



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

11-JUL-2006

Repository ☐

Reference No.
10162074

OWNER INFORMATION (Type or Print)

Name

Address

City

HOMEWORTH

State OH

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 8/1/06

VEHICLE INFORMATION

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

1UJAJD1F911

Make

JAYCO

Model

EAGLE

Model Year

2001

Date Purchased
01-JUN-01

Dealer's Name and Telephone Number

Hartsville RU Center 800-686-0201

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

540 Prospect Hartsville

State

Ohio

Zip Code

44632

Transmission Type

☐

Antilock Brakes

Powertrain

☐

Cruise Control

Vehicle Component Code

200000 WHEELS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
11-JUL-2006

Failure Mileage

Failure Speed

65 mph wheel clearance to frame

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: DOTM9ABC036)

☐ 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 ON A RECENT CAMPING TRIP AFTER HITTING A DIP IN THE HIGHWAY, THE TIRE COLLIDED WITH THE FRAME CAUSING THE WHEEL TO SKID RESULTING IN THE TIRE BLOWING. THE CONTACT EXPRESSED THERE IS ONLY 3/16" CLEARING IN THE FRONT AND THE BACK FOR THE WHEEL TO GO WITHIN THE FRAME AREA. THE DEALERSHIP HAS BEEN ALERTED.

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.

Aug 1-06

National Highway Traffic Safety Administration

I have contacted Jayco Inc. on the clearance issue concerning our Jayco Eagle. It is a 2001 model
Vin No. (1VJAJDIF911 [REDACTED])

They have turned the clearance issue into a tire problem. This is not the case. The dealer and I have measured the clearance and it is not enough when the wheel goes up into the frame area when the suspension moves. I have measured the outside diameter of the wheel with outside callipers on center at $22\frac{1}{2}$ inches. The distance between the frame where the wheel must go is $22\frac{5}{8}$ inches. That leaves $\frac{3}{8}$ of an inch to divide by two for $\frac{3}{16}$ of an inch in front and in the back of the wheel. The tires are high pressure tires at 80 lb. cold. When the tire heats up due to travel and the air pressure goes up, plus centrifugal force makes the tire expand. Therefore the clearance is not enough to let the tire clear the frame, causing it to rub or stop the wheel.

I am sending some pictures, a copy of a letter from Jayco and a diagram of the frame and dimensions.

The Jayco Co. told Hartville R.V. Center that they could install a 4 inch lift kit to increase the clearance, but it would be at our expense.

The price of the installation would be \$300 to \$400. We did not know that there was a clearance problem until the tire skidded and blew out. We then inspected the area and discovered the small amount of clearance.

Jayco doesn't want to admit that there is a problem. That is why we are turning this over to you.

They should be recalled and fixed. This is a serious and dangerous. We hope something can be done and no one gets hurt.

We do not or have not abused this trailer and have never taken it off road

[REDACTED]
Homeworth, Ohio

Phone [REDACTED]

Thank You



903 South Main Street • P.O. Box 460 • Middlebury, IN 46540 • (574) 825-5861 • Fax (574) 825-7354

June 26, 2006

[REDACTED]
Homeworth, OH. [REDACTED]

Re; Unit [REDACTED]

Dear [REDACTED]

I am writing this letter to follow up our phone conversation on 6/21/06.

Per our phone conversation on the above date, Jayco Inc. has denied warranty coverage pertaining to your tire issue. Our decision was based on several factors;

Defect issue

Clearance issue

1. The unit is 3 years out of warranty.
2. The issue at hand is the tire and frame clearance is minimal. Your tires were replaced back in August of 2001. Jayco Inc. is not sure if the same make and size of tires were installed. *The same make and size were installed. A piece came out of tread. Poor quality tires.*
3. There have been no issues with tire failures, except 4 years later, concludes there are no issues with the clearance being the cause of the tire failure.
4. There are several reasons a tire can fail, under inflated, over inflated unit, Dealer can verify overweight, etc. *Not a Tire issue Clearance issue*
5. Tires are not warranted by Jayco. The tire manufacturer provides their own warranty.

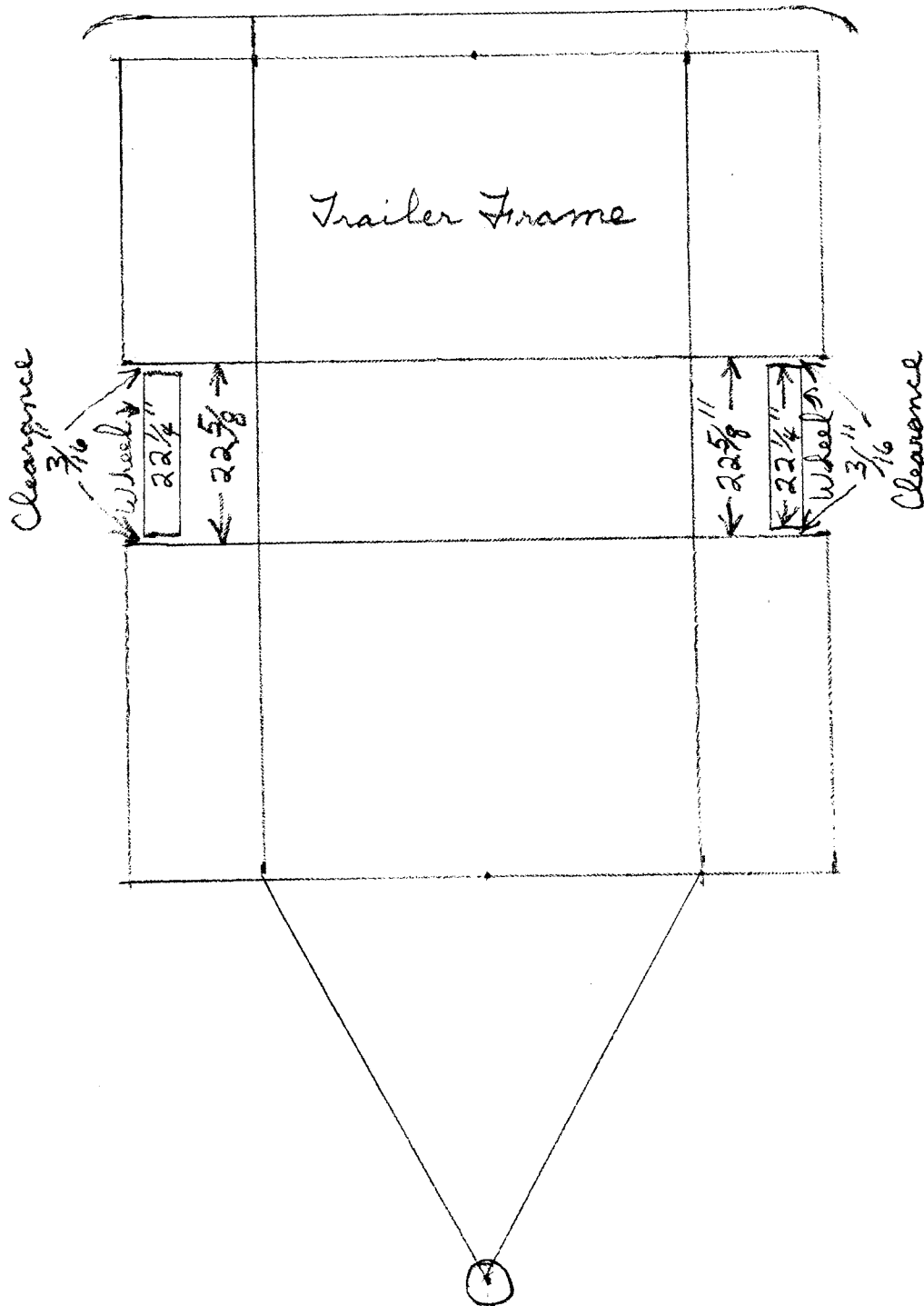
Due to the above facts, Jayco Inc. must decline any coverage in regards to your tire. We do apologize for any inconvenience that this has caused.

This is not a Tire Problem

Sincerely,

DeWayne Jordan
National Customer Svc. Supervisor
Jayco, Inc.

[REDACTED] *has turn a clearance issue into a Tire issue*



Tire - Carlisle USA Trail 5.30-12 Load range C
 Tire Pressure 80 pounds Cold
 Tire Diameter $22\frac{1}{4}$ inches Cold
 Frame opening $22\frac{5}{8}$ inches



INSTALLATION INSTRUCTIONS

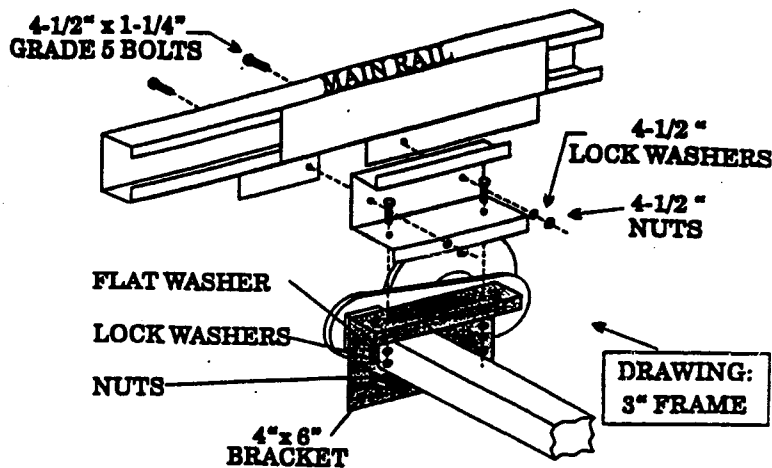
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**SUBJECT: Riser Kit for all 1996 & 1997
Fold Down Campers**

Parts List:

- 2 - Brackets: (4 on 1406 model)
 - 3" Frame = 0088063
 - 4" Frame = 0088064
- 8 - Grade 5 rating Bolts, Nuts, Lock washers
- 4 - Flat Washers for under "axle bracket" (shaded)
- 1 - Instruction Sheet

A special "riser" bracket has been designed for 3" and 4" frames, Eagle & "J" Series. The riser will raise the camper 4" for higher clearance when properly installed.



IMPORTANT INFORMATION

1. Please read all notes and instructions before kit installation
2. The riser is NOT available as a factory installed option.
3. DO NOT use original lock nuts.
4. Don't forget: your hitch height will also change when the camper is raised.

Instructions to Install

1. Raise camper with suitable jack. Secure with adequate capacity jack stands. The jack placement MUST BE under the main rail of the frame.
2. Remove tires and wheels.
3. Loosen all 4 original mounting bolts between axle bracket and frame mounting plate. DO NOT remove any bolts until all are loose.
4. Remove 2 bolts, one(1) end at a time. Suggest using floor jack under hub to lower or raise axle assembly as desired.
5. Insert 4 new bolts with lock washers and nuts. DO NOT tighten yet.

WARNING: Use only new bolts and hardware when installing the riser kit. Never reuse lock nuts.

**WARNING: Be sure to use flat washers against any slots in the axle brackets on the frame and on the bracket welded to the axle.
(8 required with 4" frame, 4 required with 3" frame)**

6. Repeat steps 4 & 5 on other side.
7. With all 8 new bolts, washers and nuts in place, tighten nuts to bolts. Torque to 70-90 foot pounds.
8. Remount tires and wheels. Make certain lug bolts are secured. Torque to 95 foot pounds.
9. Inspect wires, brake hoses and lines to make sure they are protected and positioned to avoid any damages.

ADDITIONAL INFORMATION:

Because of requests from our customers, a local frame supplier manufactured a (4) four inch riser to be installed on fold down campers for owners who desire more clearance. Usually, it is owners with four wheel drive or other utility vehicles with heavy duty suspension who may request the additional height for ground clearance.

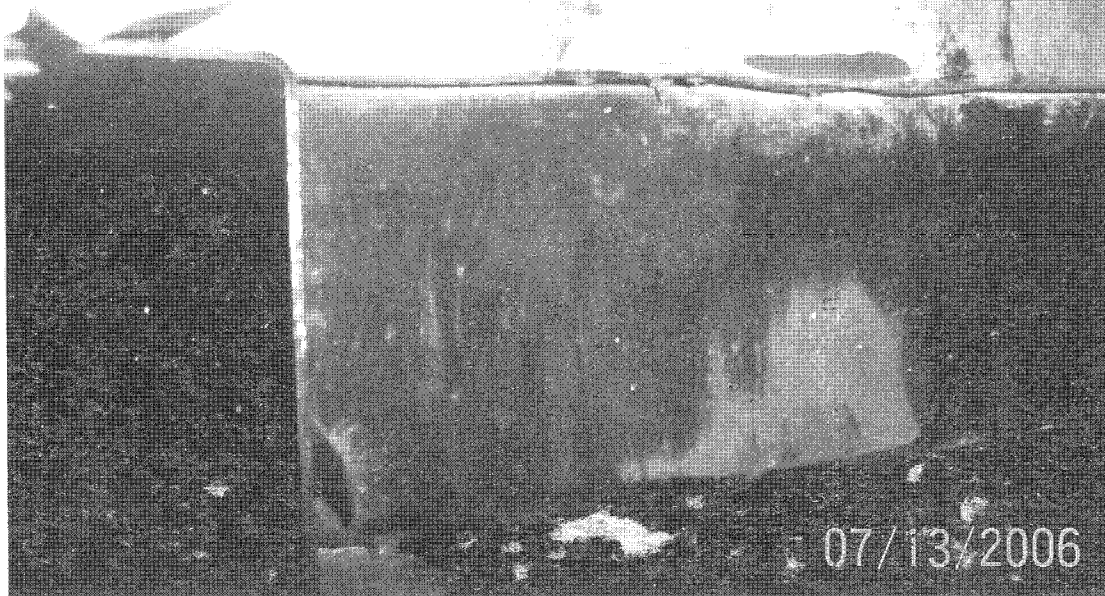
When you install this kit as pictured in the instructions on three inch frames, the riser will fit flush against the frame axle bracket. If you try to put it on a four inch frame, you will have a gap which can allow excessive movement and distortion of the bracket and hardware used to install the riser. **THIS KIT IS DESIGNED ONLY TO BE USED WITH THREE INCH FRAMES ON JAYCO FOLD DOWN CAMPERS MANUFACTURED DURING THE 1995 AND PRIOR MODEL YEARS.** For most models, this will be 10' and under folding campers. **IF YOU HAVE ANY DOUBT OF THE SIZE FRAME, PLEASE CONTACT YOUR SERVICE OR PARTS REPRESENTATIVE AND ASK FOR VERIFICATION BEFORE INSTALLING THE RISER KIT.**

Installation is critical and the riser bracket must fit flush, tight against the frame and axle brackets, as shown in drawing.

Owner inspection should occur at least twice per year and especially after a long trip or travel in rough terrain. Look for looseness of any bolts and nuts. They **MUST** be tight, torqued to 70 to 90 foot pounds.

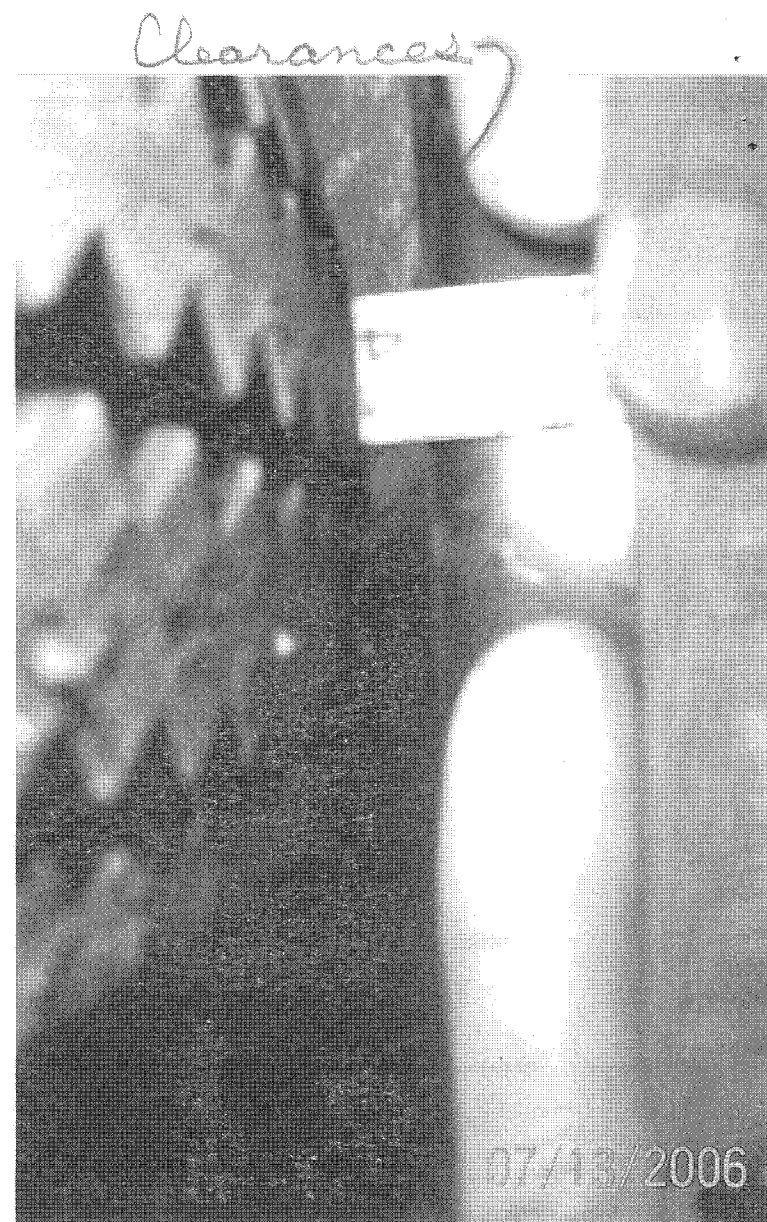
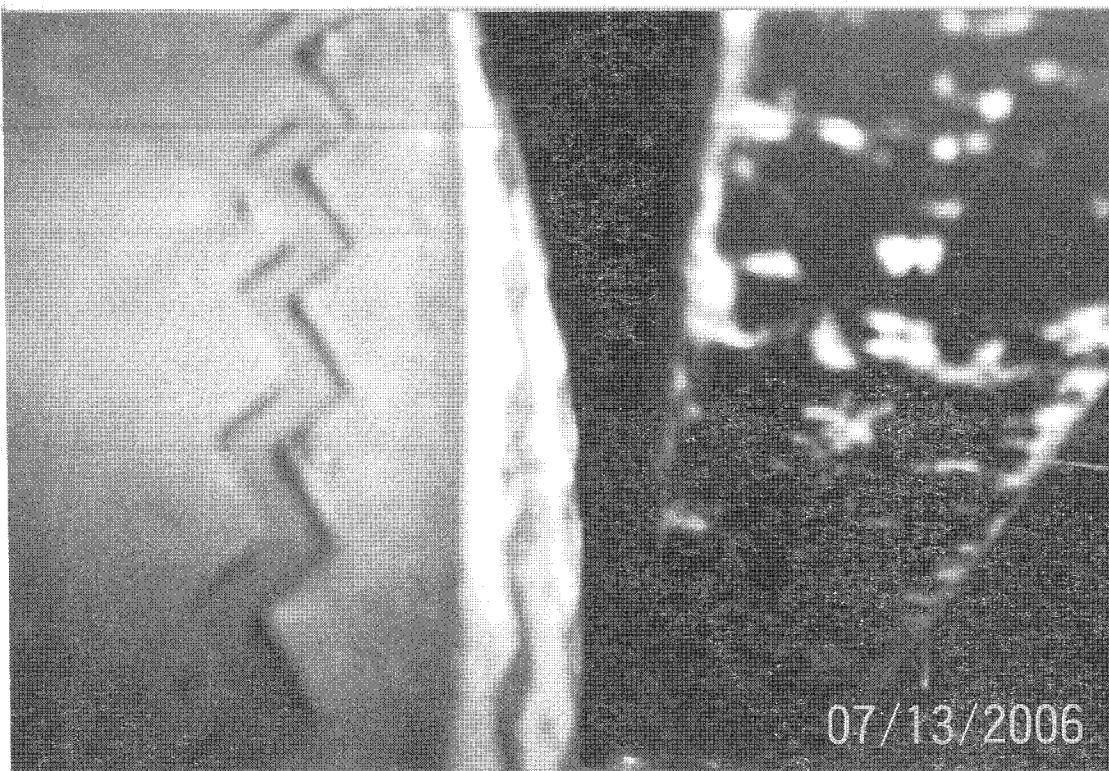
Jayco, Inc. does not warranty this riser kit, or your installation. We do not offer this riser kit as a factory installed option, nor do we endorse its use. Damage or wear caused by the kit or installation is not covered under any Jayco, Inc. warranty. We strongly urge you to advise your customers that the use of the camper off improved roads can cause accelerated wear such as loosening of fasteners and fittings, or damage to the running gear and other components which is not covered under the Jayco Limited Warranty. This type of use may increase the normal maintenance schedule as listed in the owners manual. Have your camper inspected by a qualified technician at your dealer at least once per year including L.P. gas test.

This is where the Tire Rub on the
Frame and inter fender



Clearances





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).