

LET ME START WITH A LITTLE BACKGROUND

SEP - 5 2013

NVS-200
CL-10542693-6493

In August 2010 we purchased a 5th wheel trailer manufactured by Thor Dutchmen; a 2009 "Denali" model, 32 feet long. We purchased it from Poulsbo R V in Everett, WA. We were told "This is a brand new model. It has never been driven off the lot."

In the 3 years since purchasing said trailer we have become very unhappy with our lovely new home due to poor workmanship and mechanical failure.

Sometime in early September of 2010 I became aware that the tires were filled with Nitrogen and not air. A fellow camper pointed this out to me. He said the colored cap on the tires indicate they are filled with nitrogen. Being unfamiliar with Nitrogen I did some research and this is what I found:

- Nitrogen maintains pressure better than conventional air
- Nitrogen keeps tires 20% cooler
- Nitrogen filled tires use less fuel
- Nitrogen improves handling and performance
- Nitrogen prolongs the life of your tire

Tests show that Nitrogen reduces tire failure as much as 80%

The first week of November 2010 when we stopped for the night, as I never drive at night, I notice the tires were showing excessive wear after having driven less than 1800 miles. Looking at all 4 tires I see the left rear tire has much more excessive wear than the others, on the inside. So much that the cord could be seen. I later discovered that the wheel had been welded crooked on the axle, just as those on the recalled R V 's I had researched.

I checked the tire pressure with my guage and to my surprise even the spare, still mounted under the trailer, All 5 tires were at 50 PSI, yet printed on the outside of the trailer "PSI must be 65 PSI or higher."

I called Poulsbo R V in Everett. The service manager told me it was my fault for not checking the tire pressure!

I then called the Nitrogen Co. and asked for the dealer closest to me. I took the trailer to that certified Nitrogen Center. The representative checked the tire pressures on all 5 tires and he reaffirmed that all 5 tires were at 50 PSI. He told me the reason for the extreme wear on the tires was underinflation. I promptly had him fill the tires to the proper 65 PSI pressure.

From Nov. 20th til March 20th 2011 we stayed at the same ~~location~~ location. During that time there was 00 loss in pressure. This was contrary to what I had been told by the people at Poulsbo R V. They said the tires might have lost pressure while the trailer sat on their lot. HMMM the day we bought the trailer we checked this unit using a checklist created by Poulsbo According to THEIR checklist the tires had ALL been checked and OK'd!! HMMMM this was obviously NOT correct!

NAM
9613
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After many hours of phone calls to Poulsbo R V we resorted to photos and letters to not only Poulsbo R V in Everett but also to their headquarters in Des Moines, WA and 9 others. We sent letters and photos to Dutchmen-Thor, and the Attorney General of the State of Washington, among others. We finally received a phone call from Poulsbo R V in Everett. The gentleman, whose name we did not recognize said, "What do you want us to do?" My immediate response was, "I want new tires!" His response was, "OK."

We relayed this story to a friend in the same R V park. Within ~~within~~ few hours he returned. "you know, Hank," he said, "You have the same tires on your 5th wheel, 32 ft. trailer as I have on my 25ft pull trailer. That's NOT right!" Being a retired truck driver he told me these tires are too small for this R V ." So, once again, I called Poulsbo R V in Everett. I told them; "These tires are too small for my R V, ." The salesman or serviceman I spoke to said, "Yes, we are aware of that." I therefore requested 5 new tires of the proper size to be inflated to the correct PSI. The spare I had was of NO use to me, as it ~~was~~ was the wrong size . April 15, 2011 we drove to a tire company in Lake Havasu City for new tires. That was the tire dealer closest to us. They sold us and installed 5 new tires filled to 60PSI, the proper pressure. They sold us 10 ply tires. Poulsbo R V in Everett paid the bill.

We then headed north, with our final destination being Clinton, Washington, on Whidbey Island, our home base. We visited with friends along the way through Nevada.

On Saturday, April 30, 2011 we had just crossed the border into California on Hwy 395, when passing motorists motioned for us to pullover. There was a wide dirt area just ahead to my right, so I pulled over there. When I did, the right axle hit the dirt. A car immediately pulled alongside me and the man hollared, "You lost your rear wheel about a mile back." He then pulled his car in front of the truck and walked back to the truck. "I'll walk back with you to get your wheel as I know just about where it might be." He did just that. I also found my license ~~plate~~ plate, also.

The entire wheel had blown off the axle, leaving the hub nut in place and the brake wires dangling and the motor switch for the stabilizing legs were torn out. When the wheel flew off it ripped ~~it~~ a gapping hole in the right rear of the R V and ripping the license plate from the RV.

When the two men walked back to find the wheel, I, ~~██████████~~ called our insurance, Americanfamily Insurance. They contacted a towing company to tow our trailer to Sprad's R V in Reno, Nevada. Hearing this, ~~██████████~~ immediately called Sprad's R V only to hear "Yes they can fix the RV but because this was a Sat. they would charge us storage for Sat. & Sun. night. After discussing this we decided to stay on the side of the Hwy in our R V til Mon. morning. So we did.

During our stay on the side of the Hwy, ~~██████████~~ contacted Dutchmen-Thor regarding our situation. Their immediate response was, "The axles are under warranty by Lippert Axles." Upon contacting them we were advised ALL is under warranty and they would pay ALL costs.

Monday morning our trailer was towed to Sprad's R V in Reno Nevada, a distance of 29 miles, all on freeways. The towing bill was \$313.50 of which our insurance covered \$150.00 leaving a balance of \$163.50. I therefore had to pay the balance. When I spoke to VON at Lippert he said he would re-imburse me immediately for that amount. We left Sprad's happy in the knowledge our trailer would be repaired and all was under Lippert warranty They would pay ALL the bills.

After much to do and many phone calls and return trips to Sprad's Lippert sent their own technician to repair the axle in Reno. Even tho Sprad's had told us they could do all the repairs on the R V they obviously could NOT do so. So this was NOT true. They towed the R V to a neighboring business Diamond Auto Body. It took 3½ months for our trailer to be repaired!!!

During those 3½ months due to the high cost of fuel, we felt we could NOT afford to make 2 trips to Washington (We anticipated 2-3 weeks max for repairs!) Therefore we flitted from friends to relatives for lodging. During that time we were in 7 different homes, all in Northern California. Also, during that time [REDACTED] spent many hours on the computer. He found page after page of complaints against Dutchmen-Thor regarding unsafe and underrated axles. He found the Denali models built just one week before ours had been recalled, due to the same problems we had experienced! Yet, when we contacted Dutchmen-Thor they denied ever having any models recalled! He also found many complaints against Poulsbo R V in Everett, WA. ***See attachments

American Family Insurance had an attorney to handle our case. However after the axle was replaced at Sprad's R V they threw away the damaged axle! The attorney decided as she could not prove anything without that axle, we had NO case.

To this date I have NEVER been re-imbursed by Lippert Axle for the overage charge on the tow bill, per the promise of Von. So, on a 3½ month repair American Family Insurance paid over \$12,000.00 and we paid our \$500.00 deductible plus the \$163.50 for towing, Lippert Axle paid \$00.00.

Then for the next 3 months, American Family Insurance kept raising our rates due to our accident!! When we contacted GEICO Ins. and explained our situation to them they said "That was due to mechanical failure which is NO Fault of yours!"

We now have GEICO Insurance!

To view photos and information on the recalls PLEASE go to:
goldmanhank.com Look at Accident #1--April 30, 2011
Look at Accident #2 --April 13, 2013

Our second incident occurred on Saturday April 13, 2013. We were driving eastbound on Hwy 58 in the Mojave Desert in California. We had driven 8-9 miles east of Hwy 395; it was approx. 3pm. Passing motorists motioned for us to pull over. (Not again! was my immediate thought!) We immediately pulled over. A man pulled off the highway in front of us exclaiming "Man ! Your entire wheel flew off about 3 miles back!" "It flew off across both lanes of traffic just in front of us. You've been driving on one wheel for at least 3 miles!" Sure enough, the wheel was gone, the axle stripped just as it was 2 years ago. Brake lines hanging, only this time there was only minimal damage to the trailer. It was the original axle, not the one replaced 2 years prior. We had asked that they replace that axle too, but that had Not been done.

We immediately called GEICO insurance They called INYO COUNTY Towing in Ridgecrest, California. When the two tow truck drivers looked under the trailer, they both exclaimed "WOW! These axles are two different sizes! We've NEVER seen that before!" It was now 5:30pm.

Our trailer was hauled to Clark's R V in Ridgecrest, California. After inspecting the trailer thoroughly, Mr. Bill Clark called us. He told us, "This trailer NEVER should have been allowed to leave the factory!! The wheels, the springs, the shackles, and the axles are ALL underrated for this size trailer!" He continued to say, "Per the label on the outside of the trailer by the manufacturer this trailer weighs 12,192 lbs. Yet ALL these items are rated for 8-9000 lbs. Based on these facts this trailer NEVER should have been sold!"

For any questions on this matter, PLEASE contact Bill Clark in Ridgecrest, California at 760-446-5151 Mr. Clark has over 30 years in the R V repair business.

We were forced to stay in motels from April 13th through May 16th while our trailer was being repaired. We lost all the food in our refrigerator and freezer which we estimated to be between \$400 and 500.00

I thank God no-one was hurt in either incident as both wheels had ripped from the axles and flown across oncoming lanes of traffic.

Because of the fraud perpetrated upon us, which put both me and my wife and possibly others in jeopardy I believe we deserve compensation. It seems to me that Dutchmen-Thor is using sub-standard materials provided by Lippert Axles to build their R V's. They know of the recalls and the dangers associated with the materials they use. I believe they are ultimately to blame. However, our safety would NOT have been in question had NOT Poulsbo R V in Everett knowingly sold me a unit with as many problems as this unit has. I am NOT a lawyer, but upon the advice of one, this would appear to be FRAUD. I AM EXTREMELY DISSATISFIED and based on the number of complaints against ALL the parties involved I believe a "product liability" law suit may be my only avenue of resolution. I have been advised to sue for \$350,000.

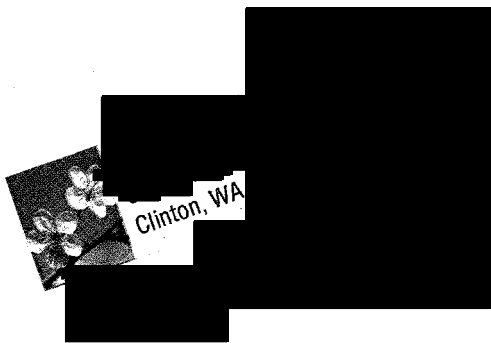
This was the problem in a nutshell:

- 1- Inadequate axles with too small tires, underinflated
- 2- Wrong size springs, shackels, wheels, and tires

Because of the expertice of an honest R V repairman we have upgraded the entire undercarriage to the appropriate 14,000 lb. capacity. We now have 16" wheels inflated to the proper 80PSI, with steel rims. We now have Dexter Axles.

What else could be wrong? We do not know. We pray nothing more.

We wish to Thank-You for an immediate response to this matter.



Copies of ALL enclosed also mailed to:

Senator Patty Murray of Washington State Tele# 202-224-2621
 Attorney General, Bob Ferguson of Washington State 360-753-6200
 Attorney General Greg Zoeller of Indiana 202-857-1300
 Ken Wakazura, President of Poulsbo R V, Kent, WA 206-824-7170
 Christopher Calamita, National Highway Traffic Safety Adminis-
 tration, Washington, D C 202-366-2992
 Jason Lippert Pres/CEO Lippert Components 574-535-1125
~~Cam Boyer Pres/CEO Thor Industries Dutchmen xxxxxxxxx574-970-7460xxx~~

Cam Boyer Pres/CEO Thor Dutchmen 574-970-7460
 Bob Martin, Pres Thor R V Group 574-970-7460

Bill Clark, owner, Clark's RV Repair
Ridgecrest, CA 760-446-5151

Sunday, November 08, 2009

**RECALL: 2010 DUTCHMEN
DENALI/NORTHSHORE TRAILERS:
TAGS WITH INCORRECT AXEL
INFORMATION**

Vehicle Make / Model: Model Year(s):

DUTCHMEN / DENALI 2009-2010

DUTCHMEN / NORTHSHORE 2010

Manufacturer: DUTCHMEN MANUFACTURING, INC. Mfr's

Report Date: OCT 26, 2009

NHTSA CAMPAIGN ID Number: 09V429000 NHTSA Action

Number: N/A

Component: EQUIPMENT:OTHER:LABELS

Potential Number of Units Affected: 106

Summary:

DUTCHMEN IS RECALLING CERTAIN TRAVEL TRAILERS FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. PART 567, "CERTIFICATION." THESE VEHICLES WERE MANUFACTURED *WITH THE INCORRECT AXLE INFORMATION* PRINTED ON THE FEDERAL CERTIFICATION LABEL.

Consequence:

TOWING A VEHICLE WITH THE AXLE LOADED BEYOND THE SPECIFIED WEIGHT RATING MAY RESULT IN AXLE FAILURE LEADING TO POOR VEHICLE HANDLING AND INCREASING THE RISK OF A CRASH.

Remedy:

DUTCHMEN WILL MAIL THE CORRECTED TAG TO CONSUMERS OR THE CUSTOMER WILL HAVE THE OPTION FOR DEALERS TO INSTALL THE LABEL FOR THEM FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON OR BEFORE NOVEMBER 2009. OWNERS MAY CONTACT DUTCHMEN AT 866-869-1109.

Notes:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov) .

RECALL: 2009 DUTCHMEN

7/17/2013 3:05 PM

DENALI/NORTHSHORE TRAILERS: UNDERWEIGHT AXLES

Vehicle Make / Model: Model Year(s):

DUTCHMEN / DENALI 2009

DUTCHMEN / NORTHSHORE 2009

Manufacturer: DUTCHMEN MANUFACTURING, INC. Mfr's

Report Date: OCT 26, 2009

**NHTSA CAMPAIGN ID Number: 09V430000 NHTSA Action
Number: N/A**

Component: POWER TRAIN:AXLE ASSEMBLY

Potential Number of Units Affected: 24

Summary:

DUTCHMEN IS RECALLING CERTAIN TRAVEL TRAILERS WHICH WERE MANUFACTURED WITH INCORRECT AXLES. THESE VEHICLES WERE BUILT WITH AXLES RATED AT 4,400 LBS. THE VEHICLES SHOULD HAVE BEEN BUILT WITH AXLES RATED AT 5,080 LBS.

Consequence:

TOWING A VEHICLE WITH THE AXLE LOADED BEYOND THE SPECIFIED WEIGHT RATING MAY RESULT IN AXLE FAILURE LEADING TO POOR VEHICLE HANDLING AND INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL REPLACE THE AXLES ON EACH VEHICLE WITH ONE'S RATED AT 5,080 LBS FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING NOVEMBER 2009. OWNERS MAY CONTACT DUTCHMEN WARRANTY SERVICE DEPARTMENT AT 866-869-1109.

Notes:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov) .

RECALLS

DUTCHMAN/DENALI

Dutchmen is recalling certain travel trailers for failing to comply with the requirements of Federal Motor Vehicle Safety Standard No. Part 567,"Certification".

These vehicles were manufactured with the incorrect axle information printed on the federal certification label.

Towing a vehicle with the axle loaded beyond the specified weight rating may result in axle failure leading to poor vehicle handling and increasing the risk of a crash.

Dutchmen will mail the corrected tag to consumers or the customer will have the option for dealers to install the label for them free of charge.

The recall is expected to begin during December 2009.

<http://www.rv-recalls.com/?p=19>

2009 DUTCHMEN DENALI RECALL - #09V430000

RECALL FOR POWER TRAIN : AXLE ASSEMBLY

DUTCHMEN IS RECALLING CERTAIN TRAVEL TRAILERS WHICH WERE MANUFACTURED WITH INCORRECT AXLES.

THESE VEHICLES WERE BUILT WITH AXLES RATED AT 4,400 LBS.

THE VEHICLES SHOULD HAVE BEEN BUILT WITH AXLES RATED AT 5,080 LBS.

Information provided by the National Highway Traffic Safety Administration.

<http://www.arfc.org/rvs/dutchmen/denali/recalls/000033857000767926000000195/recall.aspx>

106 Dutchmen 2009-2010 Denali & Northshore RV trailers: wrong axle information

<http://forums.startsampling.com/showthread.php?t=37564>

LIPPERT INDUSTRIES

LIPPERT IS RECALLING CERTAIN TRAILER AXLES, MODELS 6000 AND 7000, INSTALLED AS ORIGINAL EQUIPMENT

FOR CERTAIN NUWA TRVAEL TRAILERS. THE WELD JOINING THE AXLE TUBE TO THESPINDLE MAY BE MISLOCATED.

<http://recallcast.com/recalls/2010/aug/16/lippert-components-inc-power-trainaxl-10e037000/>

<http://www.heartlandowners.org/archive/index.php/t-2052.html>

<http://forums.startsampling.com/showthread.php?t=44156>

(4) BEWARE of LIPPERT Axles...Lost 2 Wheels & Hubs

<http://www.rv.net/forum/index.cfm/fuseaction/thread/tid/24119324/gotomsg/24212091.cfm>

POULSBO RV

RV Service Reviews Where RV Owners Evaluate Service Facilities! This site lists multiple complaints concerning Poulsbo RV.

<http://www.rvservicereviews.com/>

Poulsbo RV - BUYER BEWARE!

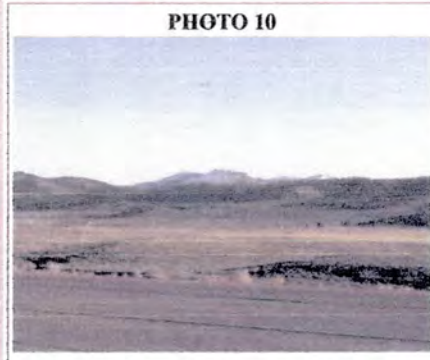
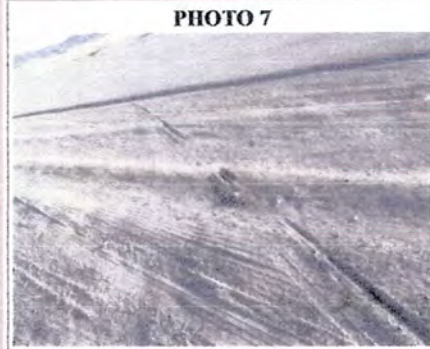
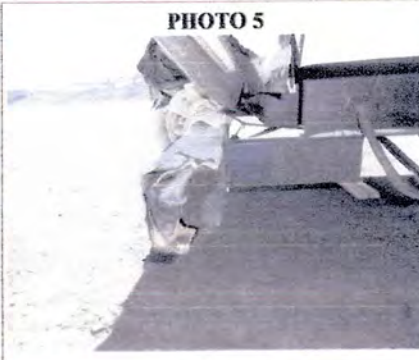
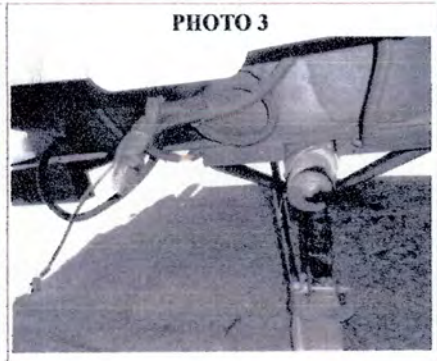
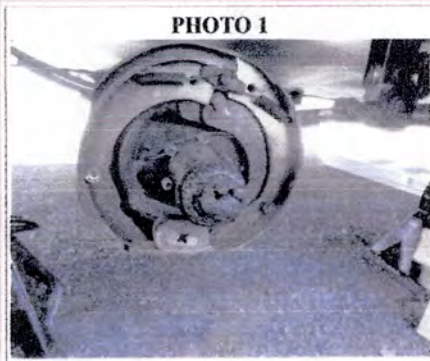
<http://poulsbo-rv.pissedconsumer.com/poulsbo-rv-buyer-beware-poulsbo-rv-20090721151320.html>

Another consumer complaint site

And, another

<http://poulsbo-rv.pissedconsumer.com/>

PLEASE CLICK ON IMAGE TO SEE LARGER SIZE





GoldManHank



Date of accident 4/13/2013.

Time - about 3 pm.

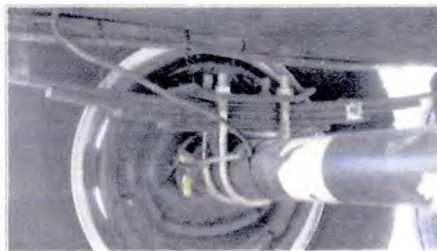
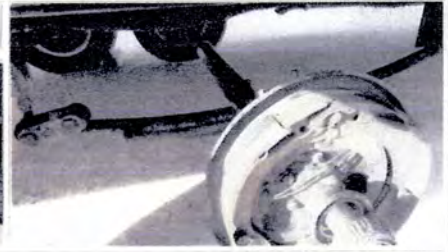
Location - 29 miles West of Barstow CA.

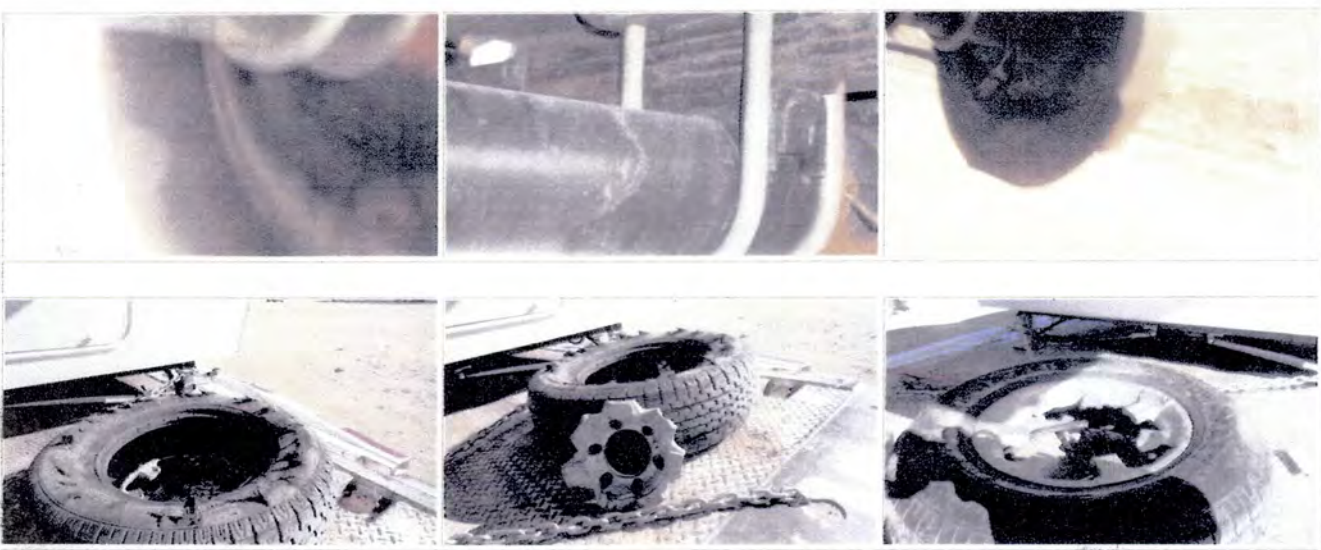
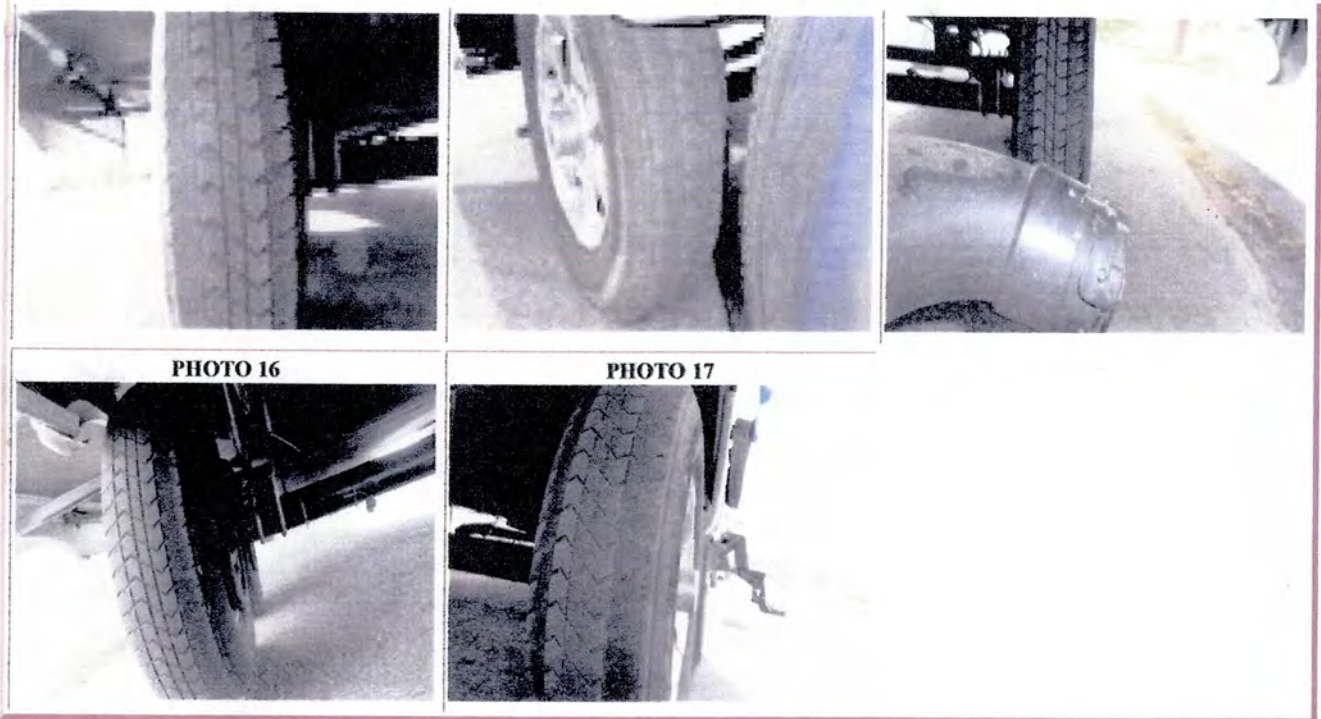
Highway 58 and 9 miles East of cross roads 58 and 395

58 East and West ~ 395 North and South

5th wheel taken to Ridgecrest CA., Clarks RV to be repaired.

For Larger Image, Please Click On Image opens in new window

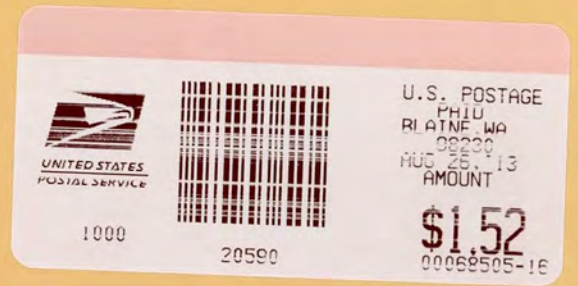








[REDACTED]
Clinton, WA [REDACTED]



N.H.T. S.A.
400 Seventh St. S.W.
Washington, DC
20590

