

Irish, Cathleen

VQ-10515264-6348

From: Ray, DeWane
Sent: Friday, May 17, 2013 3:33 PM
To: Irish, Cathleen
Subject: FW: Message from Email Form

Please process incident. Thanks

From: emailform@cpsc.gov [<mailto:emailform@cpsc.gov>]
Sent: Friday, May 17, 2013 9:06 AM
To: Ray, DeWane
Subject: Message from Email Form

05/17/2013 09:05:11

Name = [REDACTED]
Organization/Affiliation = None
Daytime Phone = [REDACTED]
E-mail address = [REDACTED]

Message = I own a 2009 Jayco Jayflight camper. Last week, the rear hinge rod on the manually folding entry/exit steps failed. My son had a hand hold and did not fall. The hinge rod is most likely too small for the load it must carry. Examination of the break revealed multiple stress fracture failures. Once the rod fracture had progressed far enough, the remaining steel broke in one total failure. The dealer (Crain RV, Little Rock, AR) from which the camper was purchased, has not returned 3 calls for help. I have not contacted the manufacturer. Should these failures occur and the person did not have a hand hold or was feeble, serious falling injuries could result.