
From: [REDACTED]
Sent: Sunday, March 07, 2010 10:25 AM
To: DataQuality, DataQuality (NHTSA)
Subject: 10301681 ODI Complaint support documents UPDATE

To whom it may concern,

Load rite has replaced the defective boat trailer with additions to correct the defects. It is my suggestion that all these type trailers should be recalled by Load Rite Trailers Inc. and retro fitted with the fixes outlined in this email (see February 3, 2010 email, below).

Sincerely,

[REDACTED]

[REDACTED]
Per our warranty:

No transportation charges or related expenses (such as loss of time, towing charges, travel expenses) are covered by this warranty.

We will agree to cover shipping as far as Haynes Outdoor.

R. REID NAR
3/10/2010
CW

Mike Sodano
Sales and Marketing Coordinator
Load Rite Trailers, Inc.
215-949-0500, x239
www.loadrite.com

From: [REDACTED]
Sent: Thursday, February 18, 2010 12:40 PM
To: Mike Sodano
Cc: Tom Morrison; Gary McPherson; George Branca
Subject: RE: response to warranty five starr trailer
Importance: High

Mr. Sodano,

The warranty does not state I must return it to the dealer I bought it from. At this point I just want to replace the trailer, forget any upgrades, with its equal per your previous email and per your warranty instructions. Please show me in your warranty anything about returning to the original sales dealer?

Sincerely,

[REDACTED]

From: Mike Sodano [mailto:MikeSodano@loadrite.com]
Sent: Thursday, February 18, 2010 11:03 AM
To: [REDACTED]
Cc: Tom Morrison; Gary McPherson; George Branca
Subject: RE: response to warranty five starr trailer

Top Notch is a Load Rite dealer.

This is not an ordinary warranty situation in that there will be a trailer exchange and potentially an upgrade. Load Rite has agreed to replace your trailer through the dealer from whom you originally purchased.

Mike Sodano
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From: [REDACTED]
Sent: Thursday, February 18, 2010 10:59 AM
To: Mike Sodano
Cc: Tom Morrison; Gary McPherson; George Branca
Subject: RE: response to warranty five starr trailer
Importance: High

Mr. Sodano,

Per your warranty the Trailer can be returned to an Authorized Load Rite Dealer. Are you telling me

Top Notch Marine in Melbourne is no longer an Authorized Load Rite Dealer?

[REDACTED]

From: Mike Sodano [mailto:MikeSodano@loadrite.com]
Sent: Thursday, February 18, 2010 10:30 AM
To: [REDACTED]
Cc: Tom Morrison; Gary McPherson; George Branca
Subject: RE: response to warranty five starr trailer
Importance: High

Dear [REDACTED]

Top Notch Marine is no longer an acceptable location for the exchange. As stated previously, we will ship a replacement trailer to your original dealer, Haynes Outdoor in VA.

The replacement trailer for your 5S-AC20T4200102TB1 would be a 5S-AC21T4200102TB1. It is essentially identical save for a nomenclature change. If you choose a trailer of greater capacity it will be between you and your dealer to establish the value difference.

The 6.25" frame is used through 6,000 lb models. A 7" tall frame goes into use on 7,300 lb models, but are significantly longer and may not provide optimal fit to your hull. It would truly be overkill and unnecessary.

Advise us when you can be at Haynes Outdoor, which trailer you and your dealer agree upon, and we will have the unit there to facilitate the swap.

Mike Sodano
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From: [REDACTED]
Sent: Thursday, February 18, 2010 10:15 AM
To: Mike Sodano
Cc: Tom Morrison; Gary McPherson; George Branca
Subject: RE: response to warranty five starr trailer
Importance: High

Mr. Sodano,

I will have my trailer at the Top Notch Marine in Melbourne, Florida, a Load Rite authorized dealer, on Thursday February 25th for the exchange.

Please confirm these arrangements and what model trailer you will be supplying.

Sincerely,

[REDACTED]

Dear Mr. Sodano,

THANK YOU for your concern and your offer. I have a couple questions:

- Please clarify what model trailer you are planning to send as a replacement (my model is not manufactured anymore).
- What model trailer would I have to upgrade to in order to get the 6" x 4" I-beams? Is that the 5200 series, or the 6000 series?
- If we elect to upgrade the trailer, do we make the arrangements and payment through you, or through the dealer?
- Can the exchange be made at Top Notch Marine in Melbourne, FL? They are located closer to our current location in Florida. It would still be a 9-hour drive, but closer than Haynes Outdoor in VA. They have many of Load Rite's trailers in stock, so using them may eliminate the expense for you to ship a trailer out (if we select a model they have in stock). My old trailer could be sent from that location back to Load Rite. Seems like a reasonable solution.

Sincerely,

From: Mike Sodano [mailto:MikeSodano@loadrite.com]
Sent: Tuesday, February 16, 2010 9:04 AM
To: [REDACTED]
Cc: Tom Morrison; Gary McPherson; George Branca
Subject: RE: response to warranty five starr trailer

Dear Mr. [REDACTED]

I have met with Tom Morrison, VP of Load Rite, and Gary McPherson, Engineering Manager, regarding your situation. We have agreed that it is in the best interest of all parties to replace your trailer in whole.

We will ship a replacement trailer to your dealer in VA, Haynes Outdoor, for exchange at no charge to you. Should you decide you would like to upgrade the trailer to a greater capacity, the burden of the difference in cost would rest upon you.

Please advise when you can next return your present trailer to Haynes Outdoor. We will have a trailer ready for exchange.

Mike Sodano
Sales and Marketing Coordinator
Load Rite Trailers, Inc.
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From: [REDACTED]
Sent: Monday, February 08, 2010 9:03 AM
To: Mike Sodano
Cc: Tom Morrison; Gary McPherson; George Branca
Subject: RE: response to warranty five starr trailer

Dear Mr. Sodano,

I would also like to submit an independent evaluation of my trailer by Wefings Marine in Eastpoint, FL,

which recommends totaling the boat trailer. Attached please find his evaluation that was in response to my insurance company's request. As a good will gesture to end this trailer safety issue I would suggest the following: Load Rite ships all parts, including new I-Beams to my present address. I will disassemble and re-assemble (with all parts you provide per the previous email list) the trailer. Please provide a timely response.

Sincerely,

██████████

Mike,

Per your own "Properly maintaining your load rite trailer" last bullet item on the page quotes:

"Frames and axles should be visually inspected for rust, damage, and fractures. Load Rite recommends replacement of any structural member having been stressed beyond its range of intended service"

I expect the same from Load Rites warranty. Welding should not be an option per your own recommendations. The I-beams in the front are stress cracked at the cross-members.

As far as vendors to repair this trailer, this is the only viable option I can come up with. We are in a remote location where limited services are available. This is the only facility with the capabilities required, and they are a 2 hour drive from where we are located.

Thank you for addressing the other items.

Sincerely,

██████████

From: Mike Sodano [mailto:MikeSodano@loadrite.com]
Sent: Wednesday, February 03, 2010 2:33 PM
To: ██████████
Cc: Tom Morrison; Gary McPherson; George Branca
Subject: RE: response to warranty five starr trailer

Dear Mr. ██████████

We have reviewed your response and suggestions. We offer the following input to your demands.

I have found a repair facility in Panama City that feels they can conduct the necessary repairs of the trailer. The facility is Hi-Tech Marine, Inc. 2431 Industrial Drive, Panama City, FL 32405. The contact person is Brad Aufdencamp. Brad can be reached at 850-215-8324 or email at hitechmarine@knology.net. This facility is a direct competitor to Load Rite. Our preference would be a non-trailer manufacturer.

1. Replace both cracked I-Beams with new I-Beams. 3/16 inch web thickness on the vertical member. Your suggestion of a thicker web is not possible. The I-beams on your trailer are the same as those on heavier capacity models. We elect to effect the repair by welding them, pending verification from the repair facility that they have the ability to do so.
2. Both I-beams will be u-bolted to the Tie Down Engineering axle flange pads with two stainless steel u-bolts per axle plus the two carriage bolts. We will be able to facilitate

this suggestion.

3. All six fender supports will be attached with stainless steel u-bolts around the I-Beam, along with the one carriage bolt per support. We will be able to facilitate this suggestion.
4. The new (replacement) fenders should be longer so the mounting holes are further from the fender edge, making it less likely to break through from vibration. Rubber washers for attachment of the fenders to the support will also be provided. It is not possible to alter the fender design or specifications. We will provide rubber washers per Gary McPherson's earlier suggestion.
5. The rim and tire that was found to be defective (out of balance and out of the allowable balance tolerance) will be replaced with a new tire and rim that has been balanced prior to installation on the trailer. I also will be reimbursed for the cost of balancing all of the tires, which should have been balanced at the Load Rite factory when manufactured. \$28.00. Tires will be replaced as necessary under the Load Rite warranty.
6. Both taillights should be replaced with submersible LED versions as a good will gesture. We will be able to facilitate this suggestion.

Parts List

1. 2 new pre-formed side I-beams Pending inspection and verification existing frames can be welded.
2. 4 stainless steel u-bolts for attachment of the I-beam to the axle Addressed above.
3. 4 carriage bolts for attachment of the I-beam to the axle Agreed.
4. 6 new fender support brackets Agreed.
5. 6 stainless steel u-bolts for attachment of the fender support to the I-beam Agreed.
6. 6 carriage bolts for attachment of the fender support to the I-beam Agreed.
7. 4 new fenders as specified above Addressed above. Standard fenders will be replaced.
8. Rubber washers for the fenders Addressed above.
9. Stainless steel bolts for attachment of the fender to the fender support Agreed.
10. Nylon locking washers for all bolts Standard Load Rite equipment.
11. New tire and rim assembly - check balance before shipment. Pending inspection and verification by repair facility.
12. 2 new LED taillight assemblies, with wires attached, all fittings and ends shrink wrapped and the coupling provided for attachment to existing wiring Agreed. To be attached to existing wiring harness using gel filled butt connectors as standard Load Rite equipment.
13. The top cap for the front jack post Agreed.
14. 1 cable winch hook (it is broken) Agreed.
15. Other assembly parts and supplies as required by the repair facility Agreed. Pending pre-approval by Load Rite.

I will be forced to place my boat in storage in a neighboring town for the duration of the repair of the trailer, at a cost of \$125.00 per week. I feel it would be reasonable for Load Rite to reimburse me for the cost and inconvenience of the storage. This is specifically disallowed by the Load Rite Warranty.

Mike Sodano
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www.loadrite.com

From: [REDACTED]
Sent: Monday, February 01, 2010 9:38 AM
To: George Branca; Gary McPherson
Cc: Mike Sodano
Subject: response to warranty five starr trailer
Importance: High

Mr. Branca, Mr. McPherson, Mr. Sodano:

Please see attached letter. A trailer repair facility has been selected and is awaiting a call from you (listed in the letter). We will await your instructions.

[REDACTED]