

OCT 20 2009

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Shreveport, LA [REDACTED]
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EXECUTIVE SECRETARIAT

2009 OCT 19 P 12: 27

RECEIVED - NHTSA

CL-10289588-7360

October 9, 2009

NHTSA
400 Seventh St. SW
Washington, DC, 20590

This letter is safety a complaint against Carriage Inc, P.O. Box 246, Millersburg, Indiana, 46543. The vehicle is a 2008 Cameo 35 ft Fifth Wheel RV Vin number 16F62C4R9S1 [REDACTED]

I bought this RV from I-49 RV's in Alexander, La. on March 2008. I discovered that my transfer panel was wired up wrong when I connected my generator to the unit. It blew both breakers on my generator, all the ac breakers in the RV, the power supply, and the main fuse to the batteries. This happened in Sept of 2008 while getting ready for a trip to Montana in Oct, for a hunting trip. I took the RV to I-49 for repair, they told me that it was wired up wrong. On the trip to Montana I noticed that the left rear wheel was always a little warm. Then on the way home (in the mountains of Ark) I noticed that the wheel was getting real warm and I was having to use more of the truck brakes to stop. I took it to I-49 to replace the wheel bearings, the service manger told me that the other three wheels were not connected to the electric wires for the brakes. On a trip I made in July I was having braking problems, but not bad so I checked the wheels, and found that the left rear wheel wire had been mashed into, because the wire to the left rear wheel went over the axel (between the axel and the frame instead of coming out of the backing plate in between the axels) was mashed into. This was cause by the RV bouncing so hard on the road that it is bottoming out against the frame as indicated by the pictures that are enclosed. I marked the points of contact with chalk.

I have discussed this with Mr. Kent Roberts (who is the director of customer service at Carriage Inc and his assistance Mr. Roger) they said take it to a dealer. I did and they said that they needed the exact measurements between the axel and the frame. They would not supply that information. This RV bounces so hard that the covers on the recessed ceiling lights keep falling out and the slides keep getting loose, and the dealer has to realign and tighten. They have done this three times now.

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You can verify this by contacting Mr. Atkins or his service manager at 318 793 5093, or by letter at 7205 Hwy 1 North, Boyce, La. 71409.

The reason that I took so long in doing this is, I did not know that I could make a complaint like this to your department, and the other is that I have had so many problems with this RV that I paid \$70,000.00 for. Maybe just maybe I can prevent some one else from getting hurt or getting killed by their incompetence.

I hope that you will be able to do something about this. If you need any more assistance you may contact me at the above address or phone numbers.











