



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (FOIA) U.S.C. 552 (B)(7)

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
 01-JUL-2016
 SEP 21 2016

Repository
 Reference No.
 10882068

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City GREENFIELD State IN 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
 1UK500J24G1 [REDACTED]
 Make AIRSTREAM INTERSTATE #1
 Model INTERSTATE EFC820TA5YT
 Model Year 2016
 Date Purchased 2/18/14
 Dealer's Name and Telephone Number Murphy Trailer Sales Inc 800-939-7288
 Engine: No: Cylinders
 Fuel Type:
 Original Owner
 Dealer's City Crawfordsville State IN Zip Code 47933
 Transmission Type Antilock Brakes Cruise Control
 Powertrain Multiple Failure:
 Incident Date(s) 25-FEB-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION
 Failure Mileage Failure Speed 55

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 Number of Deaths 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 2001 DODGE 2500. THE VEHICLE WAS BEING USED TO TOW A 2016 AIRSTREAM INTERSTATE. WHILE DRIVING 55 MPH, THE TRAILER VEERED IN BOTH DIRECTIONS. AS A RESULT, THE CONTACT HAD TO STEER THE VEHICLE IN EXCESS IN ORDER TO KEEP THE VEHICLE IN POSITION. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT APPLICABLE.

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.

To: US Dept. of Transportation
National Highway Traffic Safety Administration

From: [REDACTED]
Greenfield IN [REDACTED]

Regarding my communication with you over the phone on 7/1/16, I have edited the form you sent appropriately and I am attaching this letter to further explain the issue.

The sway issue has been helped by me purchasing a Road Master Active Suspension but the trailer has an illegal amount of tongue weight. I contacted multiple persons regarding the tongue weight and they said 10%. I took the trailer to an independent person to check the tongue weight and at empty it was over 600 lbs. Then I took it back with about 1500 lbs. in the trailer, the majority of the weight was distributed in the back of the trailer, the tongue weight went to 1300 lbs., hard telling what it would be if the trailer was loaded with the 9500 lbs. pay load that the trailer is rated to haul. The people who tested it cannot explain it fully and they build trailers. The factory will not return my calls, the company that sold the trailer after calling them and giving them the number to call the independent people, they will not call me back.

I need help and I have spent \$1000.00 on my truck and the truck is not the problem, what can you do to help me with this issue and problem. I feel the factory is at fault and will not do anything to fix the problem. Please contact me ASAP to assist with this issue.

Best Regards,
[REDACTED]

Manufacturer:

Kevin
800-433-7641
Interstate # 1
68935 Union St.
White Pigeon, MI 49099

Trailer Sales:

Murphy Trailer Sales Inc.
Brice Murphy Salesman
765-367-8803
3000 Industrial Blvd.
Crawfordsville, IN 47933

Independent Person:

Brent Schwartz
317-773-2608
Schwartz's Trailer Sales
117 Cicero Rd.
Noblesville, IN 46060