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ATTORNEY GENERAL OF MISSOURI

JEFFERSON CITY

65102

CHRIS KOSTER
ATTORNEY GENERAL

P.O. Box 899
(573) 751-3321

March 24, 2010

[Redacted]

Independence, MO [Redacted]

RE: Complaint No. CF-2010-06337

Carriage Inc

Dear [Redacted]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the National Highway Traffic Safety Administration, 400 7th Street, SW, Room 2318, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.ago.mo.gov.

Sincerely,

CHRIS KOSTER
Attorney General

Kelly Maddox

Kelly Maddox
Complaint Investigator
Consumer Protection Division

MC
033010
TGW





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.

March 10, 2010

Independence Mo [REDACTED]

RECEIVED

MAR 11 2010

MO. OFFICE
ATTORNEY GENERAL

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 respresentative 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

06337

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:

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 damage.

Recall Notes

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

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Ken - EIT 1486

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 sti
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. owne
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 sti
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. owne
april 30, 2003. owners who do not receive the free remedy within a reasonable time should
800-895-0108.

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 _____

Customer Signature _____

Date _____

Servicing Dealer:

Date: 1/7/2010

02v-312

500501

INDEPENDENCE, MO

16F62B4R2V1
C10510

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.



Postage
Required
Post Office will
not deliver
without proper
postage.

CARRIAGE INC
PO BOX 246
MILLERSBURG IN 46543-0246



Consumer Complaint Form



RETURN TO: Attorney General's Office
Consumer Protection Unit, PO Box 899
Jefferson City, MO 65102

Missouri Attorney General
Chris Koster

Phone: 800-392-8222
Web: www.ago.mo.gov

CONSUMER

YOUR NAME MR. MRS. MS. [REDACTED]
ADDRESS [REDACTED] MO. [REDACTED] JACKSON COUNTY
HOME PHONE [REDACTED] WORK PHONE NONE E-MAIL NONE

COMPANY

MY COMPLAINT IS AGAINST CARRIAGE INC.
ADDRESS P.O. BOX 246 MILBERSBURG IN. 46543 ?
PHONE (800) 348-2214 EXT. 1488 (CREALD) WEB SITE WWW.CARRIAGEINCE.COM
PERSON YOU DEALT WITH CONNIE STARK CUSTOMER SERVICE REP.

PRODUCT OR SERVICE

PRODUCT OR SERVICE DISPUTED 5th Wheel RV, 36 FT. CARRIAGE WITE SERIES
DATE OF TRANSACTION/PURCHASE MAY 29 2001 AMOUNT PAID \$ 29,500
(For example: 05 01 00) MONTH DAY YEAR
HOW & WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE? INTERNET ON OUR COMPUTER JANUARY 2nd 2010
Used from Private Owner
JORDAN D. LINDSEY

PAYMENT

PAYMENT METHOD CASH CREDIT CARD DEBIT CARD LOAN LAY-AWAY CHECK OTHER
DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS? YES NO

Copies of any documents produced for payment must be returned with this complaint form. (such as contracts, warranties, checks — front and back)



BRIEFLY EXPLAIN YOUR COMPLAINT

I have called the customer Representative on January 4th & made claims as to the recall Notice that we had found on the website I found that it was no surprise to Connie Stark about the Recall that was made April 30th 2009, although we had not been notified to this date Mr. Stark ask me by phone what the ID# was as follows, ID# 16F62B4R2V [redacted] and he agreed that this trailer was on Recall. We have made numerous calls to get the job done. We got a work order from him, with he offers 5 hrs to do the job but we have been to three different Dealers to perform the job and no one could handle the repairs except Walker RV Center at Moore, Okla. 367 miles from our address.

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

Have I informed Mr. Connie Stark and that we keep getting put off. Now I have contacted Mr. Bill Sewell at Walker RV Center Representative, and they are a Carriage Dealer, and can handle the work, for they have done recalls of this Pin Box (HiTch) previously, for Coverage Corp.

HOW DO YOU WANT THIS COMPLAINT RESOLVED? REFUND REPAIR DELIVER PRODUCT PERFORM SERVICE REPLACE/TRADE OTHER _____

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT? NO YES

NAME OF ANY AGENCY CONTACTED _____

AGENCY ADDRESS _____

BY FILING THIS COMPLAINT, I UNDERSTAND THAT:

The Attorney General is not my private attorney, but enforces state consumer protection laws; I will testify in court to the facts stated in this complaint; and A copy of this complaint will be provided to the merchant against whom I am filing this complaint.

I ATTEST TO THE ACCURACY OF STATEMENTS MADE IN THIS COMPLAINT:

[Redacted Signature]

3/19/10
DATE

TOP
89
MAIL

Chris Koster
Missouri Attorney General
P.O. Box 899
Jefferson City, MO 65102



UNITED STATES POSTAGE
EAGLE
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02 1A \$ 00.61⁰
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NATL HIGHWAY TRAFFIC SAFETY ADMIN
400 7TH ST, SW
ROOM 2318
WASHINGTON, DC 20590

