

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 add to the public file for VOQ 10491941
Date: Monday, January 14, 2013 11:06:58 AM
Importance: High

From: Reid, Randy (NHTSA)
Sent: Friday, January 11, 2013 12:07 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Request add to the public file for VOQ 10491941
Importance: High

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

From: Bowman, T (NHTSA)
Sent: Friday, January 11, 2013 10:12 AM
To: Reid, Randy (NHTSA)
Subject: Request add to the public file for VOQ 10491941
Importance: High

Pls add to the public file for this VOQ.

Tom B

From: [REDACTED]
Sent: Friday, January 11, 2013 8:51 AM
To: Bowman, T (NHTSA); 'Chad Ramsey'
Cc: 'Cindy Walker'
Subject: RE: VOQ 10491941
Importance: High

Mr. Bowman,

I certainly appreciate the quick response to my online complaint. As discussed I am including pictures of the transfer switch. If you have any further questions, please don't hesitate to contact me. I will be on official travel in Tampa, Florida, all next week, so it would be best to reach me on my cell phone [REDACTED].

Mr. Ramsey, I recommend you touch base with Cindy Walker for more history on the extensive problems I've had with this unit. To be honest I am thoroughly disgusted that my initial phone call to your warranty support about this transfer switch problem was pretty much met with indifference until AFTER I filed a complaint with the NHTSA. I'm also disgusted that per the NHTSA, Dutchmen was "put on notice" about the extensive and known problems with this particular switch, yet nothing was passed along to your customers. Even if it had been some type of notice telling customers to be aware of possible problems and have the switch looked at could have possibly avoided this problem, and possibly avoided my having to spend nearly \$700 on the first day of our vacation in Orlando to

fix numerous electrical problems I now firmly believe are directly related to this switch beginning to fail in December 2012.

Regards,

[REDACTED]

From: T.Bowman@dot.gov [<mailto:T.Bowman@dot.gov>]
Sent: Thursday, January 10, 2013 4:00 PM
To: [REDACTED]
Subject: VOQ 10491941

Thank you for spending the time on the phone with me today. Pls forward copies of the (removed) Iota transfer switch and environment (depicting the extent of damage) when you get the chance.

TomB

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

OPEN HERE

IOTA
ENGINEERING

P.O. BOX 11846 TUCSON, AZ 85734
1-800-866-IOTA • FAX (520) 741-2837
www.iotaengineering.com

ITS-50R

AUTOMATIC TRANSFER SWITCH

WARNING: MULTIPLE 120/240 VOLT
POWER SOURCE. ALL SOURCES MUST
BE SECURED OFF BEFORE SERVICING.
FOR YOUR SAFETY, REFER TO A
QUALIFIED ELECTRICIAN.

ATTENTION: SOURCES MULTIPLES
120/240 VOLTS. POUR VOTRE SECURITE,
TOUTES LES SOURCES D'ELECTRIQUE
DOIVENT ETRE DEBRANCHEES AVANT
TOUTE SERVICE (ENTRETIEN OU
REPARATION). REFERREZ-VOUS UN
ELECTRICIEN PROFESSIONEL.

94580-500
REV 052506

ASSEMBLED IN MEXICO

WHEN USED WITH 50
AMPERE MAXIMUM BREAKER
THIS SWITCH IS SUITABLE
FOR WITHSTANDING AN
AVAILABLE FAULT CURRENT
OF 5000 RMS SYMMETRICAL
AMPERES.

L'UTILISATION D'UN DISJONCTEUR
MAXIMUM DE 50 AMPERES PERMET A
L'INTERRUPTEUR DE RESISTER A
UNE EXISTANCE DE DEFAUT COURANT
SYMMETRIQUE DE 5000 RMS AMPERES
A UNE TENSION MAXIMALE DE 240
VOLTS.

MODEL ITS-50R TRANSFER SWITCH

MAXIMUM
1000
TYPICAL
CIRCUIT



IOTA
ENGINEERING, L.L.C.
TUCSON, ARIZONA

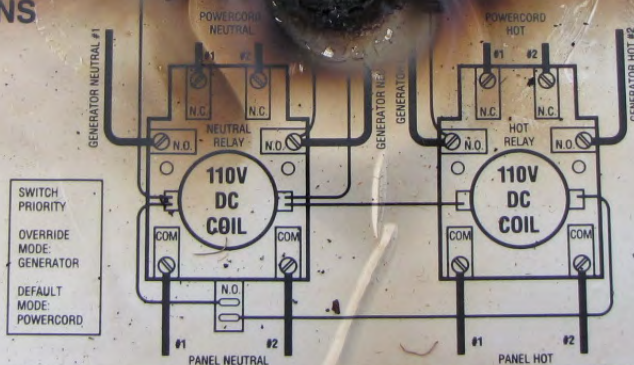
CHASSIS GROUND	HOT 1 BLK	NEUTRAL WHT	HOT 2 RED	GRND GRN
GENERATOR				

HOT 1 BLK	NEUTRAL WHT	HOT 2 RED	GRND GRN
PANEL			

TIGHTEN SCREWS TO 45 INCH POUNDS

ELECTRICAL CONNECTIONS

TYPICAL
GENERATOR/
POWERCORD



WARNING

MULTIPLE 120/240 VOLT POWER
SOURCES. ALL MUST BE SECURED OFF
BEFORE SERVICING. REFER SERVICE
TO A QUALIFIED ELECTRICIAN.

AVERTISSEMENT

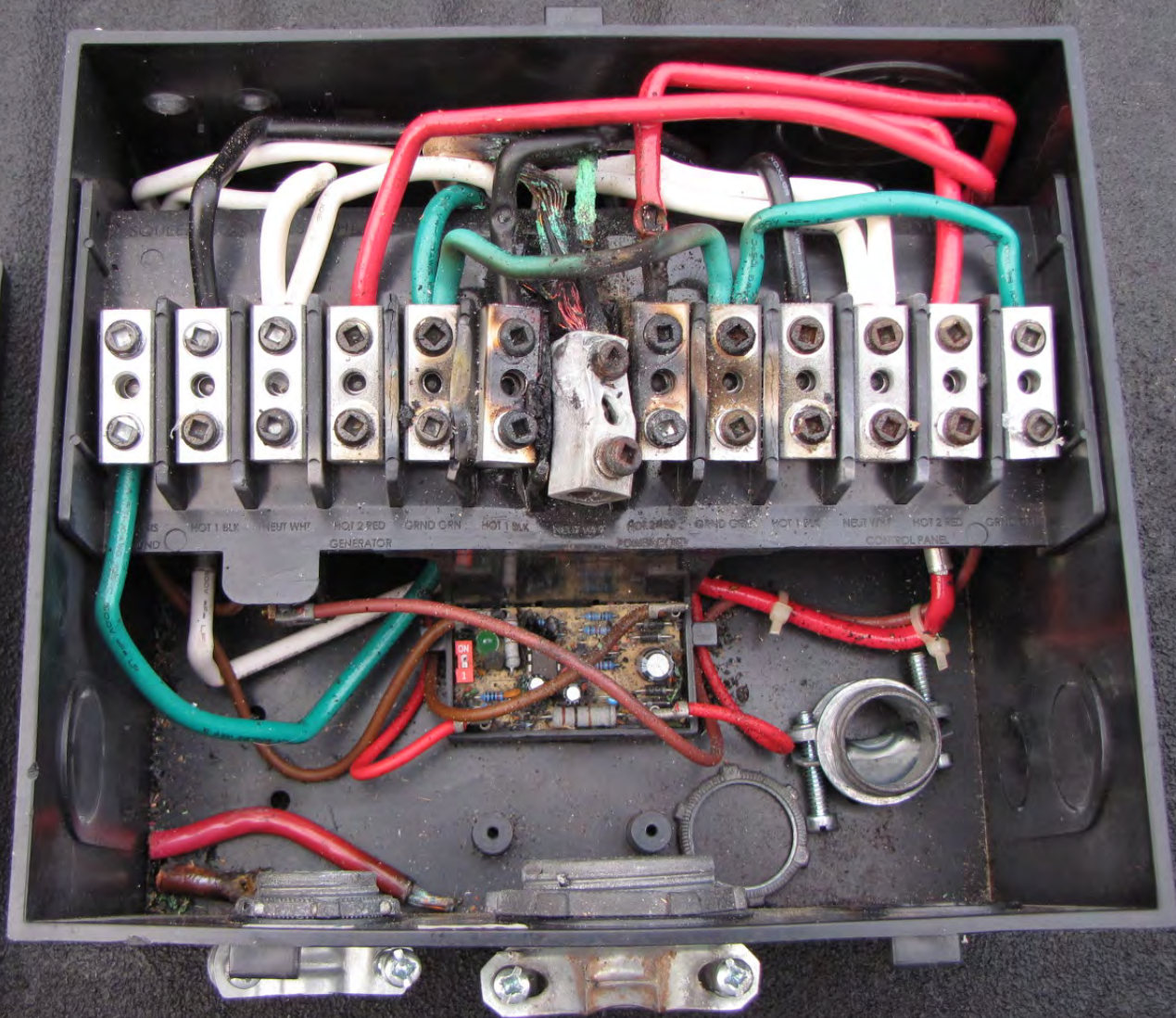
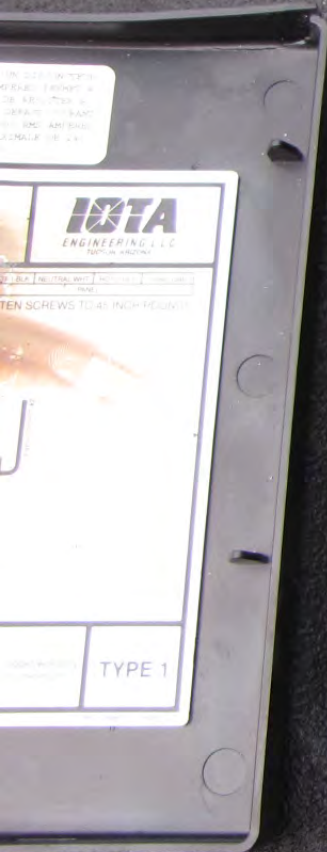
COUPER TOUTES LES SOURCES
D'ALIMENTATION AVANT DE FAIRE L'ENTRETIEN
ET LES REPARATIONS. PLUS D'UN CIRCUITS
TENSIONS-VOIR SCHEMA.

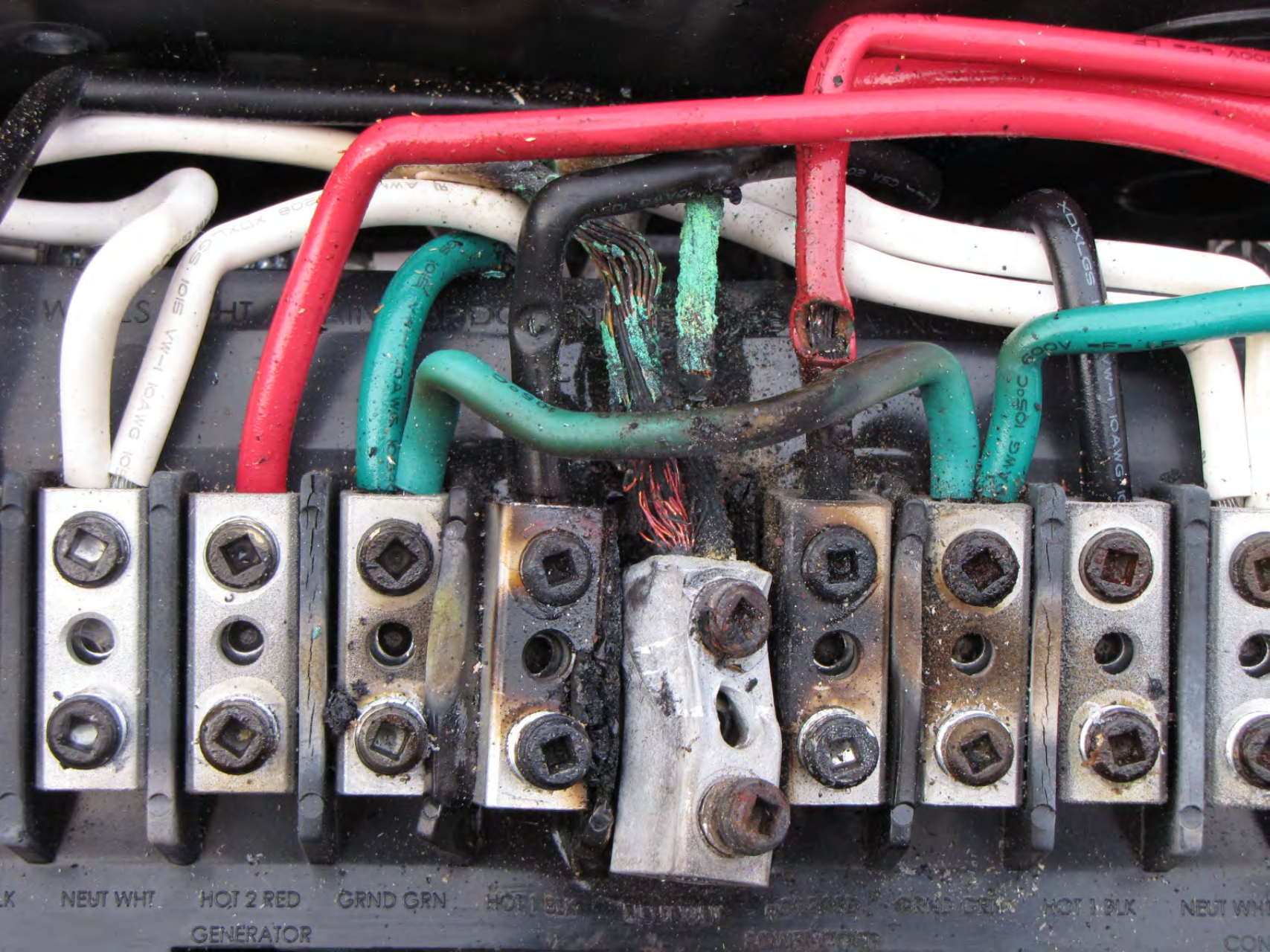
NOTE

120/240 VOLT TRANSFER SWITCHES
MAY NOT OPERATE IF POWER IS LOST
ON ONE HOT LEG WHEN RUNNING ON
240 VOLTS.

Use copper wire only
75° C. minimum.

TYPE 1





NEUT WHT

HOT 2 RED

GRND GRN

HOT 1 BLK

NEUT WHT

NEUT WHT

GRND GRN

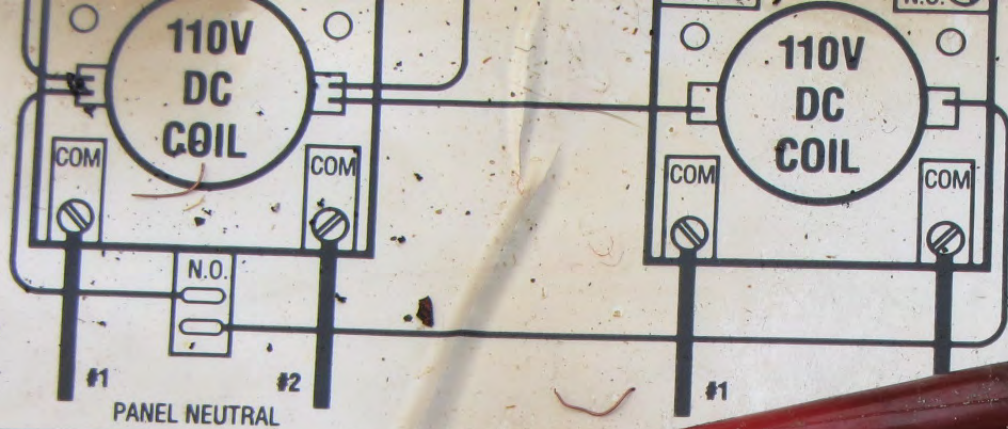
HOT 1 BLK

NEUT WHT

GENERATOR

GENERATOR

CON



ARTISSEMENT

ER TOUTES LES SOURCES
ON AVANT DEFAIRE L'ENTRETIEN
ATIONS. PLUS D'UN CIRCUITSOUS
SIONS-VOIR SCHEMA.

VOLT TRANSFER SWITCHES

NOT OPERATE IF POWER IS LOST
N ONE HOT LEG WHEN RUNNING ON
240 VOLTS.

pper wire only
C. minimum.

TYPE 1

