

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Nelson, Carla CTR \(NHTSA\)](#)
Subject: FW: Request to add to public file for VOQ 10477194
Date: Tuesday, January 29, 2013 11:17:14 AM

EQ-10477194-2731

From: Reid, Randy (NHTSA)
Sent: Tuesday, January 29, 2013 10:29 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Request to add to public file for VOQ 10477194

Cynthia, please add the attached photos to VOQ 10477194, public repository, per Tom Bowman's request.

From: Bowman, T (NHTSA)
Sent: Monday, January 28, 2013 4:01 PM
To: Reid, Randy (NHTSA)
Subject: FW: Request to add to public file for VOQ 10477194

Pls add to the public repository for VOQ 10477194. I was contacted by this owner this morning and would like to be certain the complaint record is up-to-date.

Note that certain of the photos require identity redaction.

Tom Bowman
6-2583

From: Bowman, T (NHTSA)
Sent: Thursday, October 04, 2012 3:44 PM
To: Reid, Randy (NHTSA)
Subject: Request to add to public file for VOQ 1047 7194

Pls place in the public file for VOQ 10477194. Note that some identifying marks (e.g: VIN no. on photo 9788; license plate and vehicle side marking on photo 0791) on the trailer need to be redacted.

Tom B

From: [REDACTED]
Sent: Thursday, October 04, 2012 3:11 PM
To: Bowman, T (NHTSA)
Subject: Re: VOQ 1047 - 7194

On 10/3/2012 8:57 AM, T.Bowman@dot.gov wrote:

Introductory note.

Follow up to phone message left for you this AM re Haulmark trailer gooseneck issues.

G. T. (Tom) Bowman
ODI-NHTSA
Room W48-330
1200 New Jersey Avenue S.E.
Washington, DC 20590

202-366-2583
toll free 1-877-536-8368 x 62583

Mr. Tom Bowman,

I just want to thank you for looking in to this safety concern with my trailer. Haulmark has basically turned their back on me and won't co-operate with me. I have tried for several years to get them to buy this trailer back and get it off the road. They just keep throwing band-aids on it and telling me that I'm good to go and it will not break again. But that is still my fear. Haulmark has offered to replace my current gooseneck hitch with a unit rated at 30,000 lbs. They installed the last hitch and they don't even know it's rating. Haulmark's attorney tells me that Haulmark believes the new hitch would be rated at 10,000 of vertical weight. Not only is the trailer too heavy overall, the gooseneck hitch itself is bearing 6,680 lbs. with an empty trailer. Like I explained to you on the phone, I can't use the optional 50 gallon water tank nor can I carry diesel fuel in the trailers 28 gallon generator fuel tank. If I did, it would add another 625 lbs. to the weight of the gooseneck hitch bringing that figure to over 7,500 lbs. BEFORE I load any cargo. Haulmark states that in their Haulmark Trailer Operator's Manual that a fifth wheel or gooseneck trailer should have 70% of it's cargo loaded forward of the center-line of it's axles. If I do that, then I will be well over the 10,000 maximum weight limit of the gooseneck hitch. I can't do it safely! Haulmark will say that they can't control what their customers load in their trailers. Well, with approximately 9,000 lbs. of usable cargo space in a purpose built 3-car hauler, I should be able to put any three cars in the trailer as long as I don't exceed the 30,000 lb. G.V.W.R This trailer has NEVER been loaded to exceed it's limits after I found out it's true weights. Now, Haulmark wants to band-aid this trailer again AND make me sign a document saying that I would never attempt to sue them or tie them to this trailer legally again. Mr. Bowman, there is a reason why I have broken so many gooseneck trailer hitches on this unit. This will be hitch number six if I allow them to install it. That should raise a whole bunch of red flags. Is it going to take someone getting killed to open their eyes?

My wife and I bought this trailer on 4-9-04 from Mobile Creations in Las Vegas, Nevada. After asking the appropriate questions, I was told the trailer weighed approximately 14,100 lbs. and my current truck, at the time, would have no problem handling the trailer. I paid \$68,000 for this trailer. The first time the gooseneck trailer hitch broke was 6-5-06. It drove the coupler inside the gooseneck sleeve straight up inside the sleeve, dropping the flat part of the gooseneck hitch down on to the hitch landing area and surrounded the 2 5/16" trailer ball and destroying the diamond-plate that covered the 1/2" thick mounting plate. The sleeve was replaced by Haulmark's El Mirage, AZ manufacturing facility. The sleeve broke the second

time on 8-21-06 while I was in Pennsylvania. Haulmark sent a guy out from their McAdoo, PA manufacturing facility. We repaired it on the side of the road and he gave me a spare sleeve as well. Haulmark told me that they had a bad batch of sleeves with couplers inside of them. Per Chuck Konneck at Haulmark, I weighed the trailer on 8-30-06 discovering the true 21,000 lb, + weight of the trailer. It was empty when weighed at a CAT Certified Automated Truck Scale. I have all the weight tickets. I do not have the date of the third broken gooseneck hitch. I was able to use the spare sleeve. I have a letter written on 9-23-06 to Jerry Miller at Haulmark about my concerns with this trailer and requested that Haulmark to take it back. I was refused. Jerry Miller asked me to bring the trailer to him so he could install a much larger gooseneck trailer hitch. After being in Bristol, Indiana for six days, Jerry Miller TOLD me what they were going to do. I had NO choice in the matter. They were going to replace my current hitch with a Bulldog Model #028900 rated at 25,000 lbs., replace my three 8,000 lb. rated axles with three 10,000 lb. air ride disc brake axles, a few minor warranty concerns and replace the front axle assembly on our Haulmark toter home because I discovered that the initial axle assembly was undersized for it's application and weight rating! It didn't dawn on me that the new Bulldog hitch, rated at 25,000 lbs., that they were going to install was not rated high enough for the new G.V.W.R. 30,000 lb. trailer axles. Jerry Miller and Haulmark should have been smart enough to have seen that. The truck and trailer were built under the same roof at the same address. One would think, after receiving complaints of broken trailer hitches, that there was a problem somewhere. Not Haulmark. They decided to just keep band-aiding the situation, patting me on the back, telling me lies and sending me down the road. Two months later when I picked up the truck and trailer, the trailer didn't even have safety chains on it. Jerry Miller told me that the Bulldog hitch didn't require safety chains!!! I told him I wasn't leaving their facility without them, so a set of chains were quickly welded on. I'm not sure if they would hold if the trailer did come loose. Not too long after I got home and used the trailer a couple of times, I noticed that the set screw system on the new Bulldog trailer hitch was not holding and eventually became stripped. The coupler in the hitch didn't fail, but the tongue weight of the trailer caused the set screw system to fail. Apparently, it couldn't handle the weight of the gooseneck trailer either. So, Jerry Miller decided to fly Mike Brady, the Haulmark stacker trailer manufacturing manager, out to their El Mirage, AZ manufacturing facility with another and bigger gooseneck trailer hitch. Nobody seems to know the ratings on this hitch. I left it with him for two days while he replaced the Bulldog hitch with the FIFTH gooseneck hitch to this trailer. It included safety chains too. I don't have the dates for that repair but I know it was in early 2007. Fast forward to this past June when the ball was pile driven through the 1/2" thick mounting plate. At fist, Haulmark wasn't going to help. Then they decided that they would ship me out a new mounting plate and ball which would be the exact replacement for what had failed. Go figure. That band-aid wouldn't even have covered the wound. So after explaing that to them they decide, out of the kindness of their hearts, that they would offer me a 30,000 lb. rated hitch at no cost to me IF I signed a document saying that I would NEVER attempt to sue them or bring legal action upon them in the future. They do not know yet that I have filed with you guys.

The damage occurred to the toterhome because of the extreme weight of the the gooseneck trailer hitch. There is no cure for this. They can install a 30,000 lb. gooseneck trailer hitch and a 30,000 lb rated mounting plate and ball, but they are saying that the new hitch would have a vertical weight rating of 10,000 lbs. With one car in the trailer, I could easily exceed that. Then we are right back here again unless this time the trailer breaks loose and kills someone, if not me. Then all I have left (if I'm still alive), is to say, "I told you so"! I am afraid of this trailer and terrified to tow it again if repaired! It is not SAFE!

The VIN on the toterhome is 1FVAA6CV55L [REDACTED]. It is legally registered to my racing

partner, [REDACTED]

The VIN on the trailer is 16HG540313H [REDACTED]. The model number is SGG85X40WR6. It is registered to my wife and I, [REDACTED] & [REDACTED].

I was dealing with Vicki Guilmette, the National Warranty Manager of the UTC Cargo Group at Haulmark, [REDACTED] until she passed it up to her superiors, who then passed it on to their attorney.

Haulmark's attorney is Mr. Curtis L. Cornett of Cors & Bassett, Attorneys At Law LLC. They are located at 537 East Pete Rose Way, Suite 400, Cincinnati, OH, 45202-3578, 513-852-8222, clc@corsbassett.com

I see that in one of Mr. Cornett's e-mails to me, he had CC'd a Don Morau. I have no idea who that is.

If you have any questions regarding anything here, please don't hesitate to call me. I usually leave the house around 2:45 each day Phoenix time, including Saturday, to go to work. If any questions arise from the photos, please call as well.

Again, thank you so much. I apologize for the long letter, but I have omitted several, several issues with this trailer not regarding safety!

Regards,

[REDACTED]
[REDACTED]
Waddell, AZ

[REDACTED]
[REDACTED]

Haulmark®

BRISTOL, IN
SPRINGVILLE, UT
MCADOO, PA
FITZGERALD, GA
EL MIRAGE, AZ
DUNCAN, OK

MODEL

SGG85X40WR6

GVWR

30000

LBS.

**COUPLER
SIZE**

2-5/16

V.I.N.

16HG540313H

1-800-348-7530



SALE STOPS
and custom graphics
800-437-7833



MANUFACTURED BY / FABRIQUE PAR:

DATE: 6-26-03

Haulmark Ind., Inc.

P.O. Box 281 Bristol IN 46507-0281 (574) 825-5867

GVWR/PNEV 13607 KG (30000 LB) SGG85X40WR6

	GAWR/PNE	TIRES/PNEU	RIMS/JANTE	COLD INFL. PRESS./PRESS. DE GONFL. A FROID
FRONT/ AVANT	4540 KG 10000 LB)	245/70R17.5-H	T-17.5X6.75J	861 KPA SINGLE DUAL (125 PSI/LPC) ☒ ☐
INTERM/ INTERM	4540 KG 10000 LB)	245/70R17.5-H	T-17.5X6.75J	861 KPA SINGLE DUAL (125 PSI/LPC) ☒ ☐
REAR/ ARRIERE	4540 KG 10000 LB)	245/70R17.5-H	T-17.5X6.75J	861 KPA SINGLE DUAL (125 PSI/LPC) ☒ ☐

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

THIS VEHICLE CONFORMS TO ALL APPLICABLE STANDARDS PRESCRIBED UNDER THE CANADIAN MOTOR VEHICLE SAFETY REGULATIONS IN EFFECT ON THE DATE OF MANUFACTURE. - CE VEHICULE EST CONFORME A TOUTES LES NORMES QUI LUI SONT APPLICABLES EN VERTU DU REGLEMENT SUR LA SECURITE DES VEHICULES AUTOMOBILES DU CANADA EN VIGUEUR A LA DATE DE SA FABRICATION.

V.I.N./N.I.V.: 16HG540313H

TYPE/TYPE: TRAILER

HA2099

HaulmarkBRISTOL, IN
SPRINGVILLE, UT
MCADOO, PA
FITZGERALD, GA
EL MIRAGE, AZ
DUNCAN, OK

MODEL

GVWR

LBS.

COUPLER
SIZE

V.I.N.

1-800-348-7530