

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Case #: 11073273
Date: Tuesday, March 27, 2018 11:21:14 AM
Attachments: [bbb case.pdf](#)

From: Harrison, Jonathan (NHTSA)

Sent: Tuesday, March 27, 2018 11:17 AM

Subject: FW: Case #: 11073273

Please add this email and attachment to VOQ #11073273 for public repository.

Thank You.

Jon Harrison

Safety Defects Specialist

Medium and Heavy Duty Vehicles Division

Office of Defects Investigation

National Highway Traffic Safety Administration

NEF-106, Rm W45-223

1200 New Jersey Ave. SE.

Washington DC 20590

202-366-8833

From: [REDACTED]
Sent: Monday, March 26, 2018 2:19 PM
To: Harrison, Jonathan (NHTSA) <jonathan.harrison@dot.gov>
Subject: Case #: 11073273

Mr. Harrison,

Attached is dialog from the Better Business Bureau website from another case that is similar to mine. I highlighted the relevant details.

[REDACTED]

Best Livestock Equipment

Tire Tanks, Best Float Valves,

Haysavers, & more!

[REDACTED] or [REDACTED]

[REDACTED]

03/31/2016

Guarantee / Warranty Issues

Complaint

Gatormade will not stand behind there product. I spent \$9,300 on a trailer a little over 3 years ago that has now cost me almost \$10,000 in repairs.

I bought a new 25' 25,900lb *** gooseneck trailer directly from the factory in July of 2012. The salesman was ***** was very helpful and easy to work with. I took a full day off from work to drive from Cleveland OH to Somerset KY to pick it up. Not very long after bringing the trailer home I noticed it dog tracked a little to the passenger side. (Up until this year i still worked a full time job so the trailer was only being used part time, mainly on the weekends) I didnt think much of it dog tracking until 6-7 months later when i needed to purchase a couple new tires because they had already worn, and worn completely uneven. Then a little over a year after owning it a wheel bearing burned up. I check oil weekly so that was not the issue. I made a phone call to Gatormade at that time with no response at all.

Fast forward to present day. My trailer still has low miles on it due to the fact that up until this year it was only being used part time. I have now put 12 new tires on it. Thats ever tire changed once and 4 done a 2nd time. The tires wear completely unevenly because the axles are crooked under the trailer. Even more problematic, and expensive, is that now 3 wheel bearings have had to be replaced. This are pieces that should last 10 or more years. Three times now I've been stranded on the side of the road broken down, causing me expensive repair bills, and a lot of lost revenue from not being able to perform work because my trailer is broke. I've had to repair this all on my own, no help from Gatormade what so ever. I had a couple local repair shops look at the trailer to determine the issue. They've all come back the same, the axles are installed incorrectly, they are not square under the trailer. This is what is causing the dog tracking, the overly worn tires, and the wheel bearings to go bad. To date I've spent over \$5,000 in repairs and now I have to replace the axles because this last wheel bearing that went bad damaged the axle.

I was in contract with ***** recently because i was interested in purchasing another trailer. After this last incident ***** recommended that i fill out the warranty claim, so i did. (***** also informed me that i should have 12k lb axles. I Dont, i have 10k lb ones). I recieved an email a couple days later with an offer to sell me a new axle for a discounted price of \$980 (a new one is roughly \$1,200) and i could drive back down to Somerset KY and Gatormade could install it. I thought this was insulting. With all the money I've spent in repairs, not to mention that just a new axle wont fix the issue, the axles will still be crooked, i thought more help was warranted. I sent an email back saying that if Gatormade was to provide me with two new 12k lb axles that i would drive to the plant where they could install them, along with making sure they are straight, and then i would also purchase a new trailer. It took an entire week, 5 phone calls, and 2 emails to get a response. The response itself politely told me to get lost, they would do nothing for me.

I'm a small business owner trying to provide a living for my family so i can not be without my trailer. I was forced to take it to a local shop to have it repaired. They are putting two new axles under it and going to fix the issue of the axles not being straight. This is going to cost me another \$4,000 or so. I've never dealt with a company (Gatormade) with such poor support and customer service. ([Show Less of Complaint](#))

Desired Settlement

I want refunded for my repairs. Almost \$10,000 in repairs in under three and a half years on a brand new, \$9,300 trailer, is unacceptable. This doesn't even include all my down time and lost revenue.

Consumer Business Dialog

Business Response

The axles on this trailer are warranted for one year. The trailer is 3 1/2 years old. No warranty claim was submitted until 03/02/2016.

The trailer was ordered with 10,000 lb axles and this is normal for this trailer. There was no extra charge for 12K axles. We offered to sell and install an axle at a discount rate but this offer was refused.

Per Gator Made's warranty, all warranty work must be performed by Gator Made's representative.



TIRE AND LOADING INFORMATION RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT

The weight of the cargo should never exceed 7620 kg or 16800 lbs.
Le poids du chargement ne doit jamais dépasser 7620 kg ou 16800 lb.

TIRE PNEU	SIZE DIMENSIONS	COLD TIRE PRESSURE PRESSION DES PNEUS A FROID	SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS
FRONT AVANT	235X80X16	552 KPA / 80 PSI	
REAR ARRIERE	235X80X16	552 KPA / 80 PSI	
SPARE DE SECOURS	NONE	NONE	

FD-337

4Z1GF4020DS

MANUFACTURED BY/FABRIQUE PAR: Gator Made, Inc.

DATE: 10/2012

GVWR / PNBV 11748 KG (25900 LB)

GAWR (EACH AXLE) / PNBE (CHAQUE ESSIEU) 5443 KG (12000 LB)

TIRE/PNEU 235X80X16 RIM/JANTE 16

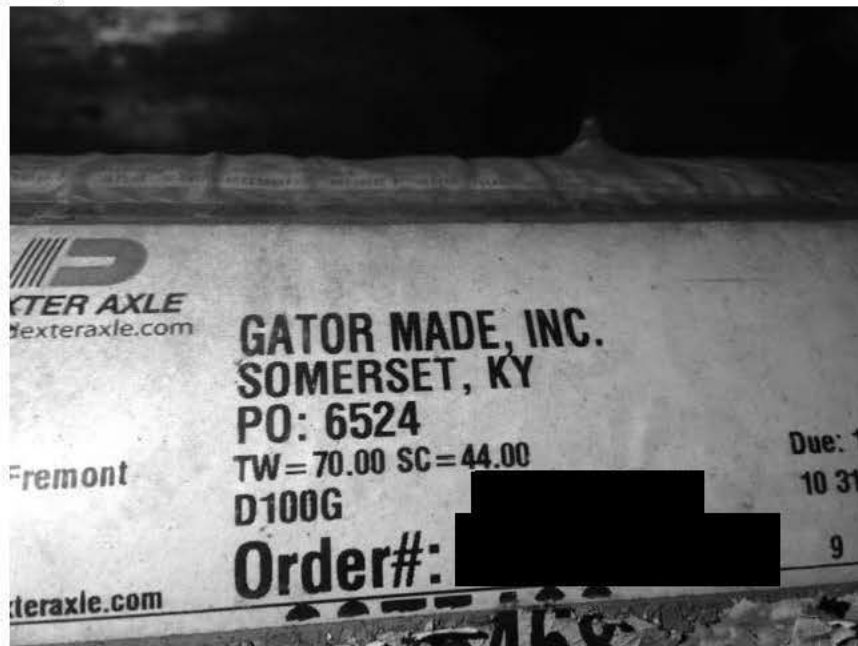
COLD INFL. PRESS/PRESS. DE GONFL. A FROID 552 KPA (80 PSI/LPC) SINGLE

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE. THIS VEHICLE CONFORMS TO ALL APPLICABLE STANDARDS PRESCRIBED UNDER THE CANADIAN MOTOR VEHICLE SAFETY REGULATIONS IN EFFECT ON THE DATE OF MANUFACTURE. ~CE VÉHICULE EST CONFORME À TOUTES LES NORMES QUI LUI SONT APPLICABLES EN VERTU DU RÉGLEMENT SUR LA SÉCURITÉ DES VÉHICULES AUTOMOBILES DU CANADA EN VIGUEUR À LA DATE DE SA FABRICATION.

V.I.N./N.I.V.: 4Z1GF4020DS TYPE/TYPE: TRAILER TRAVREM

[REDACTED]
to ealexander

Here you go.
[REDACTED]



[REDACTED]
Best Livestock Equipment

Tire Tanks, Best Float Valves,

Haysavers, Ice Preventers & more!

[REDACTED] or [REDACTED]
[REDACTED]

[REDACTED]
to me

Please provide all the information we have requested.
Thank you,



Ernie Alexander

Gator Made Trailers
1278 HWY 461
Somerset, KY 42503

Phone: [606-679-6893](tel:606-679-6893)
Fax: [606-274-1399](tel:606-274-1399)
www.gatormade.com

From [REDACTED]
Sent: Tuesday, June 21, 2016 11:26 AM
To: Ernie Alexander <ealexander@gatormade.com>
Subject: Axle tag



[REDACTED]
to Ernie

Ernie,

What are you missing? I sent you the trailer sticker and the axle tag. I replied that I don't have the invoice. Is there something more you need?

Thanks,
[REDACTED]

Ernie Alexander

to me

We need the invoice showing where you bought the trailer from Gator Made.



Ernie Alexander

Gator Made Trailers

1278 HWY 461

Somerset, KY 42503

Phone: [606-679-6893](tel:606-679-6893)

Fax: [606-274-1399](tel:606-274-1399)

www.gatormade.com

From [REDACTED]

Sent: Wednesday, June 22, 2016 10:25 AM

To: Ernie Alexander <ealexander@gatormade.com>

Subject: Re: Axle tag



[REDACTED]
to Ernie

Ernie,

As stated twice already, I don't have the original invoice. Does this mean Gatormade will put incorrect axles on a trailer and not correct it?

Thanks,
[REDACTED]
