

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint ----- 11518664-----
Date: Thursday, June 29, 2023 5:20:01 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello Sir,

Thank you for your email and confirmation.
There were some details on the document that were particular to the Toyota Tundra. They may have been mixed up during the initial stages.

Toyota tundra mileage was 223,000 beautiful reliable truck.
Trailer mileage is approximate 9000 or less.
Load trail had told me that they will replace the trailer or buy back and also buy back the truck from the insurance company.

They had accepted responsibility for the manufacture defects and then they changed their mind.

They have really messed my life and don't care.

Thank you and my government for not letting big manufacturers run cartels in Texas.

Thank you for your service to me and our great country

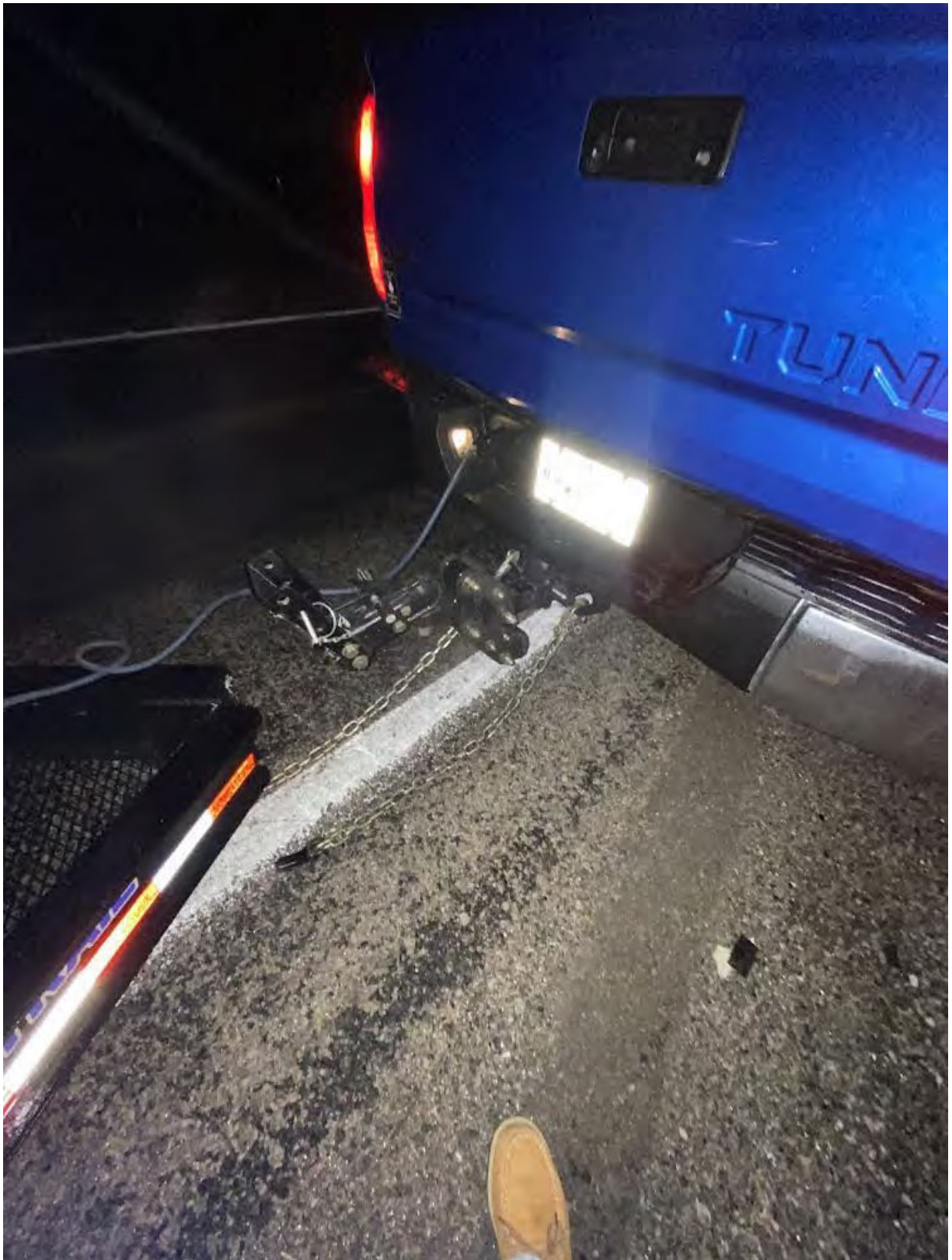
Sincerely,

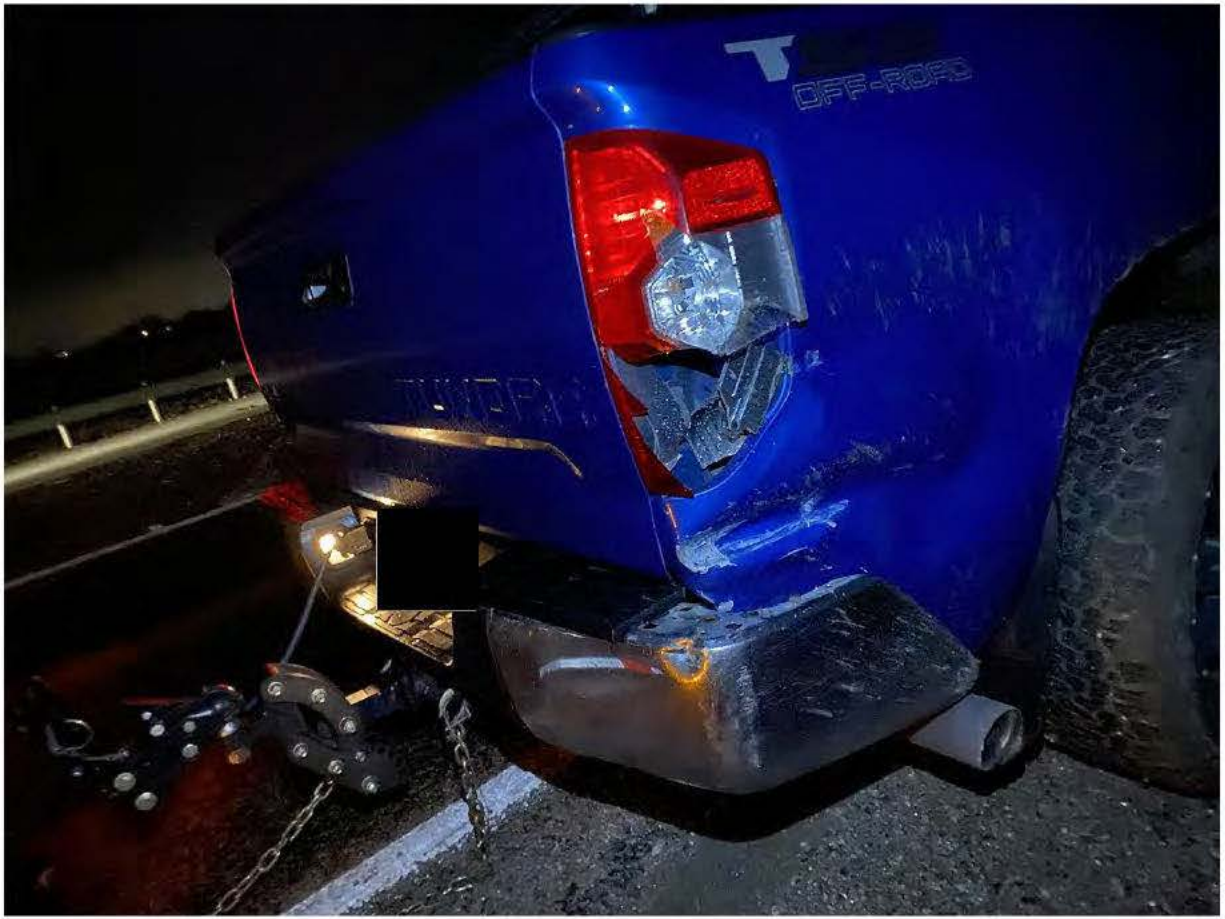
[REDACTED]

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received: 24-APR-2023</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 11518664</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
Name		Address		Daytime Telephone Number	
City: Bedford		State: TX		Evening Telephone Number	
<p><i>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).</i></p>					
<p>VEHICLE INFORMATION</p>					
17 digit Vehicle Identification Number (located at bottom of windshield) on driver's side: 4ZEP52428N1		MAKE: LOAD TRAIL		Model Year: 2022	
Date Purchased: 11.10.2021		Dealer's Name and Telephone Number: Loadtrail 9037833348		Engine No./Cylinders: Trailer	
Original Owner: <input checked="" type="checkbox"/>		Dealer's City: 2097 FM-2352 Sumner		Fuel Type: Trailer	
Transmission Type: <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain: N/A		Mileage Failure: YES	
STATE: TX		ZIP Code: 75486		Incident Date(s): 07-JAN-2023 Jan 30th 2023	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Vehicle Component Codes: 210000 TRAILER HITCHES; 214000 TRAILER HITCHES/FIFTH WHEEL ASSEMBLY				Failure Mileage: 9000 miles	
				Failure Speed: 55	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make:		Tire Model (Name or Number):		Tire Size (Example P215/65R15):	
DOT No. (Example: DOTM1 9ABC0361):		<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair:		Failure Location:	
Tire Component Code:				Tire Failure Type:	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)</i></p>					
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured:	
				Number of Deaths:	
				Reported to Police: N	
<p>Narrative Description of Incident(s), Crash(es), 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).</p>					
<p>The contact owns a 2016 Toyota Tundra equipped with a 2022 Load Trailer Model S flatbed. The contact stated while driving 55 MPH, the vehicle jerked, and the contact heard a loud noise and noticed that the trailer had separated from the vehicle; pulling the vehicle to the side of the road causing the contact to lose control of the vehicle. The contact was able to stop the vehicle before the vehicle could flip over. The contact was not injured. The contact notice that the chains that were used to secure the trailer and the vehicle together had fractured, and that the welding of the coupler had fractured, causing damage to the trailer and the vehicle on the passenger's side. The contact was able to drive the vehicle with the trailer pulling to the nearest gas station. The trailer was towed to the dealer and the dealer stated that the welding on the coupler was welded incorrectly and the safety box had fractured. The vehicle was not repaired. The manufacturer was contacted but no assistance was provided. The failure mileage 223,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice</p>					
<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

I've attached some more pictures of the crash.

Surely, this cannot be acceptable. Loadtrail must be made to pay for this. It almost cost me my life and to this day I've not been able to recover.















Thank you Sirs.
Thank you for your service too.
Blessings.

On Thu, May 25, 2023 at 13:56 EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:202-366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation