

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
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	Repository ☐
07-APR-2016	Reference No. 10853979

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City	MONROE	State	WA	Zip Code	
				Evening Telephone Number	

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 1GBG5U1967F		Make JAYCO	Model SENECA	Model Year 2008
Date Purchased April 2012	Dealer's Name and Telephone Number LA Mesa RV 877 253 8996		Engine: No: Cylinders 8	Fuel Type: Diesel
Original Owner ☐	Dealer's City Phoenix	State AZ	Zip Code 85338	
Transmission Type	☒ Antilock Brakes	Powertrain Automatic	Multiple Failure:	Incident Date(s) 28-MAR-2016
	☒ Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 32000	Failure Speed 65
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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: DOTM9ABC036)	☐ 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	Number of Deaths	Reported to Police N
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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 2008 JAYCO SENECA. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 65 MPH, THE AWNING FUNCTIONED INDEPENDENTLY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 32,000. UPDATED 06/21/16*LJ

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 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.

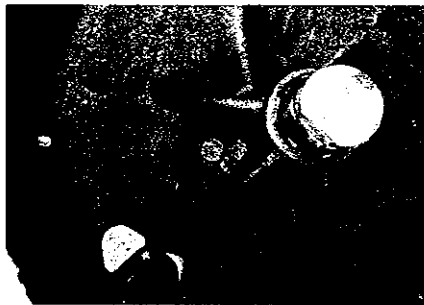
[REDACTED]
[REDACTED] Monroe, WA [REDACTED] [REDACTED] [REDACTED]

May 11, 2016

Randy Reid
NHTSA
1200 New Jersey Ave SE
Washington, DC 20590
Dear Randy:

In reference to investigation 10853979 I have enclosed copies of e-mail communication with Kathy Ross at Carefree of Colorado. Looking online there are many incidents with Motorized and Manual Awnings on Motorhomes and Camping trailers that are unfurling when driving. Just a few people that are in the industry like or RV Repair man at Mentone Beach RV storage where we keep our RV showed me a motor from a Carefree of Colorado awning that deployed just like ours, the service manager and one of the service writers at our local Monroe, WA Chevrolet dealership both have experienced Awnings that deployed while driving just like ours. Dometic RV Awnings did a major recall after they discovered their electric awnings where unfurling. Carefree of Colorado have known of the problem shortly after they started using the motor shaft and coupling design the did lead to a redesign in late 2008 but no notification to owners of the faulty design. They offered the Holiday Rambler owners to purchase the motor and coupling for \$ 100.00 and when I brought this up in one of my first phone conversations I was offered to purchase the motor and coupling at a reduced price too. I explained that it won't do any good now because the awning is completely gone. Kathy Ross at Carefree told me that they don't think a recall or notifying owners is called for because they don't know of any accidents. (In reality what happens is that the insurance companies are paying the repairs and Carefree is profiting by the poor faulty design).

Here are pictures that show the motor shaft that drives the Awning roller. The second picture show the coupler installed on the motor shaft that is just free spinning because the flat surface inside the coupler is not tight to the shaft.



Allstate will cover our damages and the cost of a new Awning for us to but are going after Carefree and will refund the deductible after getting reimbursed from Care free. I would like for Carefree to do something like a recall or at least let owners know to inspect the roller driver coupling before any major accidents happen.

Sincerely,

[REDACTED]

Dear Kathy,

Here is a copy of the Quote we got for a new awning from the Jayco dealer that is doing the repairs to the side, roof, roof rails air conditioner and the vent for the fridge. I have not ordered a new awning and will check with Jayco just to make sure the quote matches the build sheet and that the eclipse model is the one that was installed on our Seneca.

What I need to know is what is done differently on the new coupling and motor to make sure the same thing don't happen again. From what I understand there was a change in design or a new design for the motor shaft and coupling in 2006 with one flat spot on the motor shaft and one matching flat spot in the coupling that very soon was found causing the coupling to slip on the motor shaft and keep the awning from retracting.

I am under the impression that this design was changed late 2008 to a motor shaft with two flats and a coupling with two matching flats and that this design is still being successfully used today and that there is no longer a problem with the drive coupling slipping on the motor shaft.

I do not want a awning rolling out by itself again going down the road. This did damage to the Seneca, pushed us over to the next lane and it felt like we were being flipped over on the drivers side. There are many small bridges on HWY 62 in Desert Hot Springs with guard rails and if we would have been flipped on our side we could have been sliding on the drivers side at 60 plus miles per hour in to one of the guard rails that now would go right thru the windshield and I would probably not have been able to write this e-mail.

A similar problem on another manufacturers awning caused the roller to penetrate the wind shield passenger side of a car behind their RV. In this case there was no passenger in the car.

There are many scenarios where a deploying awning at speed and in high winds could cause major damage, accidents and deaths. Our Seneca weight is about 22,000 Lbs. A large travel trailer weighs less than half and a awning deploying being hit by a 40 MPH gust of wind would most likely be flipped on its side and taken the towing vehicle and its occupants with it.

I know Carefree offered the Holiday Rambler owners to replace the motor and coupling for \$ 100.00 and that you offered a new motor and coupler to us for I think it was \$ 130.00. I would have been very happy to pay \$ 130.00 for a new motor and coupling if I would have known that there was a problem. This offer does not do us any good now, all we have left is the motor, coupling and some bent up hardware a damaged Seneca.

Let me know some details about the new motor shaft and coupling design and what action Carefree is taking to insure that this does not happen again.

Thanks



In a message dated 4/6/2016 8:57:59 A.M. Pacific Daylight Time, Kross@carefreeofcolorado.com writes:

Ok, no problem. See if you can get that information from Jayco and we can go from there.

Have a great day.

Kathy Ross

Customer Care Manager

Carefree of Colorado

2145 W 6th Ave

Broomfield, CO 80020

www.carefreeofcolorado.com

From: [REDACTED]

Sent: Wednesday, April 06, 2016 9:37 AM

To: Kathy Ross

Subject: Re: Flying awning on Seneca 1208147

Dear Kathy,

I am back in WA and the RV is in California and I am trying to bring it in to Richardsons RV for a repair estimate Thursday next week.

also have some information to send to Jayco and will ask them if they have the spec on the awning that was installed on our RV. All I know now is that it was about 18' long had the black aluminum cover that rolled up over the fabric and that the fabric was brown.

Thanks



In a message dated 4/6/2016 6:31:16 A.M. Pacific Daylight Time, KRoss@carefreeofcolorado.com writes:

Ok, thank you. Do you know what size of awning you had?

I will need to know:

Size

Type of fabric

Color of fabric

Kathy Ross

Customer Care Manager

Carefree of Colorado

2145 W 6th Ave

Broomfield, CO 80020

www.carefreeofcolorado.com

From: [REDACTED]
Sent: Saturday, April 02, 2016 9:05 AM
To: Kathy Ross
Subject: Re: Flying awning on Seneca

Dear Kathy,

Looking at the attachment it is definitely the eclipse we did have on our Rv.

Thanks

[REDACTED]

In a message dated 3/31/2016 10:31:27 A.M. Pacific Daylight Time, KRoss@carefreeofcolorado.com writes:

Thank you for the pictures. It is really hard to tell what you have. I am leaning towards the Eclipse but take a look at the attachment to verify.

Kathy Ross
Customer Care Manager
Carefree of Colorado
2145 W 6th Ave
Broomfield, CO 80020
www.carefreeofcolorado.com

-----Original Message-----

From: [REDACTED]

Sent: Thursday, March 31, 2016 11:05 AM
To: Kathy Ross
Subject: Flying awning on Seneca

RICHARDSON'S

R.V. CENTERS, INC.

www.RICHARDSONSRV.com

26776 Encanto Dr. * Sun City, CA 92585
 (951) 672-4078 * Fax (951) 679-1950
 (email) scparts@richardsonsrv.com

*Next Appt. 5-26 @ 8:30am Service Writer: Patrick
 Lisa - 951-679-9800*

DATE ENTERED 14 APR 16	YOUR ORDER NO.	DATE SHIPPED 14 APR 16	INVOICE DATE	INVOICE NUMBER	
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**** I N V O I C E Q U O T E - DO NOT PAY ****

PAGE 1 OF 1

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ACCOUNT NO. S1
CASH SUN CITY
 26776 ENCANTO DR
 MENIFEE, CA 92585

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SHIP VIA		SLSM. 1067	B/L NO.	TERMS	F.O.B. POINT SUN CITY CA	
QTY	UNIT	PART NO	DESCRIPTION	LIST	NET	AMOUNT
1	0	S-QL19USJVAWNING ASSY		1092.00	1092.00	1,092.00
1	0	S-SR01D7 LED KIT		107.00	107.00	107.00
1	0	S-VXJE50HWHARDWARE		1300.00	1300.00	1,300.00
**** I N V O I C E Q U O T E - DO NOT PAY **						**
THANK YOU FOR YOUR BUSINESS				PARTS 2,499.00 SUBLET FREIGHT 0.00 SALES TAX 199.92		
CUSTOMER'S SIGNATURE X				TOTAL		\$2,698.92

*2.0
2.0 Sealed -*

NOTICE TO CUSTOMER

POSITIVELY NO EXCHANGES WITHOUT THIS TICKET

NO REFUNDS ON SPECIAL ORDERS, NO REFUNDS AFTER 10 DAYS-20% HANDLING CHARGE ON ALL RETURNS-NO RETURNS ON ELECTRICAL PARTS.-REFUND ON PURCHASES PAID BY CHECK ARE REFUNDED AFTER CHECK CLEARS

xip11.100.1

CUSTOMER COPY