

CL-10322016 - 5703 NVS-200

[Redacted]

EXECUTIVE SECRETARIAT

March 10, 2010

2010 MAR 15 P 2:00

RECEIVED - WITSA

[Redacted]

[Redacted]

Independence Mo [Redacted]

To whom it may concern:

We own a 1997 Carriage 361 LS. I was surfing the web one day, & clicking to see what used carriages were going for. Much to my surprise, I came across a recall notice on our 5th wheel, I informed my husband concerning this matter. He was totally shocked to think that no one from Carriage had even tried to inform us of what was going on.

The recall notice has been out since April 30th 2009 and we purchased the trailer from Mr. Jordan in May 2001 in Harrisonville Mo. Plenty of time for notification, found out about the recall Jan 2 2010. No one seemed to take any interest in notifying us. So my husband contacted the Representative for carriage Corp. Mr. Connie Stark about this discrepancy. I informed him of the trailer being on the recall list. Mr. stark said I will need the vin# so my husband got it for his. Mr. stark said yes it is on the recall list Vin#16F62B4R2V1 [Redacted] He than sent us a customer notification and dealer claim for a Pin Box Reinforcement, Claim Code 1104-99 flat Rate Time of 5 hours. We have taken this issue of repair to 3 different dealers Trailer Life in Grain Valley, Premier Coach 3423 NW Tullison Rd Riverside, Mo 64150 bus phone 816-587-1500 and Wilders Rv in Clinton Mo., their resprentative is Doug Zink ph 1-800-357-5790. All of the dealers mentioned above none could handle the job.

My husband contacted Walker RV Center at 3315 N I-35 Service Road, Moore OK 73160 phone # 405-793-9996 or 1-888-882-8978 and have been corresponding with Bill Sewell, representative for Walker RV. We were informed by Mr. Connie Stark not to use trailer, until repair was made, but he has not made an effort to take or two 5th wheel trailer of Moore OK to get repair. Mr. Sewell assured us, that they were very well acquainted with the problem and could hand it, because they have done these recalls likewise before.

Thanks for your time would like to close with respect.

[Redacted]

Repetitively Yours

[Redacted]

2010 MAR 22 AM 11:31

MC
032410
THW

Mazda **1998 Carriage Lite Series**

Mitsubishi
Component

Nissan
Subaru Trailer Hitches:Fifth Wheel Assembly

Suzuki **Consequence of Defect**

Toyota certain fifth wheel trailers may have an insufficient frame structure to support the pin box.

Korea **Corrective Action**

Daewoo over time stress cracks could begin to occur at the frame insertion points and front cross str
Hyundai pin box (hitch). this could result in the trailer becoming partially or fully detached from the
increasing the risk of a crash, personal injury or property damage.

Kia **Recall Notes**

RV dealers will install a reinforcement kit to the frame structure surrounding the pin box. owners
april 30, 2003. owners who do not receive the free remedy within a reasonable time should
Airstream 800-895-0108.

Fleetwood
Winnebago **1997 Carriage Lite Series**

Tires **Component**

B F Trailer Hitches:Fifth Wheel Assembly
Goodrich

Bridgestone **Consequence of Defect**

Cooper certain fifth wheel trailers may have an insufficient frame structure to support the pin box.

Michelin **Corrective Action**

Yokohama over time stress cracks could begin to occur at the frame insertion points and front cross str
pin box (hitch). this could result in the trailer becoming partially or fully detached from the
increasing the risk of a crash, personal injury or property damage.

Recall Notes

dealers will install a reinforcement kit to the frame structure surrounding the pin box. owners
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800-895-0108.

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Bridgestone **1997 Carriage Lite Series**

Cooper

Component

Michelin

Trailer Hitches:Fifth Wheel Assembly

Yokohama

Consequence of Defect

certain fifth wheel trailers may have an insufficient frame

Corrective Action

over time stress cracks could begin to occur at the frame pin box (hitch). this could result in the trailer becoming increasing the risk of a crash, personal injury or property

Recall Notes

dealers will install a reinforcement kit to the frame structure
april 30, 2003. owners who do not receive the free reinforcement kit
800-895-0108.

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Kent Est 1486



P.O. BOX 246 MILLERSBURG, IN 46543 PHONE: 574*642*3622 FAX: 574*642*4145 WWW.CARRIAGEINC.COM

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign 02V-312

Date 4/30/03

Dear Carri-Lite or Carriage LS Fifth Wheel Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Carriage, Inc. has decided that a defect, which relates to motor vehicle, safety exists in certain 1996 thru 1999 model Carri-Lite fifth wheel trailers and certain 1997 thru 2001 model Carriage LS fifth wheel trailers. According to our records you own one of these vehicles:

Carriage has become aware that over time stress cracks could begin to occur at the frame intersection points and front cross structure surrounding the pinbox (hitch). This could result in the trailer becoming partially or fully detached from the tow vehicle, property damage, or personal injury.

To correct this condition, your dealer will install a reinforcement kit to the frame structure surrounding the pinbox of your trailer. The service and required parts as described in this letter will be performed by an authorized Carriage service facility at no charge to you.

Please contact your Carriage dealer as soon as possible to schedule a service date while allowing time for the proper parts kit to be ordered for your vehicle. If you have difficulties locating a Carriage dealer please call Carriage Customer Service toll free at 1-800-895-0108 and we will assist you in finding a dealer to perform this service. Instructions for performing this service have been sent to your dealer and the parts are available. This service will typically require 5 hours to complete. Please ask your dealer how much additional time may be required to schedule and process your vehicle.

To obtain this free service you should:

- Contact your dealer as soon as possible to schedule an appointment for this work to be done.
- Please provide the VIN number and Carriage claim number from the enclosed Owner Notification Form to your dealer at this time to allow for ordering of the required parts in advance of your appointment.

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign 02V-312

- Take the enclosed Owner Notification Form with you at the time of your appointment and give it to your dealer. The form identifies the vehicle and the service that is required and will assist in making the repair in the shortest possible time.

If you have changed your address or no longer own this vehicle please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide will be used to notify the new owner about this safety recall. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days. A plan is established for reimbursement to owners who have paid previously to have this service performed. Send request for reimbursement in writing along with all supporting documentation to Carriage, Inc. P.O. Box 246 Millersburg, IN 46543-0246 within 10 days of receiving this notification.

Your Carriage dealer is best equipped to provide service to insure that your fifth wheel travel trailer is corrected as promptly as possible. If, however, you take your fifth wheel trailer to your dealer on the agreed upon service date and the dealer does not remedy this condition on that date or within three (3) working days, please call Carriage Customer Service toll-free at 1-800-895-0108. A Carriage representative will arrange for prompt attention to your vehicle.

After contacting your dealer and Carriage Customer Service, if you are still not able to get your vehicle repaired in a reasonable time or without charge, you may write to:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C. 20590

Or call the toll-free Auto Safety Hotline at 1-888-327-4236.

Carriage, Inc. along with its dealerships is committed to providing you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we have taken this action in the interest of your continued safety and satisfaction with Carriage fifth wheel trailers.

Thank you for your attention to this important matter.

Sincerely,

Carriage, Inc.
Service and Warranty Dept.
Encl:



Postage
Required
Post Office will
not deliver
without proper
postage.

CARRIAGE INC
PO BOX 246
MILLERSBURG IN 46543-0246



CUSTOMER NOTIFICATION & DEALER CLAIM FORM

Carriage Claim # 500501
Recall Campaign # 1000104-99

Description of Parts Replaced, if Component, Record Brand Name, Model & Serial Number	Dealer Cost for Non Returnable Parts	Description of Services Performed	Claim Code	Time or Flat Rate	Labor Cost
PINBOX REPAIR KIT A		PINBOX RE-ENFORCEMENT	1000104-99	5.0	

Claim must be Submitted within 15 days after completion of work.
Return Claim Form WITH any Returnable Parts, (if required)

I confirm the performance of the above work and accept it as being satisfactory.

Dealer Signature _____ Date _____
Date: 1/7/2010 02v-312 500501
INDEPENDENCE, MO 16F62B4R2V1 C10510

Customer Signature _____ Date _____
Servicing Dealer: _____

RECALL NOTIFICATION RETURN THIS POSTCARD IF:

Date: 1/7/2010 02v-312 500501

S If the vehicle was sold / transferred:	S _____ I have already had the vehicle inspected
E _____ I have moved to the address below:	E and/or repaired at an authorized dealership.
C _____ I no longer own the vehicle.	C The vehicle identified below was inspected _____
T It has been transferred on (m/d/y) _____	T or repaired _____ on (m/d/y) _____
I Name: _____	I By (Dealer name): _____
O Address: _____	O City / State: _____
N _____	N Owner Signature: _____
1 City, State, Zip _____	2 Date: _____

S _____ I was unable to have the Recall Service Performed.	S I do not possess the
E Because _____	E vehicle Identified below
C _____	C for the following reason:
T _____	T _____ Destroyed / Totaled
I I took the vehicle identified below on (m/d/y) _____	I _____ Stolen
O to (Dealer) _____	O _____ Exported
N City, State, Zip _____	N _____
3 Phone ()- _____ Owner Signature _____	4 _____

TO THE OWNER:

The enclosed letter describes a condition which may exist on your RV - Recreational Vehicle. Contact an authorized dealer for an appointment to have service performed at no charge to you. Please REMOVE this return postcard and present the remainder of this form intact to the servicing dealer. The dealer will complete the form and notify CARRIAGE, INCORPORATED that your vehicle has been repaired.

ATTN: Service Writer

If the postcard is still attached, Please remove it at the perforation and provide it to the Owner.
Please give a copy of this completed form to the owner, retain a copy for dealership records, and return the original COMPLETED form to CARRIAGE.

RETURN THIS POSTCARD IF: (Please Print):

- Section 1) You have moved or no longer own the vehicle.
- Section 2) You have already had the vehicle inspected and / or repaired by a dealer as instructed in your owner letter.
- Section 3) You were unable to have the Recall Service performed.
- Section 4) The vehicle identified on the postcard has been exported, stolen or destroyed / totaled.

From:

[Redacted]

[Redacted]

Independence, Mo

[Redacted]



SECURITY OPERATIONS

MAR 15 2010

X-RAYED

Wyo-307

RECEIPT REQUESTED

FIRST CLASS

To: Administrator

NATIONAL Highway Traffic Safety Administration

400 SEVENTH ST. S.W.

WASHINGTON D.C. 20590

Ready **P**ost.

Utility Mailer

[Redacted]