

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Your Vehicle Owners' Questionnaire #11083773
Date: Monday, April 23, 2018 7:57:45 AM
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)

From: Harrison, Jonathan (NHTSA)

Sent: Monday, April 23, 2018 7:57 AM

>

Subject: FW: Your Vehicle Owners' Questionnaire #11083773

Please add this email chain and pictures to VOQ #11083773 in 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: Harrison, Jonathan (NHTSA)

Sent: Wednesday, April 11, 2018 2:23 PM

To: Long, Larry (NHTSA) <Larry.Long@dot.gov>

Subject: FW: Your Vehicle Owners' Questionnaire #11083773

From: [REDACTED]

Sent: Wednesday, April 11, 2018 1:10 PM

To: Harrison, Jonathan (NHTSA) <jonathan.harrison@dot.gov>

Subject: Re: Your Vehicle Owners' Questionnaire #11083773

Here you go. Sorry if I wasn't clear enough, but I do not think the cover is damaging the hose. I only noticed the leak because the cover touched the hose as I was removing the cover. Once it was off, any movement of the hose caused the same problem. The first bad hose did not leak during removal or installation of the cover. I found that leak when I moved the hose while changing tanks. One of my concerns is that depending on the position of the tanks and how they are locked down, installation of the cover could possibly put enough pressure on the hose to hold the leaky crimp open. I noticed the noise from the pressure leak - not sure someone with impaired hearing would realize what had happened.

I did notice slight marking on the inside of the cover, so I opened the top access hole while the cover was installed, and the other tank hose was not actually touching the cover when it was in place. I had tilted the cover while removing it when this last hose released pressure.

[REDACTED]

On Wed, Apr 11, 2018 at 9:42 AM, Harrison, Jonathan (NHTSA) <jonathan.harrison@dot.gov> wrote:

[REDACTED]

Could you send some pictures of the cover, both inside and out? Is it a factory-installed cover? Your description makes me think that you suspect that the cover is responsible?—That its somehow bending the hose in a way to make it leak?

Jon Harrison

From: [REDACTED]

Sent: Wednesday, April 11, 2018 11:25 AM

To: Harrison, Jonathan (NHTSA) <jonathan.harrison@dot.gov>

Subject: Re: Your Vehicle Owners' Questionnaire #11083773

Hi Jon,

Yes, go ahead and share the trailer vin. # or any other information about this issue with the manufacturer or any other party. Any information that you would like to store on publicly available databases is fine too.

[REDACTED]

On Wed, Apr 11, 2018 at 8:18 AM, Harrison, Jonathan (NHTSA) <jonathan.harrison@dot.gov> wrote:

[REDACTED],

Thank you for your submission and prompt reply.

I have been in contact with the manufacturer and to continue this case, I need to share your VIN with them to help them search the trailers' history, build, etc. Do you allow me to do this?

Also, any submissions from you can be stored in either this agencies' internal (non-public) files or stored in our publicly-accessible database at safercar.gov. Do you wish for these to be stored publicly or internally?

Thank You.

Jon Harrison

Safety Defects Specialist

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From: [REDACTED]

Sent: Wednesday, April 11, 2018 11:01 AM

To: Harrison, Jonathan (NHTSA) <jonathan.harrison@dot.gov>

Subject: Re: Your Vehicle Owners' Questionnaire #11083773

Hi Jon,

I've attached a picture of the hose. When the leak became apparent, I did not need to use soapy water to find it - the crimp at the tank connection end leaks with high pressure. The first hose that I replaced with a dealer supplied replacement last summer leaked in the same way, with the same high pressure, from the crimp on the opposite end of the hose. I don't have the first hose, but I've kept this one rather than turn it in for a warranty replacement. Pipe thread sealer was on both hoses at the fitting to the regulator, and those connections have not leaked. The trailer is just now a year old, and has never been serviced for this problem. The first time it happened I just took the old hose to my dealer, and they replaced it under warranty.

A small leak probably wouldn't have grabbed my attention in the same way that this hose leak has. The tank cover pressing on the hose as I pulled the cover off is what alerted me to this last leak, and installing the cover in a way that put pressure on the hose might have set up a condition where the full tank was released over the course of maybe 30 minutes. With the dual tank and single switchable regulator set up that my trailer has, when the first tank emptied, the second full tank may have also been released.

I found the problem with the first hose when I was switching tanks. With the tank shut down, I still had gas releasing from the leaky hose fitting, I think supplied by the second

tank.

[REDACTED]

On Wed, Apr 11, 2018 at 6:47 AM, Harrison, Jonathan (NHTSA)
<jonathan.harrison@dot.gov> wrote:

[REDACTED],

I am screening your concern into our system and I'd like some additional information, please.

Do you have any pictures of this hose? Have you used soapy-water to isolate the concern to a leaking crimp or fitting? (Please, never use a flame of any kind to do this).
Do you have pipe thread sealer on the connecting threads?
Has the trailer ever been serviced for this concern?

Thank You.

Jon Harrison
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