



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
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: 16-APR-2014

Repository:

Reference No.: 10583127

OWNER INFORMATION (Type or Print)

Name: [REDACTED]

Address: [REDACTED]

City: BUCKEYE LAKE State: OH Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]

Evening Telephone Number: [REDACTED]

E-mail Address: [REDACTED]

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: 5KEFA362371 [REDACTED]

Make: DOUBLE TREE Model: MOBILE SUITE Model Year: 2007

Date Purchased: 9-15-07 Dealer's Name and Telephone Number: CUSTOMER FIRST RV, INC. Engine: No: Cylinders: NA Fuel Type: NA

Original Owner: Dealer's City: MEMPHIS State: TN Zip Code: 38143

Transmission Type: NA Antilock Brakes: Cruise Control: Powertrain: NA Multiple Failure: Incident Date(s): 01-APR-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS) Failure Mileage: 2000 Failure Speed: STOPPED

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: Prior Repair: Failure Location:

Tire Component Code: 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: Yes No Fire: Yes No

Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: 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).

TL* THE CONTACT OWNS A 2007 DOUBLE TREE MOBILE SUITE TRAILER. THE CONTACT STATED WHILE THE VEHICLE WAS PARKED, HE NOTICED THERE WAS A SHORT CIRCUIT IN THE BREAKER. THE CONTACT DISENGAGED THE BATTERY AND OTHER RELATED ELECTRICAL COMPONENTS. THERE WAS A RECALL ASSOCIATED NHTSA CAMPAIGN ID NUMBER 08E007000 (SERVICE BRAKES, HYDRAULIC). THE MANUFACTURER INFORMED THAT THE VEHICLE WAS INELIGIBLE UNDER THE RECALL BECAUSE THE SERVICE WARRANTY EXPIRED. THE VEHICLE HAD NOT BEEN REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 2,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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 to 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.

Component: SERVICE BRAKES, HYDRAULIC

Potential Number Of Units Affected : 359

Summary:

ACTIVE TECHNOLOGY IS WORKING WITH DOUBLETREE RV TO RECALL 359 ACTIBRAKE ELECTRIC-HYDRAULIC ACTUATOR, P/N AB-1-14, USED FOR HYDRAULIC DISC BRAKES INSTALLED AS ORIGINAL EQUIPMENT ON CERTAIN DOUBLETREE TRAILERS. THE TRAILER WIRING CONFIGURATION OF THE CIRCUIT BREAKER ALLOWS HIGH CURRENT TO BE CONTINUOUSLY APPLIED TO THE ACTIBRAKE EVEN AFTER THE TRAILER CIRCUIT BREAKER IS TRIPPED AND THE 30 AMP FUSE ON THE ACTIBRAKE IS BLOWN. THEREFORE THERE IS A SITUATION WHEREIN THE 50 AMP BREAKER IN THE TRAILER WIRING DOES NOT PROTECT THE ACTIBRAKE BATTERY CHARGER CIRCUIT FROM OVER-CURRENT.

Consequence:

TRAILER BRAKES ARE NOT OPERATIVE WITH AN INCAPACITATED BRAKE ACTUATOR. THIS SITUATION COULD POSSIBLY RESULT IN A VEHICLE CRASH.


Remedy:

ACTIVE TECHNOLOGY IS WORKING WITH DOUBLETREE TO NOTIFY OWNERS AND REPAIR THE TRAILERS FREE OF CHARGE. OWNERS SHOULD CONTACT DOUBLETREE FOR MORE INFORMATION. DOUBLETREE'S RECALL NO. IS 08V-040.

Notes:

CUSTOMERS MAY 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.

tag: NHTSA Recall, TRAILER Recall, ACTIVE TECHNOLOGY RECALL, DOUBLETREE RV RECALL,

Posted by ravenll at 9:58 AM 

Labels: NHTSA Recall, TRAILER Recall

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Recallr

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Tuesday, April 29, 2008

ACTIVE TECHNOLOGY & DOUBLETREE RV RECALL DOUBLETREE TRAILERS.

Make / Models :

ACTIBRAKE / AB-1-14

Manufacturer : ACTIVE TECHNOLOGY

NHTSA CAMPAIGN ID Number : 08E007000

Model/Build Years:

9999

Mfr's Report Date : JAN 03, 2008

NHTSA Action Number: N/A

file:///C:/Users/Mercer/AppData/Local/Temp/Low/FNGEAONP.htm

5/26/2014



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

NVS-216rr

Dear Consumer:

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



May 27, 2014

U.S. Department of Transportation
National Highway Traffic Safety Administration

Dear Mr. Randy Reid,

Thank you for sending some information to us to fill out and return to you. There are attachments to this letter with the information form you sent.

We bought a Double Tree 5th Wheel camper, Model – Mobile Suite, Purchase Date 9/15/2007. We have had no trouble with the brakes until April 16, 2014. In the process of trying to repair Brake Actuator, I found there was a recall on the Brake Actuator. The recall is Double tree number 08V-040, dated Jan. 03, 2008, well within warranty date Mobile Suite Unit. We were never notified of the recall.

I called Doubletree Service Dept. and was told my warranty ran out and there would be no help from Doubletree. I have no idea what warranty and factory recalls have in common. A safety related recall is to be repaired at MFR's expense not the customer. At this time I cannot drive on the road with this unit. It weighs 16,000 lbs with no brakes.

I would like someone from NHTSA to contact Doubletree and see why they are not honoring the recall.

Thank you for your assistance.

Respectfully,

[Redacted Signature]

Complimentary Self-Serve Fax Cover Sheet

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To: NHTSA OFFICE OF DEFECTS INVESTIGATION From: [REDACTED]

Fax #: (202) 366 1767 Phone #: [REDACTED]

Date: 5-28-14 Reply Fax #: _____

Number of Pages (Including Cover): _____ Urgent Confidential Confirm Receipt

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