

RECEIVED
99 NOV 16 AM 9:40
OFFICE
OF DEFECTS INVESTIGATION



MONACO

November 10, 1999

Mr. Nha Nguyen
Staff Engineer
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W., Room 5319
Washington, DC 20590

Re: NSA-11ntr;RQ 99-014

Dear Mr. Nguyen:

Lawrence Henneberger, our outside counsel, has advised me that you would like Holiday Rambler to provide you with an update of changes, if any, to its response to Query Number Five, which requested that we furnish a summary incident table of all known or reported incidents pertaining to the alleged defect in the subject trailers.

Please be advised that since submitting our response on August 16, 1999, Holiday Rambler has not received notification of any new or additional incidents pertaining to the alleged defect in the subject trailers.

I trust that this fully and completely responds to your request.

Sincerely,


Michael Pangburn
Corporate Counsel

LISTING OF ALL INCIDENTS INVOLVING 1985-86 31CFS ALUMA-LITE TRAVEL TRAILERS

OWNER NAME/ADDRESS	MODEL YEAR	HITCH TYPE	VIN / SERIAL NO.	MPG DATE	INCIDENT / NOTICE DATE	DESCRIPTION OF INJURY
[REDACTED]	1986	Unknown	1KB181K228W 9501198831200	2/14/85	X 4/17/85 - 7/1/85	None known.
[REDACTED]	1985	Unknown	1KB182K218W 9501108431200	6/8/85	X 8/28/85 - 12/22/85	[REDACTED] neck/back bruises
[REDACTED]	1985	Unknown	1KB381R383W 9501128438400	8/12/84	X 7/8/85 - 9/29/85	None known.
[REDACTED]	1986	Racee 25510V-5 CP Prod Equalizer	1KB181K20TW 9501108831200	8/10/85	X 8/31/85 - 9/1/85	[REDACTED] bruises none
[REDACTED]	1986	Unknown	1KB181K205W 9501108431200	4/4/85	X 5/20/85 - 5/20/87	Minor injuries to both parties
[REDACTED]	1985	Unknown	1KB181K218W 9501108831200	1/8/85	X 8/18/85 - 9/27/85	[REDACTED] - strain neck/back
[REDACTED]	1986	Easy Lift Bolt-On w/Easy Lift Deluxe Brake Control	1KB181K22TW 9501108831200	7/2/85	✓ 4/8/86 - 12/31/86	Parties injured, but details unknown
[REDACTED]	1986	Unknown	1KB3715318W 9501125737700	10/12/84	X 4/18/85 - 10/13/85	None - just trauma
[REDACTED]	1985	Unknown	1KB181K295W 9501108431200	2/2/85	Unknown - 3/21/85	None known.
[REDACTED]	1985	Unknown	1KB181K205W 9501108431200	1/20/85	Unknown - 9/7/85	None known.
[REDACTED]	1985	Unknown	1KB181K265W 9501108831200	10/11/84	X 6/1/85 - 10/2/85	Chest injuries
[REDACTED]	1985	Unknown	1KB181K268W 9501108431200	5/10/84	X 8/1/85 - 3/31/87	None known.

Build year
 '95 - 20
 '96 - 4
 Unk - 4
 Before 9/10/85 - 17
 after - 3
 Incident date

1995 | 1996
 + 20 | 3
 + 4 | 4
 --- | ---
 24 | 7

17

12

LISTING OF ALL INCIDENTS INVOLVING 1995-96 31CFS ALUMA-LITE TRAVEL TRAILERS

OWNER NAME/ADDRESS	MODEL YEAR	HITCH TYPE	VIN / SERIAL NO.	MPG DATE	INCIDENT / NOTICE DATE	DESCRIPTION OF INJURY
[REDACTED]	1995	1000# Reese Dupl Cam	1KB181K22S 850110843120	1/8/94	X 2/17/95 - 1/17/96	Minor injuries
	1995	Unknown	1KB181K22S 850110883120	10/10/94	X 5/27/95 - 10/28/95	None known.
	1995	Unknown	1KB181P25S 950110843570	1/23/95	X 8/6/95 - 8/10/95	None known.
	1995	Unknown	1KB181K24S 850110883120	10/25/94	X 5/85 - 1/1/85	None known.
	1995	Unknown	1KB181K27S 850110883120	12/5/94	X 8/8/95 - 10/10/95	[REDACTED] - soft tissue/shoulder/back head injury
	1995	Unknown	1KB181K28S 850110843120	10/12/94	X 5/23/95 - 10/18/95	None known.
	1995	Unknown	1KB181K25S 850110843120	8/29/94	Unknown - 6/8/95	None known.
	1995	Reese Class 5	1KB181K22S 850110883120	9/8/94	X 4/25/95 - 2/14/97	[REDACTED] - thumb sprain/shoulder cuts/bruises
	1995	Reese	1KB181K20T 850110843120	7/5/95	✓ 1/7/96 - 1/18/96	[REDACTED] - broken neck cuts/bruises
	1995	Unknown	1KB181K25S 850110883120	2/8/95	X 5/24/95 - 8/95	None known.
	1995	Reese No Shanty System	1KB181K20T 850110883120	11/27/95	✓ 7/8/96 - 7/8/96	None known.
	1995	Unknown	1KB181K26S 850110843120	9/20/94	Unknown - 7/12/95	Cuts/bruises

Injury is defined as an event that resulted in personal property damage, damage to the travel trailer itself and/or personal injury. (See: 49 USC 30100(a).)

24

Date of Incident	Date HR became aware of incident	Trailer Owner (name & address)	Trailer model & model year	Brief description of incident prompting the "complaint"
6/11/95	3/31/97	[REDACTED] Las Vegas, Nevada X	1995 31CFS Custom Aluma-Lite Travel Trailer	Difficulty towing
7/9/95	9/28/95	[REDACTED] Coeles City, Washington X	1995 31 CFS Aluma-Lite Travel Trailer	Difficulty towing
8/25/95	10/11/95	[REDACTED] Ridgefield, Connecticut X	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing
8/31/95	9/1/95	[REDACTED] Boise, Idaho X	1996 31CFS Aluma-Lite Travel Trailer	Difficulty towing
9/6/95	9/10/95	[REDACTED] Georgetown, Georgia X	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing
9/8/95	10/10/95	[REDACTED] Sioux Falls, South Dakota ✓	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing
9/18/95	9/27/95	[REDACTED] Albuquerque, New Mexico X	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing
9/25/95	9/26/95	[REDACTED] Arlington, Texas ✓	1995 35WCS Aluma-Lite Travel Trailer	Difficulty towing
1/7/96	1/18/96	[REDACTED] Stuart, Florida X	1996 31CFS Aluma-Lite Travel Trailer	Difficulty towing
4/3/96	12/31/96	[REDACTED] Terrelltown, Texas X	1996 31CFS Aluma-Lite Travel Trailer	Difficulty towing
5/24/95	8/96	[REDACTED] North Carolina X	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing

FLETC-35-1595 8/9/96

31 CFS - 17 95 - 14 (4 new)
96 - 3

35 CFS - 3 94 - 1
95 - 2

SUPPLEMENTAL COMPLAINTS

PLG-15-1995 89-48

Date of Incident	Date HR became aware of incident	Trailer Owner (name & address)	Trailer model & model year	Brief description of incident prompting the "complaint"
6/27/94 X	9/28/95	[REDACTED] Thousand Palms, California	1994 35CSSO Aluma-Lite Travel Trailer X	Difficulty towing
1/16/95 X	1/18/96	[REDACTED] Unknown address	1995 35WCS AL Custom Travel Trailer X	Difficulty towing
2/17/95 X	1/17/96	[REDACTED] Albuquerque, New Mexico	1995 31CFS AL Custom Travel Trailer	Difficulty towing
4/17/95	4/9/96	[REDACTED] Alabama X	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing
4/25/95	2/14/97	[REDACTED] Muskegon, Michigan X	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing
5/95	1/17/96	[REDACTED] Dallas, Texas X	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing
5/20/95	5/20/97	[REDACTED] Tulsa, Oklahoma X	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing
5/27/95	10/25/95	[REDACTED] Ojai, California X	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing
6/1/95	10/2/95	[REDACTED] West Covina, California X	1995 31CFS Aluma-Lite Travel Trailer	Difficulty towing

15. Dupl.

5. new but all occurred before 9/1/95

P. 82

Date of Incident	Date HR became aware of incident	Trailer Owner (name & address)	Trailer model & model year	Brief description of incident prompting the "complaint"
-	4/9/96	[redacted] ✓ Spokane, Washington	1996 31CFS Aluma-Lite Travel Trailer	Complained unit handled poorly. ✗
-	4/3/96	[redacted] ✓ Albany	1996 31CFS Aluma-Lite Travel Trailer	Complained coach aways.
-	4/15/96	[redacted] ✓ unknown	1996 31CFS Aluma-Lite Travel Trailer	Complained of aways problems.
-	12/1/95	[redacted] ✓ Hartings, NE	1995 31CFS Aluma-Lite Travel Trailer	Complained about the location of the water drain. Floor damage. ✗
-	9/25/95	[redacted] ✓ Portage, Michigan	1995 31CFS Aluma-Lite Travel Trailer	Customer added 1,700 lb. hitch and now unit is over weight capacity. ✗
-	10/10/95	[redacted] ✓ unknown	1994 35C850 Aluma-Lite Travel Trailer	Customer needed recall done by 11/1/95 ✗

ALD-1-1599 89-49

6 w/ Unknown - date of incident

→ 3 complaints on stability.

'96 - 3

'95 - 2

'94 - 1

[Handwritten signature]

24
6
32

P.84



Installation Basics

The Hensley Arrow is designed to be installed by the owner, Do-it-Yourself. This page represents the initial installation the daily hook-up procedures.

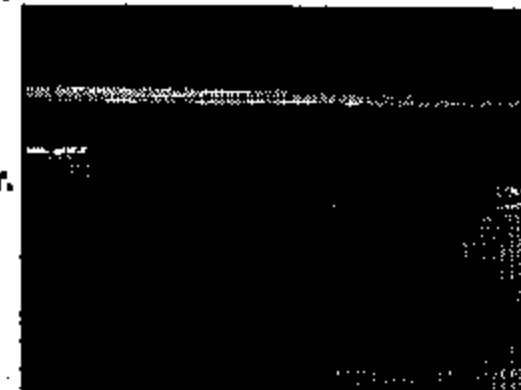
TH

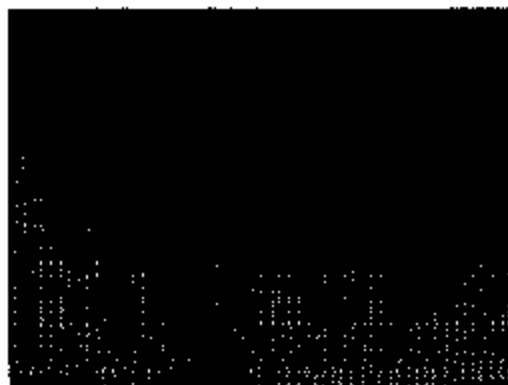
Click on any image for a larger version



The Hensley Arrow comes with ALL the parts

The only item you need, is the tow vehicle receiver.





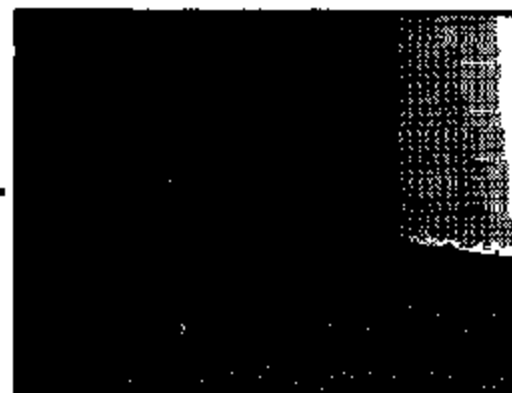
First, place the hitch bar into the receiver box

Next, attach the main hitch assembly to the hitch bar.



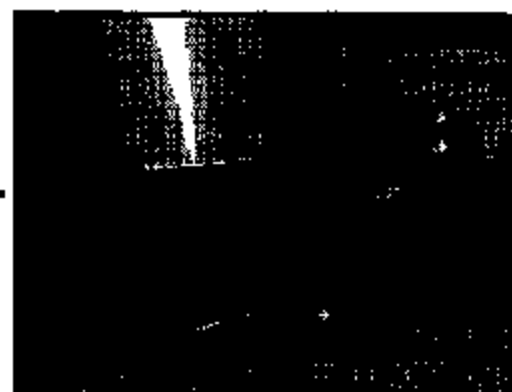
Next, hook the trailer coupling to the hitch assembly.

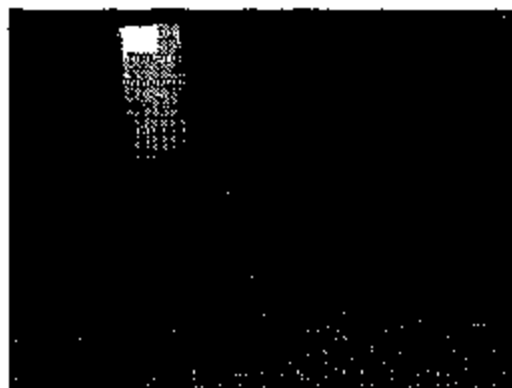
Now you install the frame brackets.



Next, install the equalizing jacks.

Now you install the strut bars.





Once everything gets tightened and adjusted

[Home](#)

[Up](#)

[Our Guarantee](#)

[More Arrow](#)

[Installation Basics](#)

Copyright © 1999 Hensley Mfg., Inc. 1097 S. State Rd., Davison, MI 48423 (800) 410-6580



[Click here for more details on the Ultimate Towing Experience !!!](#)

**ONLY
\$2,595.00**

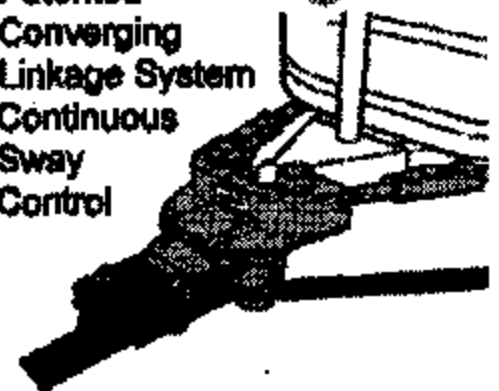
Includes Free Shipping
Subject to additional shipping in Canada
**60-Day Money-Back
Guarantee
& Lifetime Warranty**

[About Our Guarantee](#)

ADVANCED TOWING 9

**The Hensley Arrow is Engineer
Trailer, Easier, Safer and More**

- Solid Steel Construction
- Heavy Duty Jacks & Spring Bars
- Patented Converging Linkage System
- Continuous Sway Control
- Improves Over Uneven Surfaces
- Tighter T



Includes All Hardware
[Click Here for Basic Installation !](#)

Easy Payment Plan - \$500.00 Down - \$189.00 for 12 months - Michigan residents eligi

Home	The Arrow	To Order	McKash Mirrors	What Others Say
About Us	Video Request	Other Products	Contact Us	FAQs

[Search Our Site](#)

Copyright © 1999 Hensley Mfg., Inc. 1097 S. State Rd., Davison, MI 48423 (800) 410-6580