

2006 JUN 12 AM 9:18

May 25, 2006

10161547

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-211)
400 7th Street, SW
Washington, DC 20590

Re: Safety problem -2005 Kountry Aire 5th wheel trailer
Coach # 200099

Dear Sir:

We have a 2005 Kountry Aire purchased March 5, 2004. In January 2006 we had a suspension problem while traveling that caused a tire to be ruined and disabled the trailer.

The suspension (optional morcyde EIS) partially collapsed or sagged and allowed a slide-out support ram that is placed close to the top of the tire to gouge the tire to the steel cord (Photos 3 & 4). Fortunately I noticed a tread-bit bounce onto the road, investigated and we limped to an RV Park. The collapse also caused the shock absorbers to stress the brake hoses. (Photo # 6). On inspection, we noticed the front axle beam developed a pronounced bow (Photo #1&2).

The factory arranged for the rubber components to be replaced and considers the problem fixed.

We feel that that there are safety issues left unresolved.

- We have asked Newmar repeatedly (with Photos) for tangible assurance that the slide-out ram bracket has enough clearance from the tire and have been told verbally: "it does not need to be modified". *No one has ever looked at this clearance.*

Enclosed please find photos showing bracket distance from tire after repair (Photo # 5). It shows perhaps an inch clearance and most of that is gained from grinding off the bracket corner. Contact with the moving tire was serious the first time. Can we be confident that this space will be adequate for all road conditions?

- The other issue is the bowed (bending?) axle structure on the front axle (Photos 1 & 2), show that the axle bows a measured 5/8-inch. We have

Carroll
4/22/06

been told that this is normal. Indeed, we have since looked at a number of these structures on other Moryde EIS suspensions and a majority displays some degree of bending. Some about the same as ours. At least one of these owners was concerned enough to arrange an appointment with the Moryde factory this summer.

- We want tangible assurance that this sag of 5/8 inch is normal operation, and how much more sag is acceptable if it increases. Is the sag tolerance specified? The drawing for this structure does not include any indication of allowable sag. We calculate the alignment change to be approximately one degree.

We were asked to weigh the trailer, which we did on the way home from Arizona and the repair. We put the combination (truck and trailer) on the scales and the weight on the axles was below axle GAWR. At 17,200#. We sent this data to Newmar Customer Service, on 3/23/06.

We have sent this letter, registered to Newmar (received May 1, 2006) and to date have heard nothing.

Enclosed we have provided the material that we feel supports this claim. We hereby give permission to use our names with the Manufacturers.

Sincerely,

[REDACTED]
Livingston, TX
[REDACTED]

Enc. Photos 1-6

Weight Cat Scale # 20545327 - Trailer/Truck 2/27/06 - Quartzite, Arizona

Vehicle Specifications:

Newmar model Kountry Aire 2005

Coach number: 200099

Dual axles GAWR 9,000# each

21,000# GVWR

Approx. mileage at time of problem: 4,000 mi. (including factory/dealer delivery).

Sherry & Don Shook # 200099 3/21/06

20545327

TICKET NUMBER



**CERTIFIED
AUTOMATED
TRUCK
SCALE**

CAT SCALE COMPANY
P.O. BOX 880
WALCOTT, IA 52773
(563) 284-6293
www.catscale.com

THE CAT SCALE GUARANTEE

The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.*

WEIGH WHAT WE SAY OR WE PAY

If you get an overweight fine from the state AFTER one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:

- (1) Reimburse you for the cost of the overweight fine if our scale is wrong, OR
- (2) A representative of CAT Scale Company will appear in court WITH the driver as an expert witness if we believe our scale was correct.

IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:

- 1) Post bond and request a court date.
- 2) Call CAT Scale Company direct 24 hours a day at 1-877-CAT-SCALE (Toll Free).
- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to CAT Scale Company Attn: Operations Manager.

* The four weights shown below are separate weights. The GROSS WEIGHT is the CERTIFIED WEIGHT and was weighed on a full length platform scale.

DATE:

2-27-2006

STEER AXLE 4720 LB

DRIVE AXLE 8480 LB

TRAILER AXLE 17200 LB

* GROSS WEIGHT 30400 LB

1121

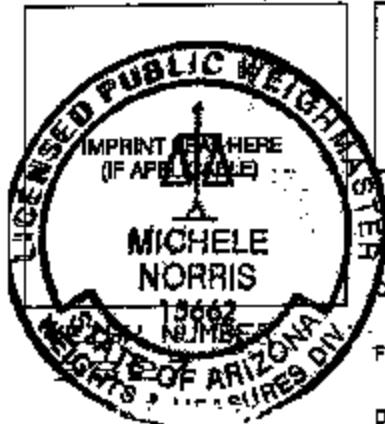
SCALE

290

20545327 LOCATION:
PUBLIC WEIGHMASTERS
CERTIFICATE OF
WEIGHT & MEASURE

PILOT TRAVEL CENTER
I 10 EXIT 17
QUARTZSITE AZ

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.



LIVESTOCK, PRODUCE, PROPERTY, COMMODITY, OR ARTICLE WEIGHED

FREIGHT ALL KINDS

COMPANY MOTORHOME

TRACTOR # POU

TRAILER #

FEE 8.50

WEIGHMASTER OR
WEIGHT SIGNATURE

TROY COLLIER

FULL WEIGH
TICKET #
(IF REWEIGH)

DRIVER IN TRUCK UNLESS CHECKED HERE:

© 1999 CAT Scale Company

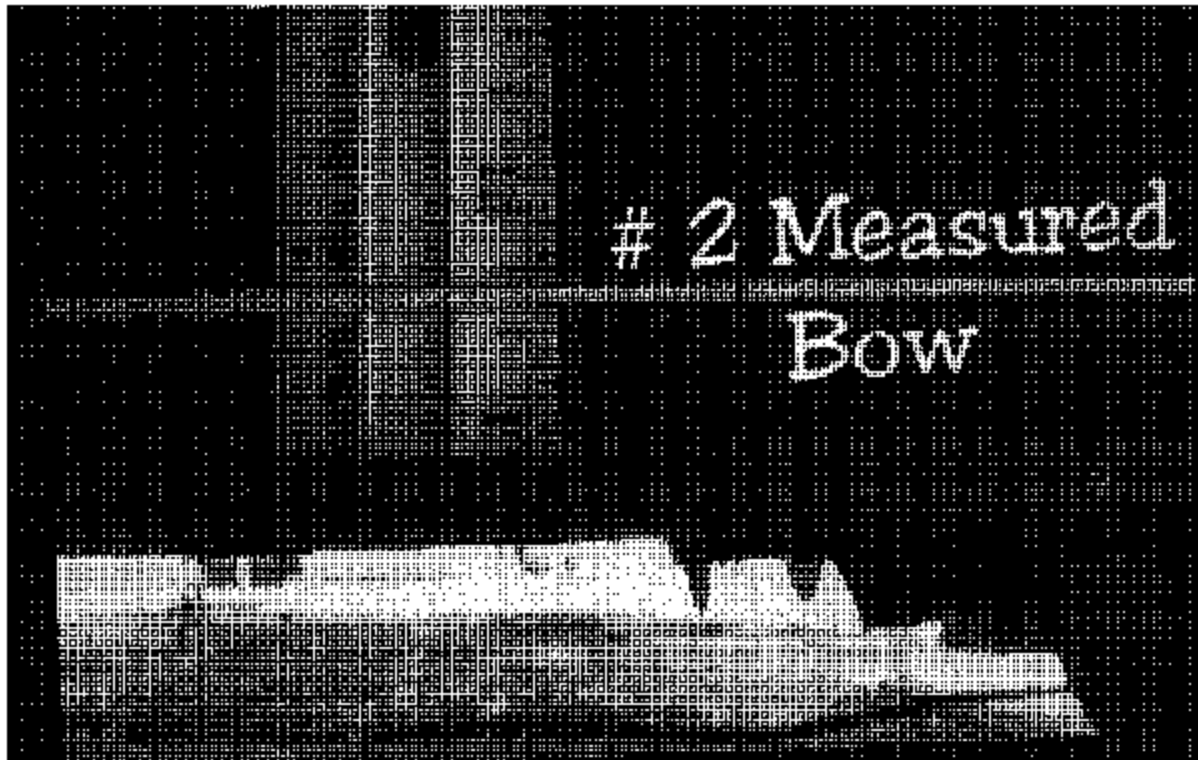
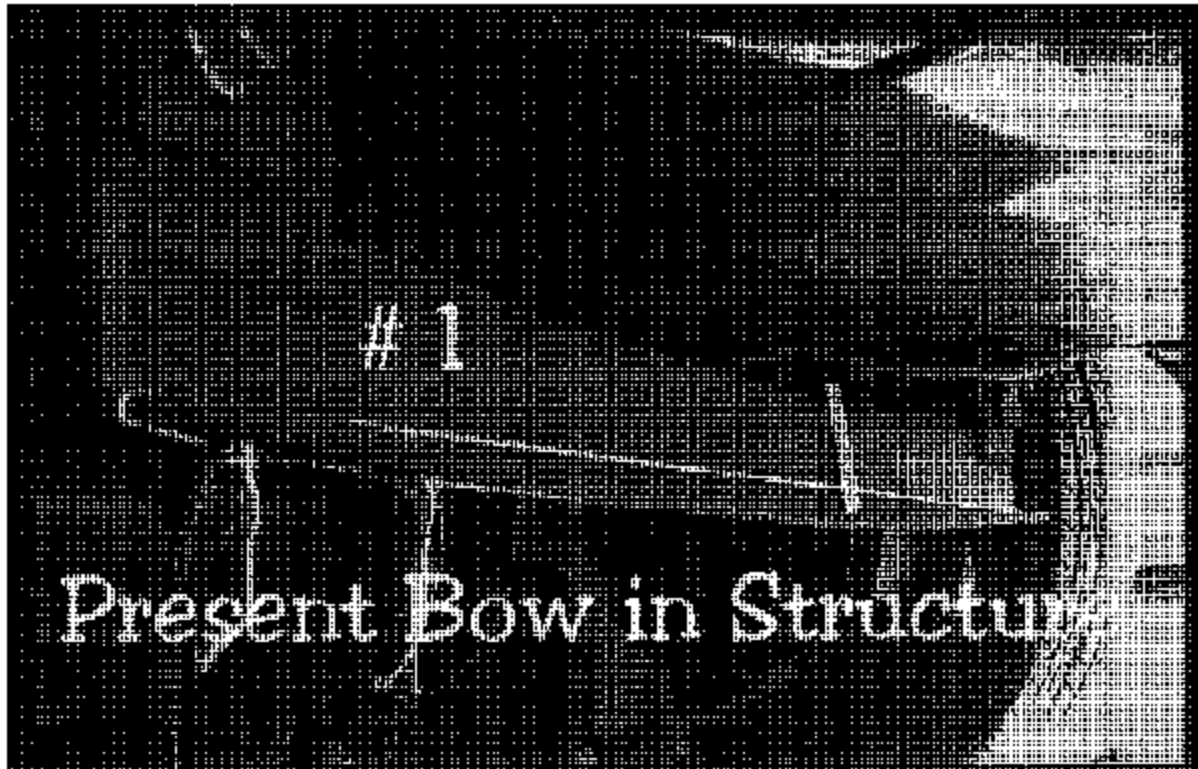
CUSTOMER COPY

Cat Certified 20545327 - Weighed 2/27/06

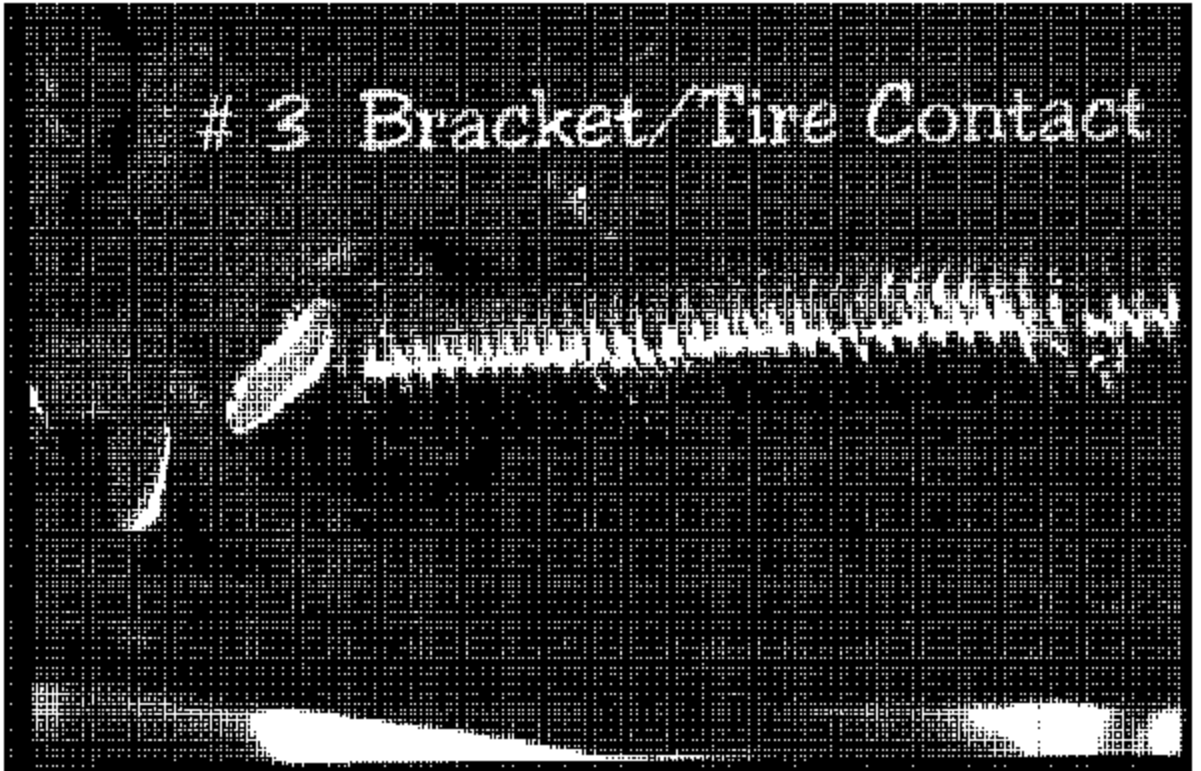
Vehicle conditions at time of weighing:

Truck: fuel tanks full - 60 gal. Type: 550 with p/u body.

RV: all tanks empty; (no fresh water), Cat scales presented no opportunity to do RV only or side-to-side measurement.

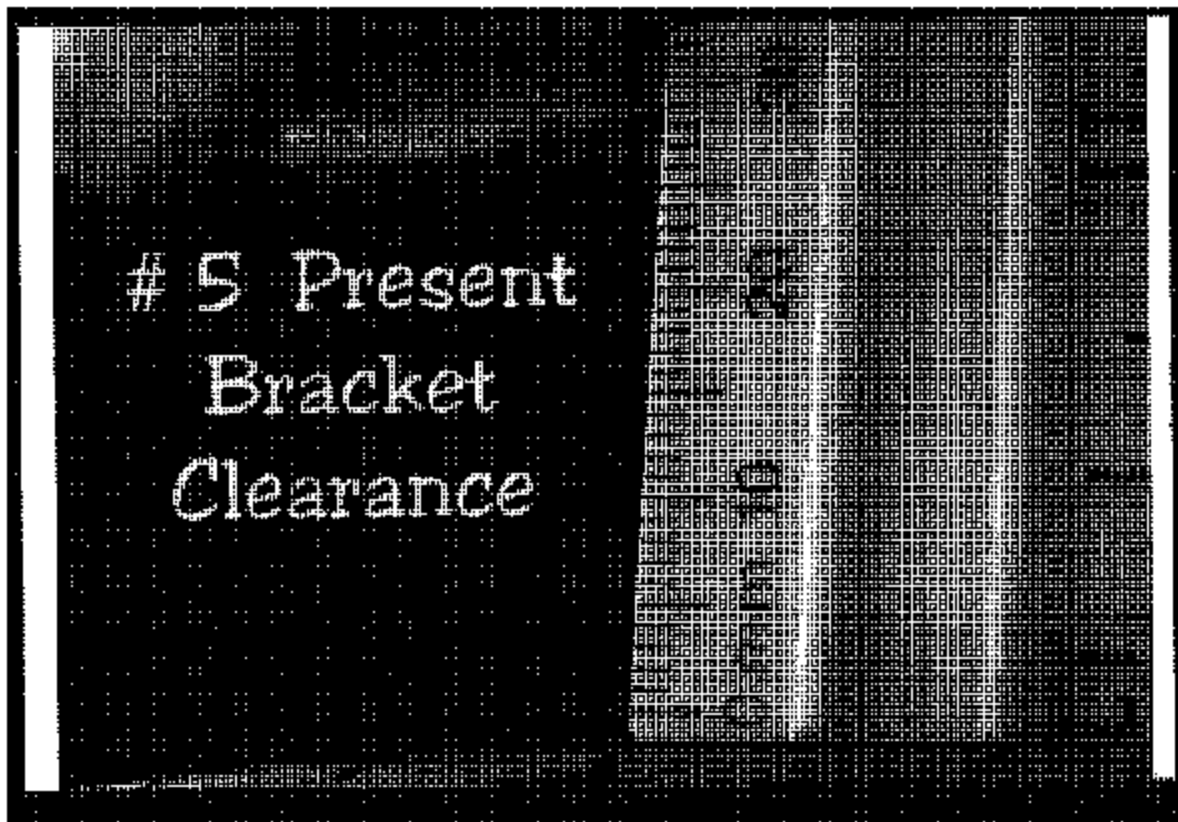
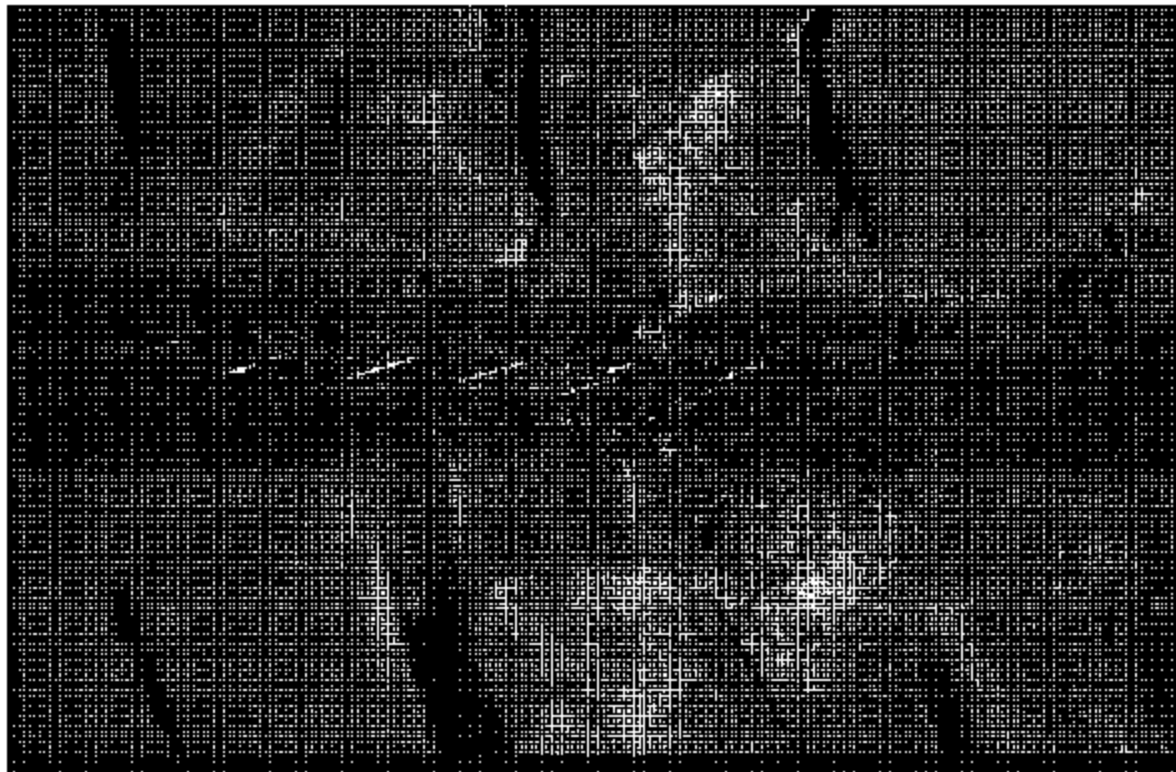


3 Bracket/Tire Contact



4 Slide Out Tire Contact





6 Hose Stress

