

CL-10209490-1578

November 1, 2007

2007 NOV 19 PM 12:39

[Redacted]

Las Cruces, NM [Redacted]

National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation
Washington, D.C. 20590

Dear Sir or Madam,

Attachment 1 is a letter dated October 4, 2007 that I sent to R-Vision regard the tire rubbing problem I'm having with my Trail-Lite camper trailer. Attachment 2 is a copy of their response dated October 19, 2007. They appear to be totally unconcerned about the apparent design flaw that I've brought to their attention.

I do not expect you to arbitrate or resolve this problem as I can easily effect the repairs myself. I do feel, however, that the problem is a serious safety issue if other owners of Trail-Lite campers have similar problems with wheel-rub, e.g., tire blowout and fire hazard as the propane refrigerator is located near the spot where the tire is rubbing. All one has to do is inspect my camper and see that I have a valid concern.

Sincerely,

[Redacted Signature]

enclosures



MC
11/19/07
16

October 4, 2007

[REDACTED]
Las Cruces, NM [REDACTED]
[REDACTED]

R-Vision Inc. / Trail-Lite
2666 S. Country Club Road
Warsaw, IN 46580

RE: TL-8305S
Serial 4WYT04N2651 [REDACTED]

Dear Sir or Madam:

I purchased the referenced RV from Sunland RV, Las Cruces, NM on November 17th, 2006 as the previous owner was moving into a new 5th wheel camper. I noticed that the spare tire was flat and asked the dealer to repair it before we finalized the purchase. Other than that the camper appeared to be in excellent condition. Sunland mounted a new Goodyear Marathon Radial in lieu of repairing the flat. At that time we purchased a five-year warranty on the unit. Later, I noted that the tires were all inflated to 50 PSI so I reduced them to the 35 PSI as recommended by you and Sunland RV even though they looked under inflated.

We made a quick trip to Mesa, AZ and had no problems. We then made a trip to Jackson, MS via Corpus Christi, TX in April and May of 2007. Everything went fine until we stopped in Dallas and noted lots of water on the floor of the camper after driving through a heavy rainstorm (first time since we live in the desert). Next, the front right tire had a blowout on May 28th, 2007 at Colorado City, TX on I-20. I noticed that the front right tire had been rubbing on the wheel-well and that it had worn holes in the right wheel-well; source of the water on the floor we got while driving in the rain previously. I covered the holes in the wheel-well with duct tape and mounted the Goodyear spare tire.

When we got home on May 31st the front left tire went flat one day later. The tire facility told me that the tire could not be repaired as it already had an internal patch and that there was evidence of rubbing on the outside that had been next to the wheel-well. I repaired the holes with two layers of rubber roofing material about 1/32" thick and purchased two new tires that were inflatable to 50 PSI. At that time I noted that there was a single set of large washers on each of the studs of the front right hub evidently used in an attempt to move the tire away from the wheel-well approximately 1/32". Apparently the previous owner or a dealer had attempted to correct the problem with the washers and had increased the tire pressure on all the tires to give them a slimmer profile. I purchased a different brand of radial trailer tire as the Goodyear dealer told me they no longer stocked the Marathon and recommended a high-pressure import. They stated that it was OK to use the 35 PSI Goodyear and the 50 PSI import as long as they were mounted on separate axles.

Next, we departed to Colorado on August 8th of this year and had more problems with wheel rub, i.e., the rubber patches I had used to cover the holes in the wheel-well had been rubbed off by the tire. Again, I pulled the front right tire and repaired the holes with duct tape. I also pulled the rear right tire at that time and noted that there was evidence of tire rub there also. I placed three washers about 1/32" thick on all the hubs on both wheels on the right side in an attempt to move the tires away from the wheel-well, a temporary fix. I was afraid of fire danger related to friction.

It is my belief that the problem is caused by a design fault or a manufacturing defect and is a serious safety issue. It would seem that common sense would dictate that at least two inches should exist between the wheel-wells and the tires. This could be accomplished simply by using a longer axle. What would happen if the tire should become caked with mud? Wheel-well rub of course as there is not sufficient room for such a case. There appears to be no more than one-inch between the tire and wheel-well on the left side of my RV and even less than that on the right. I also believe that the previous owner had this problem when

Hand
RIP
Attachment (1) (copy)

the camper was under the original warranty as evidenced by the holes in the wheel-well, the single washers and the three flat tires.

I think there was an attempt to correct the problem using washers and a higher air pressure than recommended. I also believe that this problem is covered by the Supplemental Structural Warranty and was not addressed correctly by the previous owner, a repair facility or dealer who placed the washers on the front right hub. I also believe that my solution of using three washers places my family in danger as it increases the possibility that the hub nuts may loosen and cause an accident. I also think that the original Supplemental Structural Warranty should be extended to me even though I am the second owner as the problem existed when the first owner purchased the camper and should have been repaired during the first year of ownership. It is my belief that your company should correct the problem or give me a new unit at no cost.

Sincerely,



R-Vision, Inc.
2666 S Country Club Rd
Warsaw, IN 46580
574-268-2111

October 19, 2007

[REDACTED]
Las Cruces, NM [REDACTED]

RE: VIN # [REDACTED]
2005 Trail-Lite model 8305S

Dear [REDACTED],

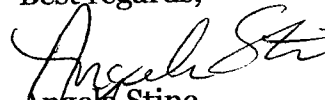
We have received your letter regarding the issue you have encountered with the tires on your Trail-Lite travel trailer. Thank you for taking the time to contact us with your concern and giving us the opportunity to respond.

When your Trail-Lite travel trailer was originally purchased by the original consumer purchaser from Pontiac RV in March of 2005 R-Vision provided a one year limited warranty to that original consumer purchaser. That warranty terminated with the sale or transfer of the trailer by the original consumer owner. Prior to your purchase of this Trail-Lite travel trailer there were not any issues reported to R-Vision regarding the tires or wheel well clearance. R-Vision does not have any record of any modifications that may have been made by the original retail purchaser.

This unit has been out of R-Vision's possession for over three years and we did not authorize any modifications to the unit. Therefore, this is not something R-Vision will cover under the terms of it's warranty.

Based on the information R-Vision has on file and your description of the unit in your letter, we do not believe a design fault or manufacturing defect exists which is attributable to R-Vision. Based on your statement you believe that there exists a serious safety issue with the trailer, R-Vision recommends that you have the unit inspected by a competent service facility and have any recommended repairs performed. Regrettably, based on the information you provided, R-Vision will not be able to assist you with any costs associated with an inspection and repair.

Best regards,


Angela Stine
Warranty Manager

Attachment (2) (copy)