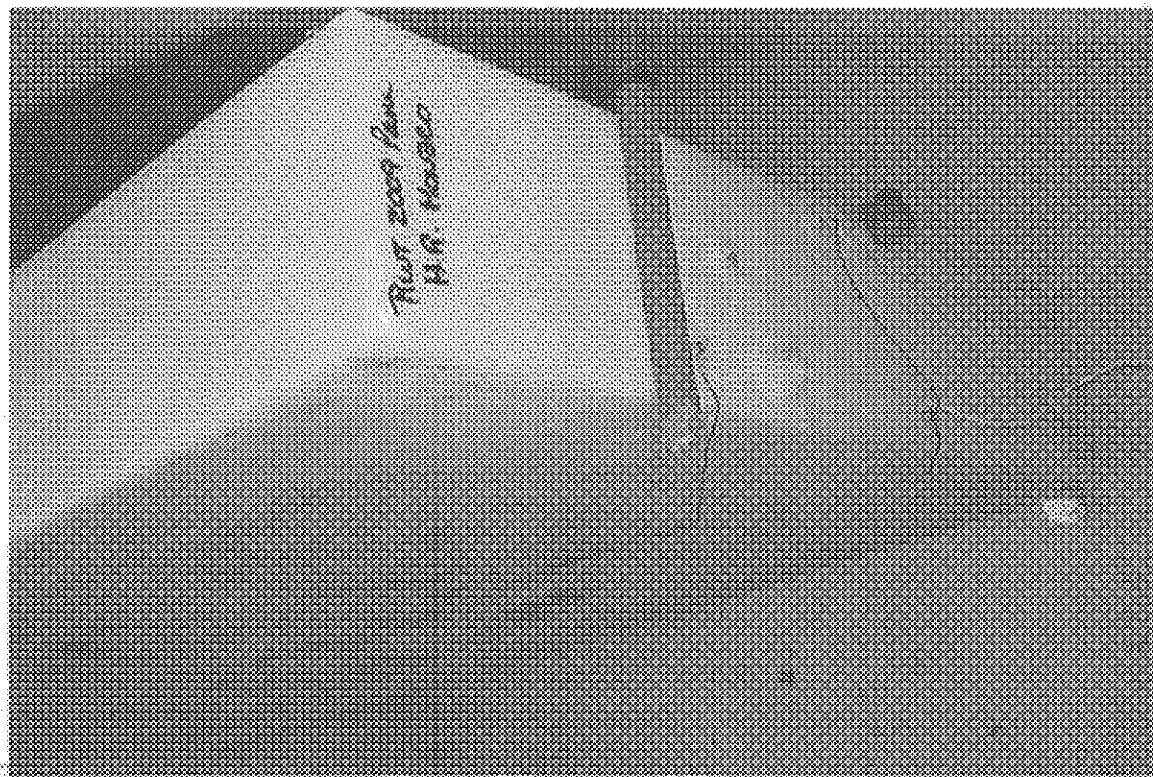
Below: Close up of ABOVE picture
NO TICE metal L SHAPE Brackets
There were Suppose to Support TANK
NO EVIDENCE THAT THESE L SHAPE
Brackets ever used in any way.



Above: SHOWS How OTHER TANKS WERE
STRAPPED IN - NO SUCH STRAPS WERE USED
FOR WATER TANK. MANUFACTURER SAID
THEY WERE NOT USED OR NECESSARY.
Evidently THEY WERE WRONG.

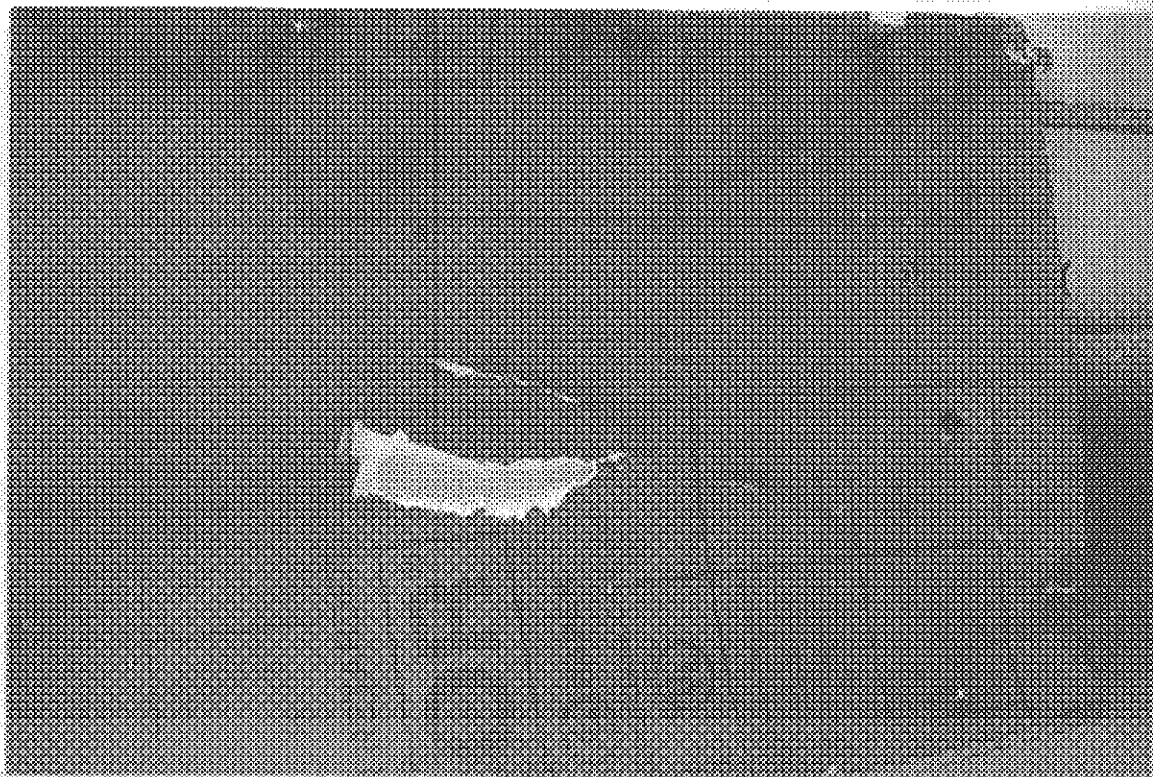
Below: SHOWS Close up of Bracket
which was To Support WATER TANK,





ABOVE: WATER TANK which
Fall out

Below: Metal Floor which was
only Support For Tank



THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).