 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received 05-SEP-2012 NOV 03 2012		Repository <input type="checkbox"/> Reference No. 10473921	
<b>OWNER INFORMATION (Type or Print)</b>							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
MARYVILLE		TN					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
<b>VEHICLE INFORMATION</b>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
4E2FS392465				K-Z		NEW VISION	2006
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
4-30-12		INDIVIDUAL - TERRENCE DAGGETT			No. Cylinders		
Original Owner		Dealer's City		State	Zip Code		
<input type="checkbox"/>							
Transmission Type		<input type="checkbox"/> Antilock Brakes	Powertrain		Multiple Failure:		Incident Date(s)
		<input type="checkbox"/> Cruise Control					15-JUL-2012
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>							
Vehicle Component Codes: 350000 EQUIPMENT, FUEL/PROPULSION SYSTEM (PWS)						Failure Mileage	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>							
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)			
GOODYEAR		G614RST		LT235/85R16			
DOT No. (Example: DOTM19ABC036)		<input checked="" type="checkbox"/> Original Equipment		Failure Location:			
MJOR610W3106		<input type="checkbox"/> Prior Repair		INTERSTATE			
Tire Component Code				Tire Failure Type:			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0	0	N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).							
TL* THE CONTACT OWNS A 2006 K-Z NEW VISION FIFTH WHEEL TRAILER. THE CONTACT STATED THAT WHILE DRIVING 70 MPH, THE THREAD OF THE TIRE BEGAN SEPARATING. UPON FURTHER INSPECTION, THE CONTACT NOTICED THAT THE SHACKLE BRACKET CONNECTED TO THE AXLE WAS IMPROPERLY INSTALLED, CAUSING ALL OF THE TIRES TO BECOME MISALIGNED. THE VEHICLE WAS REPAIRED BY A PREVIOUS OWNER FOR THE EXACT SAME ISSUE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND ADVISED THE CONTACT THAT THEY WOULD NOT REPAIR THE VEHICLE AGAIN HOWEVER, THEY WERE WILLING TO REPLACE TWO OF THE TIRES. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN. THE VIN WAS NOT AVAILABLE.							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>							
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							



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FOR AGENCY USE ONLY 100148

Date Received

Repository

05-SEP-2012

Reference No.

NOV 03 2012

10473921

**OWNER INFORMATION (Type or Print)**

Name

Address

City MARYVILLE

State TN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

Model

Model Year

4E2FS372465

K-Z

NEW VISION

2006

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

4-30-12

INDIVIDUAL - TERRENCE DAGGETT

No. Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Cruise Control

15-JUL-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 350000 EQUIPMENT, FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage

Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment

Failure Location:

Tire Component Code

Prior Repair

INTERSTATE

Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

0

0

N

**Narrative Description of Incident(s), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

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To Whom It May Concern:

On a July 18, 2012 camping trip from Maryville, TN to Sturgis, KY at approx. 60 miles into the 350 mile trip (on I-40, 65-70 mph) I had a tire blow out. I put the spare on and purchased a tire from a local tire store in Crossville, TN. Two hundred miles later I had a second blow out. (complete tire tread coming off both tires) The second blow out tire tread hit another car, which stopped and inspected his car but then drove off. I bought another tire from a local tire store in Hopkinsville, KY and installed the new tire from from Crossville on the trailer. I drove from Hopkinsville to Eddyville (approx. 50 miles) and stopped to inspect tires and noticed the new tire had rubber wear on the outside. Rubber whetting I could rub off on my hands. I realized I had a problem with the trailer axle alignment (assumed a bent axle) Pulled approx. 40 miles (45mph) to the destination camping area. On July, 22, 2012 I was pulling the camper home and at 40 miles into the trip (40-50 mph) I stopped to check tires and air pressure. All four tires had 130 psi that are rated at 110 psi. (They were all 110 psi when I started the trip home.) All tires were hot. I let the tires cool for 1 hour and then I dropped all 4 tires back to 110 psi. Drove another 50 miles and stopped to check again. This time hot and 120 psi. Let them cool for 1 hour and I dropped them again to 110 psi. Drove another 50 miles and stopped. This time hot, but air pressure remained between 110-113 psi. Let them cool for 1 hour. The remainder of the trip I continued to stop every 50 miles for 1 hour and the psi remained between 110-112. Once home, I jacked the camper up and pulled off all four tires to inspect what might be the problem. I found that the hub faces were not running in line and one axle shackle bracket was welded 1 inch different from the other 5, making all 4 tires out of line. Noticing all shackle bracket welds looked grossly unsafe and must not have been welded by a professional welder, slag, dobs, welding over slagged. I was afraid to move it once I had seen all of this, so it was repaired where it sat. Having manufactured DOT approved boat trailers myself for years, I ground out all shotty welds (which were full of porosity) and rewelded moving 1 shackle bracket and then capping a 1/4 inch plate over shackle brackets on both sides and tying plate back into frame rail. New spring bolts, bushings, and u-bolts were put on the trailer as well

I have contacted Sherie, in the Warranty Dept. at KZ, several times. I've explained what was wrong with the trailer. She claimed she pulled a warranty file from the VIN and found nothing but small misc. issues and that the original owner had never had this problem. She then offered me 2 new tires. I am assuming she thought this gesture might make the problem go away. I had even spoke with Daryl Zook, the CEO at KZ. He said he would get with Sherie and they would get back to me. I spoke to the original owner, [REDACTED] and he informed me he had 2 blow outs while pulling the trailer to his home in Maine. He purchased it new in 2006 from Tradewinds RV in Ocala, FL. He took it to Harvey RV in Bangor, Maine and that dealer contacted KZ directly. It was decided it would be sent back to the KZ Factory in Indiana. KZ had the trailer from June '07 thru August '07. (After this trip to Maine, he returned to FL with the trailer and parked at an RV campground where it remained until we purchased it. He used it during the Fall thru Spring) KZ supposedly did an axle alignment and welded 2 x 2 steel tubes between shackle brackets. They also replaced the side panel that the blow outs had damaged. [REDACTED] also paid to upgrade the tires to Goodyear's. After speaking with [REDACTED] I contacted Sherie again and explained what I had discovered. She miraculously found it in the warranty file that it had been back to KZ for an axle alignment. Again, she offered me 2 new tires for my trouble. The last time I spoke with Sherie, she said the axle repairman had signed off on the trailer and KZ had signed off on the repair and they were done with this issue and again, make a good grace offer of 2 new tires. She gave me 7 days to think about it. She's never returned my calls since the last offer to hear me say "I decline". May I add I called KZ a total of 21 times between July 19th thru Sept. 11, of which more than half were unreturned.

Camping World gave me an estimate of Labor (\$2,700.00) at \$114.00 per hour, and an estimate of \$250.00 for parts, 5 New Goodyear tires (\$1,700.00), and a new panel (cost not know at time). I had taken into consideration the trailer being an '06 and me the second owner. All I had asked KZ for was a set of 5 New Good Year tires and a new side panel. I felt this was more than fair for KZ considering I have spent my money on tires, parts, plus 22 hours of labor locating and repairing the problem, which I described earlier.

I don't understand how a manufacturer can bail on responsibility of their product after doing a "repair" that really didn't fix the problem. Now, the consumer is liable for cost of a repair that

should have never left the factory to start with. Even though it was brought to their attention that the axles were out of line causing blow outs and tire separation that could very easily cause an accident, injury, or death to other motorists, as well as ourselves, and that did not concern them is a very scary situation to me. I hope, although highly doubt, ours was the only one with this problem and there are not other motorists out on the roads towing a trailer unaware they might have this problem. If you have any questions, please feel free to call.

Sincerely,  
VERY concerned and dissatisfied motorist/consumer,

A large black rectangular redaction box covers the signature and name of the sender. The redaction is composed of several overlapping black shapes, completely obscuring any text that might have been present.

## **Axle Measurement**

**\*\*Due to obstacles in the way---belly tanks, pipes, steps, etc.  
T1, T2 and Z1, Z2 accurate measurements are not possible.**



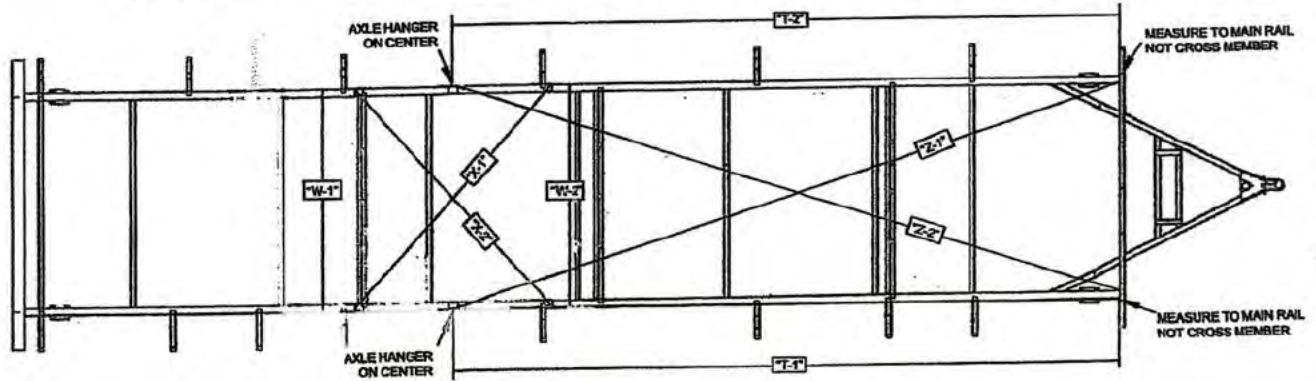
VIN 4EZF5392465

CALL #

Lippert Components, Inc. Informational Publication

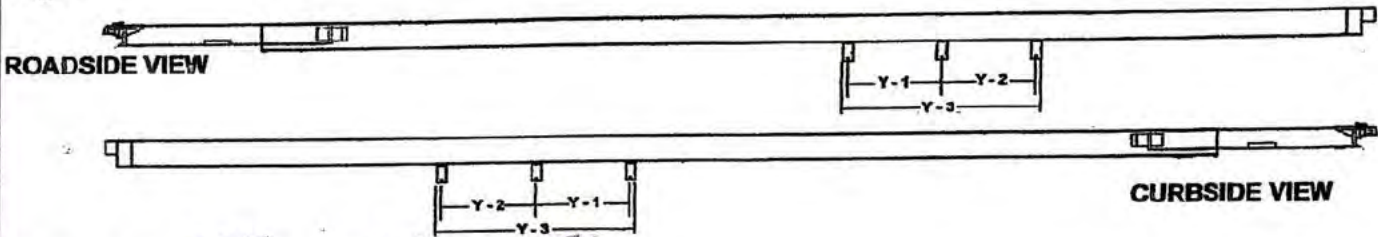
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Fig. 1 AXLE HANGER MEASUREMENT PROCEDURE - DUAL AXLE



T-1: \_\_\_\_\_ T-2: \_\_\_\_\_ W-1: 76 3/16 W-2: 76 7/8 X-1: 91 1/2 X-2: 90 1/2 Z-1: \_\_\_\_\_ Z-2: \_\_\_\_\_

Fig. 2



CURBSIDE: Y-1: 28 1/2 ; Y-2: 29 1/2 ; Y-3: 60 13/16  
ROADSIDE: Y-1: 29 1/2 ; Y-2: 29 1/2 ; Y-3: 61 3/8



- UNIT MUST PULLED INTO WORK SPACE STRAIGHT AND EVEN.
- WHEN MEASURING AXLE HANGER, MEASURE WHERE HANGER MEETS I-BEAM, SEE FIG. 3a & 3b.  
**NOTE - BE SURE TO MEASURE AS HIGH ON THE HANGER AS POSSIBLE IF OTHER COMPONENTS INTERFERE WITH MEASUREMENT POINT ON THE HANGER.**
- ON MEASUREMENTS W1 & W2, BE SURE TO MEASURE TOP OF HANGER.
- WHEN MEASURING X1 AND X2, BE SURE TO MEASURE FROM THE TOP OF THE HANGER ON BOTH ENDS.
- MEASURE T1 FROM CENTER OF AXLE HANGER TO INTERSECTION OF MAIN RAIL AND FRONT CROSS MEMBER.
- ON MEASUREMENTS Z1 & Z2, BE SURE TO MEASURE TOP OF HANGER AND BOTTOM MAIN RAIL.
- MEASURE Y1 AND Y2 (Y3 ON TRIPLE AXLES) ON CENTER OF BOLT.
- MEASURE Y4 (OUTSIDE OF FRONT HANGER TO OUTSIDE OF REAR HANGER). FIG. 2.  
**NOTE - PLEASE ACCOMPANY THIS DOCUMENT WITH CLEAR PICTURES OF ALL POINTS OF ISSUE.**  
**NOTE - BE SURE TIRE WEAR PICTURES ARE SHOT STRAIGHT ON. SEE FIG. 4**

## KZ

This is a description of the pictures you will be looking at.  
Keep in mind this trailer has a dry weight of over 11,000 pounds, 39ft.

1. tire wear left side
  2. tire wear right side (only 2 original tires we have left)
  - 3-11. shackle bracket weld (notice slag and weld inconsistency)
  12. shackle brackets are not welded front or back (? one side was, one side wasn't)
  - 13-17. welding dobs
  18. measurement center of bolt hole to center of bolt hole 29 1/2
  - 19-20. shows how I was measuring 29 1/2
  21. 29 1/2
  22. measurement
  - 23-25. not a very strong looking weld
  26. weld across front and back (?)
  27. notice where they cut the original shackle off
  - 28-30. weld
  31. looks like a torch hole
  32. 29 1/2
  - 33-34. 28 1/2
  - 35-38. something has been torched off
  39. notice torch mark over front axle
  40. camper side picture
  - 41-44. side panel damage from blowouts
  45. notice where spring is rubbing shackle bracket from being out of line
  46. same rubbing on other side
  47. made a jig of bolt holes with a 2 x 4 marked front and drilled shackle bolt holes and cut to length
  48. same side center and rear shackle
  49. overall facing trailer right side
  50. same board, left rear
  51. same board, left front 1 inch off
  52. board drill hole on the right side and marked for left. 1 inch difference. This is the reason for axle mis-alignment
  53. cut off shackle bracket and 2 x 2 tubing cross brace
  54. new weld on shackle bracket before plating over
  - 55-60. plated over shackle bracket welding down the sides and tied to trailer frame
  61. completed and back together
- Trailer now pulls straight. Tow vehicle went from 9 1/2 miles per gallon to 11 1/2 miles per gallon. It's showing no signs of tire wear.



07.23.2012



07.23.2012



07.23.2012



07.23.2012



07.23.2012



07.23.2012



07.23.2012



07.28.2012



07.28.2012



07.28.2012



07.28.2012



07.28.2012



07.28.2012

SAE 30RT MADE IN US

07.28.2012



07.28.2012



07.28.2012



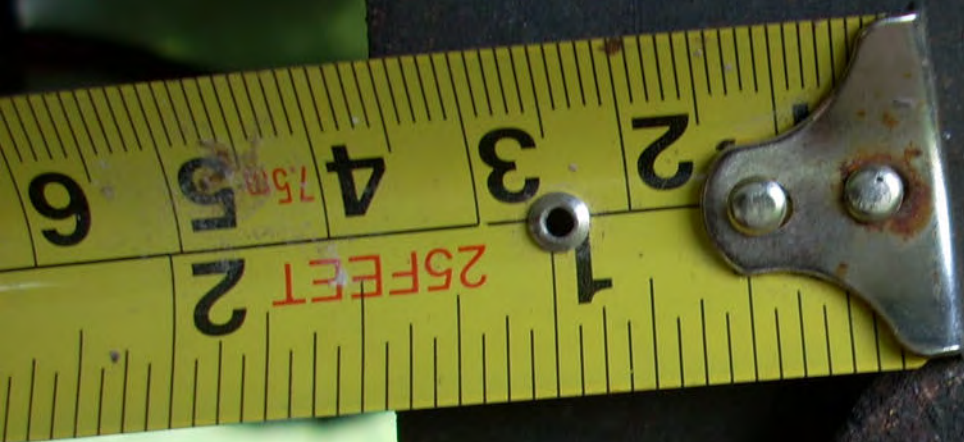
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CHINA

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07.28.2012

**NOTICE!**  
This is a warning label.  
It is not a warning label.  
It is not a warning label.  
It is not a warning label.

07.28.2012



07.28.2012



07.28.2012



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07.31.2012



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07.23.2012