



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

2005 DEC -7 AM 10:58

Repository ☐

Reference No.
10143466

OWNER INFORMATION (Type or Print)

Name

Address

City

BEDFORD

State VA

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 your name or address to the vehicle manufacturer.

Signature of Owner

Date 11/29/05

VEHICLE INFORMATION

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

1KB111

Make

HOLIDAY RAMBLER

Model

IMPERIAL

Presidential

Model Year

2004

Date Purchased

14-MAR-05

Dealer's Name and Telephone Number

TRADEWINDS RV 352-622-7733

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

OKALLA

Ocala

State

FL

Zip Code

34480-8007

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

210000 TRAILER HITCHES

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

14-MAR-2005

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: DOTM4SABC036)

☐ 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, failure, condition, and injury/loss.)

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 THE GROSS VEHICLE WEIGHT AND THE HITCH WEIGHT OF THE TRAVEL TRAILER DOES NOT CORRESPOND WITH THE WEIGHT INDICATED IN THE OWNER'S MANUAL. THE TRAILER HITCH BROKE TWICE DUE TO OVER WEIGHT OF THE TRAILER. HE CONTACTED THE MANUFACTURER, BUT THEY DID NO OFFER ANY SOLUTION TO HIS PROBLEM. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 92-579) 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.

Nov 5, 2005

On February 25, 2005 I purchased a Holiday Rambler "presidential" pull trailer - model #37 FKD from Tradewinds RV in Ocala, Florida.

I picked up the trailer on March 14, 2005 having left the unit for them to attach the hitch. They ended up working the away arm bracket to the frame. They admitted they knew nothing about the hitch and it was the first time they had installed one.

on 3-20-05 while pulling with a $\frac{3}{4}$ ton F350-V-Excursion, the hitch frame plate broke. on 4-11-05 it broke the 2nd time. This led me to believe that the trailer was too heavy for the 12,000 lb. hitch that Tradewinds had installed. I began by checking the factory brochure for their advertised specifications:

Hitch weight = 1,147 lbs x no notations for any cargo.

Trailer weight = 11,500 lbs GVW propane etc

Unloaded Trailer weight = 8,963 lbs

Gross Weight (Fully loaded) = 11,500 lbs

I then took the trailer to be weighed at Southern States in Oxford, Va. which is a Farm co-op with certified scales. Their scales showed as follows:

Hitch wgt. with my cargo = 1,420 lbs.

Trailer wgt. " " " = 12,200 lbs

Concl.

Hitch wgt. empty = 1,540 lbs

Trailer wgt. empty = 10,540 lbs

Wgt. with Fresh water tank Full + 3 holding tanks
 $\frac{1}{2}$ Full = 1,780 lbs.

Wgt. with just Fresh water tank Full = 1,420 lbs.

These weights were all verified by Bill Coleman with the Virginia State police. Officer Coleman indicated too heavy a weight balance for safe towing. unit should probably be used for destination camping only.

I spoke with the hitch manufacturer (Reese) and they said the unit was too heavy for the hitch which is a 12,000 lb hitch & supposedly the best made but it doesn't do the job.

I called Holiday Rambler with all of these facts and spoke first with Dave Frost a factory tech who said "we'll fix your problem". He said "take all your clothes out of the closet and put in your living room chairs and don't carry any water at all." Ridiculous!

I then spoke with Mr. Frost's superior Mr. J. O. Adams. He said it was the heaviest trailer they made and that the unit should equal 15% of the hitch weight. Mr. Frost had told me the total weight of the trailer should equal 12%. As you can see there is no percentage figure for hitch weight agreed upon by the factory, even at the percentages they quote. The hitch weight verified by weight tickets exceeds

their guesses.

I was also told that when Tradewinds B.V. welded the sway arm brackets to the frame it voided my factory warranty.

It was also suggested by the factory that they could move the axels 1 inch and "solve the problem". Their final solution was I should buy a dually. They as much as said you bought it, you are stuck with it.

I've tried to speak with Tradewinds and did a few times but now they will not even return my calls.

I am very dissatisfied with the unit. The brochures are wrong and the representative from Holiday Rambler is giving no satisfaction who had said they would

Any help you could give me in this matter would be greatly appreciated.

This is a continuation of the intent letter:

I want the cost of the unit and expenses I have incurred to try and solve this problem reimbursed. I have owned a number of Holiday Rambler products over the years and have never been treated in this manner by the factory or the sales staff!