



RECEIVED

2007 MAY 15 P 2:30

DEFECTS INVESTIGATION  
RECALL MGMT DIV.

Handwritten initials and a signature in the top right corner of the document.

May 10, 2007

07V-214  
(23 pages)

Dear Madam/Sir:

Enclosed are the hard copies of the "Part 573 Defect and Noncompliance Report that I faxed to you on May 9, 2007. Please feel free to call me or email me at [gseidner@cpiequipment.com](mailto:gseidner@cpiequipment.com) if you have any questions or need additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Galen W. Seidner, Jr.", written over the word "Sincerely,".

Galen W. Seidner, Jr.  
General Manager  
ProHauler Trailer, Inc.  
A division of Compact Power, Inc.

- Pro Hauler Company, Inc., Galen Seidner, G.M. • 300 York Southern Road / PO Box 40 • Fort Mill, SC 29716, Phone 803.548.4348 • Fax 803.548.5363, Cell: 704.231.6251



May 9, 2007

**VIA TELECOPIER**  
**(202) 366-7882**

Associate Administrator For Safety Assurance  
Attention: Chief, Defects & Recall Information  
Analysis Division  
National Highway Traffic Safety Administration  
400 7<sup>th</sup> Street, S.W.  
Washington, DC 20590

**Re: Motor Vehicle Defect and Noncompliance Report,  
ProHauler Trailers, Inc., Division of Compact Power, Inc.**

Dear Madam/Sir:

Enclosed is "Part 573 Defect and Noncompliance Report" filed for and on behalf of ProHauler Trailers, Inc., a division of Compact Power, Inc. This report pertains to flatbed trailers manufactured by ProHauler Trailers between September 1, 2006 and March 31, 2007. The defect in the subject trailers is a defective component or piece of equipment, specifically a 2 <sup>5</sup>/<sub>16</sub>" adjustable tongue coupler manufactured by Atwood Mobile Products and designated as Atwood Part No. 81906.

Please let me know if you have any questions or require any additional information.

Sincerely,

A handwritten signature in black ink that reads "Galen W. Seidner, Jr." in a cursive style.

Galen W. Seidner, Jr.

cc: Travis Dunn, Product Manager, Redneck Trailer Supplies

Enclosure

- Pro Hauler Company, Inc., Galen Seidner, G.M. • 300 York Southern Road / PO Box 40 • Fort Mill, SC 29716, Phone 803.548.4348 • Fax 803.548.5363, Cell: 704.231.6251

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Report**<sup>3</sup>

On or about April 16, 2007, ProHauler Trailers, Inc. (ProHauler) decided that a defect which relates to motor vehicle safety exits in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: May 8, 2007

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled.

ProHauler Trailers, Inc., a division of Compact Power, Inc.  
P.O. Box 40  
Fort Mill, SC 29716

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Michael Edwards, COO  
ProHauler Trailers, Inc.

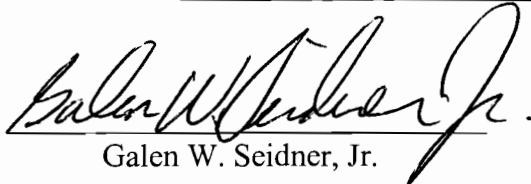
Telephone Number: 803.548.4348 Ext. 243 Fax No.: 803.548.5363

Name and Title of Person who prepared this report.

Galen W. Seidner, Jr.

General Manager

Signed:

  
Galen W. Seidner, Jr.

<sup>3</sup>Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

## I. Identify the Vehicle Models Involved in the Recall

**2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:**

**Make(s):** ProHauler Trailer **Model Years Involved:** 2006-2007

**Model(s):** 614SLTD, D612RTSD, and D615RTSD

**Production Dates: Beginning:** 9/1/06 **Ending:** 3/31/07

**VIN Range Beginning:** 1P9BL14276F563480 **Ending:** 1P9BL14207E563838 (614SLTD);  
**Beginning:** 1P9BL122X6F563430 **Ending:** 1P9BL12207F563924 (D612RTSD); and  
**Beginning:** 1P9BL15275F563153 **Ending:** 1P9BL15277F563902 (D615RTSD)

**Vehicle Type:** Trailer **Bodystyle:** flatbed

**Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:**

The recall vehicles are ProHauler flatbed trailers equipped with a 2 <sup>5</sup>/<sub>16</sub> " adjustable tongue coupler manufactured by Atwood Mobile Products, designated as Atwood Part No. 81906.

**Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. Approximately 25% of the ProHauler trailers manufactured between 9/1/06 and 3/31/07 are believed to be equipped with the defective Atwood coupler, Part No. 81906.**

## II. Identify the Recall Population

**3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.**

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
614 SLTD	2006	77
614SLTD	2007	34
D612RTSD	2006	7
D612RTSD	2007	2
D615RTSD	2006	1
D615RTSD	2007	3

**Total Number Potentially Affected by the Recall:** 124

**4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 56%**

**Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:**

ProHauler received a "Dear Customer" letter on or about April 15, 2007 from Redneck Trailer Supplies, one of ProHauler's trailer parts suppliers, advising that a specific Atwood coupler it had furnished ProHauler was potentially defective although no failures had been reported. It identified that coupler by part number, No. 81906. A copy of that Redneck notification letter is attached as Appendix A. While the letter is dated February 20, 2007, ProHauler did not receive it until mid-April because it had been sent to the wrong company within the Compact Power family of companies.

ProHauler determined that this coupler, Atwood Part No. 81906, was installed or could have been installed on three ProHauler models manufactured between September 1, 2006 and March 31, 2007. Upon further inquiry of Redneck, we were then told there definitely was a defect in the Atwood coupler. We immediately began an investigation to determine precisely how many, if any, and which of our trailers had been produced and shipped with defective Atwood couplers and, at the same time, directed an immediate halt to the use of this coupler on all future ProHauler trailers.

We have two "customers" for this flatbed trailer, Home Depot Rental outlets and our own dealers. Home Depot Rental is our largest customer, representing the purchaser of approximately 85% of our trailers equipped with Atwood couplers. (Those trailers sold to Home Depot are used exclusively as rentals to various trailer users.) With respect to trailers sold to our other customer, they represent trailers sold to our dealers who in turn use them primarily as "demos" in their business, retaining them in the dealer inventory. We notified all our Home Depot outlets and our dealers about the potentially defective coupler and asked them to identify all trailers with Atwood couplers and to provide us with their part numbers. We asked our dealers to check the coupler part number on each of the trailers in their inventory and, if any were Atwood coupler Part No. 81906, to let us know and Redneck or, if necessary, we would send them a replacement coupler. See sample from letters we sent out to the Home Depot outlets and to our dealers, Appendix B.

### **III. Describe the Defect or Noncompliance**

**5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.**

The Atwood defective coupler, diagram attached as Appendix C, fastens the trailer to the tow vehicle. The particular Atwood coupler is, we have been advised by Redneck, defective; however, Redneck has not disclosed to us in what way it is defective, despite frequent written (email) inquiries from ProHauler. See attached Appendix D.

**Describe the cause(s) of the defect or noncompliance condition.**

Redneck advises that the defect in the Atwood coupler is traceable to a "design change" resulting in the coupler not meeting Atwood's performance standards in some unspecified way. As noted in Appendix D, we have asked for an explanation of the nature of this defect from Redneck and have received none to date.

**Describe the consequence(s) of the defect or noncompliance condition.**

We believe the defect could result in the coupler failing and breaking, causing the trailer to separate from the tow vehicle while being pulled on the open highway. We have asked Redneck for an explanation of the consequences (see Appendix D), but have received no response to date.

**Identify any warning which can (a) precede or (b) occur.**

We believe it is possible a failure or breaking of the coupler could occur at any time and without warning.

**If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**

We purchased the Atwood couplers from Redneck Trailer Supplies. Its address is 2100 N. West Bypass, Springfield, MO 65803; 417.864.5856.

**Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:**

The Redneck representative with whom we have dealt on this issue is Travis Dunn, Redneck Product Manager (417.864.5210, Ext. 395).

**IV. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

**6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.**

We learned from Redneck the Atwood coupler, Part No. 81906, was in fact defective on or about April 20, 2007. This information came to us during a conversation with our Redneck representative, Buddy Raby. On April 26, 2007, Redneck emailed ProHauler a request to provide it the names and addresses of all Home Depot outlets with confirmed defective Atwood couplers, Part No. 81906, and advised us that Redneck would ship out replacement couplers the next day. See Appendix E. That email also directed ProHauler to “park” those trailers with potentially defective Atwood couplers. We were also told by Redneck there have been no reports of coupler failure. ProHauler has experienced none and knows of none.

**7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.**

Not applicable.

## **V. Identify the Remedy**

### **8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.**

On April 26, 2007, by email message, Redneck advised us that it has sent and will continue to send a replacement coupler to the service department of each identified Home Depot outlet with a confirmed Atwood coupler Part No. 81906, along with installation instructions. The replacement coupler has been and will be furnished free of charge. We promptly notified all our Home Depot Rental outlets and our dealers of the potential defect, told them to ascertain the Atwood part number on each coupler, and promised them a replacement coupler if they confirm receiving Atwood Part No. 81906. So far, only one ProHauler dealer appears to have received a trailer with that part, and we immediately sent it a replacement coupler. We do not anticipate discovering any more based upon follow-up contacts we have made with our dealers. We are in the process of completing follow-up calls to all Home Depot outlets to confirm they have checked their ProHauler trailers for Atwood coupler Part No. 81906.

### **Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.**

We immediately stopped using Atwood coupler, Part No. 81906, and temporarily substituted another Atwood coupler, Part No. 80281, that Redneck assures us is defect-free and capable of performing to specification. We have now discontinued using Atwood couplers altogether and are purchasing couplers from another manufacturer for trailers going to Home Depot as well as to our dealer-customers.

### **Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.**

We corrected the recall condition immediately upon receipt of the notice from and confirmation of the defect by Redneck, discontinuing use of Atwood coupler Part No. 81906. We now use a coupler manufactured by another company.

## **VI. Identify the Recall Schedule**

**Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.**

ProHauler sent out a notice to all of its flatbed trailer dealers on April 19, 2007, notifying the dealers of the potentially defective coupler and instructing them to determine, from examining their inventory of ProHauler trailers, which ones had Atwood couplers with specific Atwood coupler Part Number 81906. The dealers were instructed to notify ProHauler of each trailer that had an Atwood coupler Part No. 81906 and needed to be replaced. So far, of the eight non-Home Depot trailers manufactured between 9/1/06 and 3/31/07, that we have confirmed have Atwood couplers, only one has been identified with Part No. 81906. We shipped that dealer the replacement coupler, Part No. 80281. Of the 121 Home Depot outlets, we have had responses to date from about 40 of them, and the responses identify 10 trailers with the defective Atwood coupler Part No. 81906.

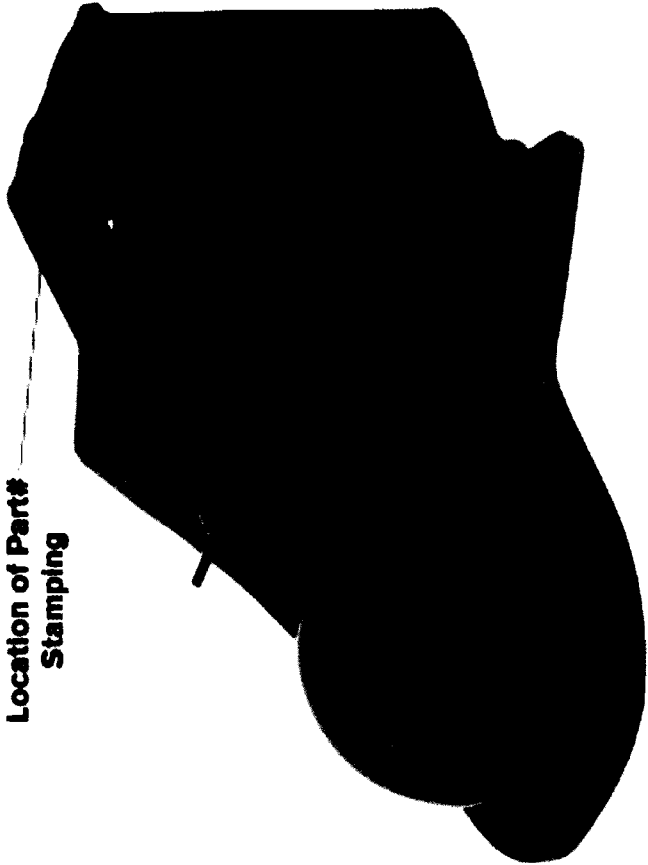
With Redneck taking full responsibility for the recall remedy for ProHauler trailers sold to Home Depot outlets, Pro Hauler anticipates no difficulty identifying the defective Atwood couplers and anticipates that Redneck (and ProHauler if necessary) will have no difficulty replacing the defective Atwood couplers on the ProHauler trailers sold to Home Depot. *See* the attached communications we have received from Redneck confirming its handling of the Home Depot recall and remedy. We are following up with telephone calls to all Home Depot locations to make sure they have checked their supply of ProHauler trailers to see whether any of those trailers have Atwood Part No. 81906 and that they have advised us and Redneck if they do. We have experienced no difficulty tracking down Atwood couplers sold to our dealers and anticipate no difficulty having our dealers replace the defective coupler.

## **VII. Furnish Recall Communications**

**9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.***

See Appendix B.

**Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.**



**Location of Part#  
Stamping**

February 20, 2007

Appendix "A"

**Redneck Trailer Supplies  
Important Product Bulletin**  
Re: Product No. 80281 stamped with 81906 Adjustable Coupler

Dear Valued Redneck Trailer OEM Customer:

As an industry leader in specialty couplers Atwood Mobile Products continuously monitors product production and performance. Atwood recently implemented design changes to the adjustable coupler you purchased from Redneck Trailer Supplies as part number 80281. When the design of this coupler was changed, the new version was stamped with part number 81906. The product purchased under part number 80281 and stamped 81906 is not currently meeting Atwood's performance standard. While there have been no reports of failure, their internal testing reveals potential performance anomalies. Atwood is requesting that you isolate and quarantine all model number 80281 couplers with a 81906 part number stamped on them. In addition, please review your sales records and provide us with a list of customers with contact information, including fax numbers and quantities purchased of the referenced model. Redneck is working with Atwood and is preparing a Product Bulletin for end users and dealers, with instructions for inspection and directions on the use or retirement of the coupler.

Pending completion of the Product Bulletin, Redneck is most interested in working with you to segregate the 80281 (stamped 81906) coupler, identify its purchasers and insure that a strong, durable product, fit for its intended application, is in the marketplace.

Please acknowledge your receipt of this letter by completing the requested information below and faxing it to 417-864-7764

Once you have determined how many 80281 couplers stamped 81906 you have in inventory. Please contact your local Redneck Trailer Supplies location and you will be issued credit for your product and be instructed as to how to return them to your local branch.

Sincerely,

Travis Dunn  
Product Manager  
Redneck Trailer Supplies  
Phone: 417-864-5210 ex. 395  
Fax: 417-864-7764

Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_

Phone No: \_\_\_\_\_  
Fax No: \_\_\_\_\_

Contact Person: \_\_\_\_\_  
(please print)

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Qty in Inventory \_\_\_\_\_ Qty Sold \_\_\_\_\_

4/20/07

Appendix "B"



300 York Southern Road, PO Box 40  
Fort Mill, SC 29716  
Phone 803.548.4348  
Fax 803.548.5363

A Division of Compact Power, Inc

Home Depot Tool Rental # 6340  
2303 US HWY 27 N  
SEBRING, FL 33870

\* 863-471-6119, Ext. 393 Contact: John Damico  
April 16, 2007

Dear Valued Home Depot Rental Customer:

It has come to our attention that the specialty coupler used on your 614SLTD ProHauler Trailer may fall under a manufacturer recall for all trailers purchased from Compact Power, Inc., effective September 1, 2006 thru March 31, 2007. Here is the information on your 614SLTD model trailer which may be affected by the recall:

Delivery Month	Feb 2007
VIN #	1P9BL14257F563818

The Atwood mobile products coupler part number 80281 has recently undergone design changes. When the design of this coupler was changed, the new version was stamped with part number 81906. The coupler purchased under part number 80281 and stamped 81906 is not currently meeting Atwood's performance standards. While there have been no reports of failure, their internal testing reveals potential performance anomalies.

Atwood is requesting that you contact Compact Power, Inc. and/or ProHauler Trailers, Inc., to confirm the coupler manufacturer and model number stamped on the coupler. Once we have received your coupler information at Compact Power, we will advise you as to whether there is any immediate action needed. Please provide the requested coupler information ASAP by faxing this letter to (803) 548-5363, attn. Galen Seidner or Jon Richardson. If you have any questions, you can contact me at (800) 476-9673 ext 228.

Sincerely,

*Galen Seidner*  
Galen Seidner  
Trailer Manager

Coupler Manufacturer Name: AT Wood

Part # stamped on coupler: 81906

Home Depot Rental Contact Person: Edward Barrett

Title: Tool Tech

Signature: *Edward Barrett*

Date confirmed: 4/20/07

Tool Rental  
Attn:  
John Damico  
can change email  
personally, ver  
4/23/07 3:55

Galen Seidner

803 548 5363

PAGE 03

Appendix "B" p. 3



300 York Southern Road, PO Box 40  
Fort Mill, SC 29716  
Phone 803.548.4348  
Fax 803.548.5363

A division of Compact Power, Inc.

April 19, 2007

B & W Equipment  
1520 Meyer Rd.  
Fort Wayne, IN 46806  
261-472-0945

Dear Valued Customer:

It has come to our attention that the specialty coupler used on your D615RTSD ProHauler Trailer may fall under a manufacturer recall for all trailers purchased from Compact Power, Inc., effective September 1, 2006 thru March 31, 2007. Here is the information on your D615RTSD model trailer which may be affected by the recall:

Delivery Month	January 31, 2007
VIN #	1P9BL15207R563840

The Atwood mobile products coupler part number 80281 has recently undergone design changes. When the design of this coupler was changed, the new version was stamped with part number 81906. The coupler purchased under part number 80281 and stamped 81906 is not currently meeting Atwood's performance standards. While there have been no reports of failure, their internal testing reveals potential performance anomalies.

Atwood is requesting that you contact Compact Power, Inc. and/or ProHauler Trailers, Inc. to confirm the coupler manufacturer and model number stamped on the coupler. Once we have received your coupler information at Compact Power, we will advise you as to whether there is any immediate action needed. Please provide the requested coupler information ASAP by faxing this letter to (803) 548-5363, attn: Galen Seidner. If you have any questions, you can contact me at (800) 476-9673 ext 228.

Sincerely,

Galen Seidner  
Trailer Manager

Coupler Manufacturer Name: Atwood

Part # stamped on coupler: 81906

Dealer Contact Person: Doug Harmon

Title: Service Manager

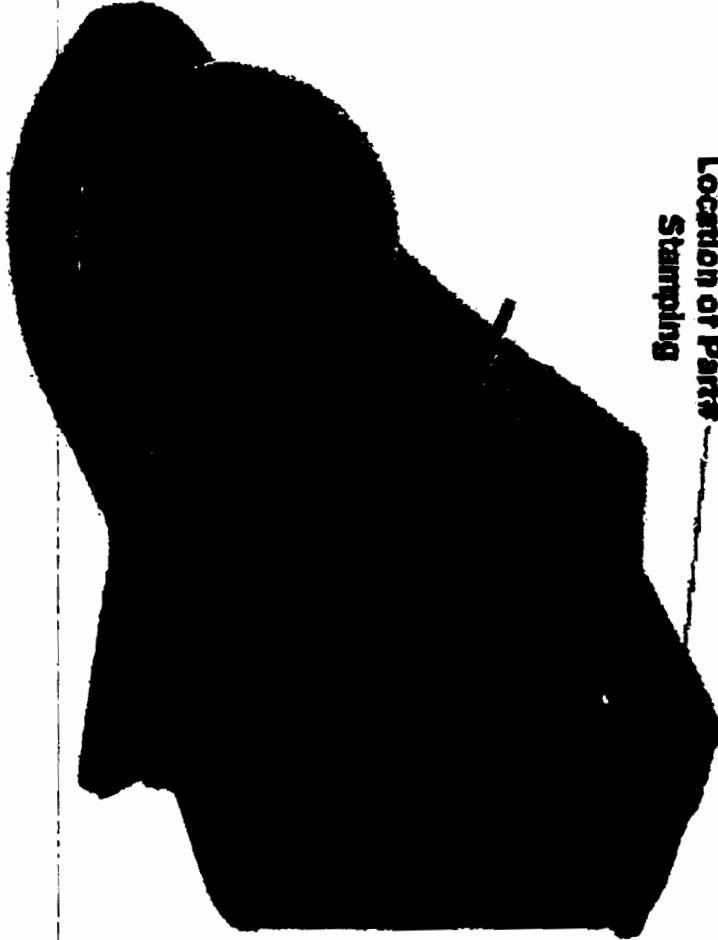
Signature: Doug Harmon

Date confirmed: 5-2-07

Rec'd with Redneck Letter

2

Location of Part#  
Stamping



Appendix "D"

**From:** "Galen Seidner" <GSeidner@cpiequipment.com>  
**To:** "Kim Mann" <KMANN@scopeitis.com>  
**Date:** 5/8/2007 3:56 PM  
**Subject:** Latest Request for Information from Redneck

Kim, this is the request that I sent Travis yesterday

Galen

-----Original Message-----

**From:** Galen Seidner  
**Sent:** Monday, May 07, 2007 12:34 PM  
**To:** 'TDunn@redneck-trailer.com'  
**Subject:** RE: Round Two of Trailer Coupler Recalls

Travis, I spoke with David Norton at Home Depot Store #234 and he is awaiting your call. Please verify both trailers. David can be reached at 321-453-5855. His fax is 321-454-6425.

Also, I still need the information from Atwood describing the defect and/or noncompliance of the coupler being recalled. NHTSA asked for the following information for the PART 573 Defect and Compliance Report.

- 1.) Manufacturer's identification code for this recall
- 2.) Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.
- 3.) Describe the cause(s) of the defect or noncompliance condition.
- 4.) Identify any warning which can (a) precede or (b) occur.
- 5.) With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.
- 6.) With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.
- 7.) Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.
- 8.) Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.
- 9.) Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.
- 10.) Furnish a schedule or agenda (with specific dates) for notification to other manufactures, dealers/retailers, and purchasers. Please identify any foreseeable problems with implementing the recall.
- 11.) Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification.

Thanks,

Appendix "D"

Galen Seidner  
ProHauler Trailers, Inc.

-----Original Message-----

From: TDunn@redneck-trailer.com [mailto:TDunn@redneck-trailer.com]

Sent: Thursday, May 03, 2007 4:46 PM

To: Galen Seidner

Subject: RE: Round Two of Trailer Coupler Recalls

Galen,

I only looked at the ProHauler account That is why I did not see the other units I will see what I can get for you from Atwood.

Thanks,

Travis Dunn  
Product Manager  
Redneck, Inc.  
Ph: 417. 864.5210 ext.395

Email Sent Appendix "D"

Galen Seidner

From: Galen Seidner
Sent: Thursday, May 03, 2007 12:15 PM
To: TDunn@redneck-trailer.com
Subject: RE: Round Two of Trailer Coupler Recalls

Travis, I just pulled Redneck invoices from September 2006 thru March 2007. The invoices totaled (70) units with the part number on the invoice. You may not be aware but we added a second account with Redneck. Combined invoices between Compactor Power Inc. and ProHauler Trailers, Inc. totaled (70) units. I have no way of determining which ones had a part number 80281 or 81906 until we get verification back on all the letters sent out to our customers.

Can you get Atwood to verify in writing the actual defect in the couplers and also the liability involved that you referred too.

Thanks, Galen

-----Original Message-----

From: TDunn@redneck-trailer.com [mailto:TDunn@redneck-trailer.com]
Sent: Wednesday, May 02, 2007 4:23 PM
To: Galen Seidner
Subject: RE: Round Two of Trailer Coupler Recalls

Galen, I spoke with Atwood. They are stating that they are going to file this with NHTSA. They say that as long as you can show that you sent out letters then the liability if something fails because someone did not respond is not on you at all. I still want to discuss this with you. Try and give me a call tomorrow. I will be out of the office the rest of today. I show that we only sold you 18 of these couplers that ever. We have had around 18 responses from your customers that say they either have the 81906 or the 80281 so I think we may have covered everyone you sold these to. Do your records differ? Thanks,

Travis Dunn
Product Manager
Redneck, Inc.
Ph: 417. 864.5210 ext.395
tdunn@redneck-trailer.com

"Galen Seidner"
<GSeidner@cpiequi
pment.com>
04/30/2007 03:12
PM

To
<TDunn@redneck-trailer.com>
cc
Subject
RE: Round Two of Trailer Coupler
Recalls

Travis, I received seven more responses for you to follow up and confirm. Please call me

Appendix "D"  
D

ASAP to discuss Trailer Defect Reporting Obligations with NHTSA.

Thanks,  
Galen

---Original Message ---  
From: TDunn@redneck-trailer.com [mailto:TDunn@redneck-trailer.com]  
Sent: Friday, April 27, 2007 12:51 PM  
To: Galen Seidner  
Subject: Re: Round Two of Trailer Coupler Recalls

I received them in and I will keep you up to date.  
Thanks,

Travis Dunn  
Product Manager  
Redneck, Inc.  
Ph: 417. 864.5210 ext.395  
tdunn@redneck-trailer.com

"Galen Seidner"  
<GSeidner@coplaqui  
pment.com>

To <TDunn@redneck-trailer.com>

CC 04/27/2007 09:45

AM

Subject Round Two of Trailer Coupler  
Recalls

Travis, I faxed (4) more responses to you this morning. They are coming in slowly. Please keep me advised on the status of stores getting new couplers.

Thanks,  
Galen

Appendix "D"

Galen Seidner

From: Galen Seidner  
Sent: Tuesday, May 01, 2007 2:26 PM  
To: 'TDunn@redneck-trailer.com'  
Subject: RE: Round Two of Trailer Coupler Recalls

Travis, please provide me with detailed information from Atwood describing what could happen if the coupler failed in terms of safety risk. I also need the initial date Atwood contacted and informed Redneck of this recall. Also when did Redneck respond to all trailer manufacturers about this recall. ProHauler Trailers never received a letter concerning this recall. I had heard there was a potential recall through the Lincolnton, NC Branch. Can you email or fax me (803) 548-5363 a copy of the letter that you sent out.

Thanks,  
Galen

-----Original Message-----

From: TDunn@redneck-trailer.com [mailto:TDunn@redneck-trailer.com]  
Sent: Tuesday, May 01, 2007 2:23 PM  
To: Galen Seidner  
Subject: RE: Round Two of Trailer Coupler Recalls

Galen,  
I have not forgot about you this morning. The Atwood Executive that I need to talk to has been in a meeting all morning. I will talk to them today and give you a call.  
Thanks,

Travis Dunn  
Product Manager  
Redneck, Inc.  
PH: 417. 864.5210 ext.505  
tdunn@redneck-trailer.com

"Galen Seidner"  
<GSeidner@cpiequi  
pment.com>

04/30/2007 03:12  
PM

<TDunn@redneck-trailer.com>

To

cc

Subject

RE: Round Two of Trailer Coupler  
Recalls

Travis, I received seven more responses for you to follow up and confirm. Please call me ASAP to discuss Trailer Defect Reporting Obligations with NHTSA.

Thanks,  
Galen

Appendix "E"

Galen Seidner

From: TDunn@redneck-trailer.com  
Sent: Tuesday, May 01, 2007 3:44 PM  
To: Galen Seidner  
Subject: RE: Round Two of Trailer Coupler Recalls

Importance: High



80281 cust letter  
PDF.pdf (12 ...

Galen,

We sent these letters out around February 20. Do you buy these directly from us all of the time? I show that you have not purchased that many from us over the last year. We will take care of you either way but I just wonder why are system is not showing that you have purchased more.

Attached is the letter that we sent out to all of our customers that purchased units from 9-16-06 through 2-1-07. This is the date range that we could have sold you one of the couplers in question.

(See attached file: 80281 cust letter PDF.pdf) Thanks,

Travis Dunn  
Product Manager  
Redneck, Inc.  
ph: 417. 864.5210 ext.395  
tdunn@redneck-trailer.com

"Galen Seidner"  
<GSeidner@cpiequi  
pment.com>  
05/01/2007 12:26  
PM

To  
<TDunn@redneck-trailer.com>  
cc  
Subject  
RE: Round Two of Trailer Coupler  
Recalls

Travis, please provide me with detailed information from Atwood describing what could happen if the coupler failed in terms of safety risk. I also need the initial date Atwood contacted and informed Redneck of this recall. Also when did Redneck respond to all trailer manufacturers about this recall. ProHauler Trailers never received a letter concerning this recall. I had heard there was a potential recall through the Lincoln, NC Branch. Can you email or fax me (803) 548-5363 a copy of the letter that you sent out.

Thanks,  
Galen

Galen Seidner

Appendix "E"

From: TDunn@redneck-trailer.com  
Sent: Thursday, April 26, 2007 5:42 PM  
To: Galen Seidner  
Subject: RE: Home Depot Tool Rental Store #6377

I will also send out the torque specs.  
Thanks.

Travis Dunn  
Product Manager  
Redneck, Inc.  
Ph: 417. 864.5210 ext.395  
tdunn@redneck-trailer.com

"Galen Seidner"  
<GSeidner@cpiequi  
pment.com>

<TDunn@redneck-trailer.com>

To

04/26/2007 01:50  
PM

cc

Subject

RE: Home Depot Tool Rental Store  
#6377

Travis, are you sending the torque specs with the new couplers. Please Advise!

Thanks,  
Galen

-----Original Message-----

From: TDunn@redneck-trailer.com [mailto:TDunn@redneck-trailer.com]  
Sent: Thursday, April 26, 2007 4:21 PM  
To: Galen Seidner  
Subject: Re: Home Depot Tool Rental Store #6377

I have contacted all on the list. We are shipping out new product to those that need it today and tomorrow. They all said they could switch them out themselves.  
Thanks,

Travis Dunn  
Product Manager  
Redneck, Inc.  
Ph: 417. 864.5210 ext.395  
tdunn@redneck-trailer.com

"Galen Seidner"  
<GSeidner@cpiequi

Appendix "E"

Galen Seidner

From: Galen Seidner  
Sent: Thursday, April 26, 2007 3:30 PM  
To: 'TDunn@redneck-trailer.com'  
Subject: RE: Home Depot Tool Rental Store #6377

Travis, are you sending the torque specs with the new couplers. Please Advise!

Thanks,  
Galen

-----Original Message-----

From: TDunn@redneck-trailer.com [mailto:TDunn@redneck-trailer.com]  
Sent: Thursday, April 26, 2007 4:21 PM  
To: Galen Seidner  
Subject: Re: Home Depot Tool Rental Store #6377

I have contacted all on the list. We are shipping out new product to those that need it today and tomorrow. They all said they could switch them out themselves.  
Thanks.

Travis Dunn  
Product Manager  
Redneck, Inc.  
Ph: 417. 864.5210 ext.395  
tdunn@redneck-trailer.com

"Galen Seidner"  
<GSeidner@cpiequ  
pment.com>

04/26/2007 12:54  
PM

<tdunn@redneck-trailer.com> To  
cc  
Subject  
Home Depot Tool Rental Store #6377

Travis, this is one of the stores I just sent you. I gave you the wrong phone number. The correct phone number is 850-650-4175 and the contact is Bill Hale. Please let me know ASAP if you have already contacted him and sent a new coupler. Also I need to know if you or Atwood is providing the correct torque specifications when you are shipping the new unit. Please Advise! I spoke with Bill today and informed him you would be in touch and sending a new coupler ASAP.

Thanks,  
Galen Seidner  
ProHauler Trailers, Inc.

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Appendix "E"

Galen Seidner

From: Galen Seidner  
Sent: Monday, April 23, 2007 3:23 PM  
To: 'braby@redneck-trailer.com'  
Subject: FW: Atwood Coupler Recall



81906 Atwood Cplr  
pic.pdf (96 ...

-----Original Message-----

From: TDunn@redneck-trailer.com [mailto:TDunn@redneck-trailer.com]  
Sent: Monday, April 23, 2007 4:10 PM  
To: Galen Seidner  
Subject: Re: Atwood Coupler Recall

Galen,  
We would like to have these trailers parked. As soon as you can provide us with customer names, we can get new product shipped out the next day. When you provide me with names and addresses, we will mail out new couplers with a call tag so they can ship back the old product. We can also provide you with new couplers and you can ship them out to the end users. The choice is up to you. In this email I am attaching a picture of the coupler with a diagram as to where you can find the part number. If the part number on the coupler is 81906 then it is one of the ones we want to replace. If you have any questions, please send me an email back.

(See attached file: 81906 Atwood Cplr pic.pdf) Thanks,

Travis Dunn  
Product Manager  
Redneck, Inc.  
Ph: 417. 864.5210 ext.395  
tdunn@redneck-trailer.com

"Galen Seidner"  
<GSeidner@cpiequi  
pment.com>

04/23/2007 10:12  
AM

<tdunn@redneck-trailer.com> To  
<braby@redneck-trailer.com> cc  
Subject  
Atwood Coupler Recall

Travis, I need confirmation on a discussion I had with Buddy Raby on Friday, April 20, 2007. If it has been determined the trailer does have a Atwood coupler part number 81906 is it required to park the trailer until the new coupler has been changed out. The majority of these couplers we have out are at the Home Depot Rental stores nationwide. Please confirm if the stores that do have the part number 81906 need to park the trailer or they can continue to rent the trailer with equipment until it has been changed out.

Appendix "E"

Buddy stated he didn't think they had to park the trailer until it had been changed out. Home Depot will lose considerable rental revenue if it has been determined the trailer must be parked until changeout. I have already received ten of the return letters I sent out last week and thought we should discuss how you plan on contacting these stores to inspect and changeout the recalled couplers. Please Advise!

Thanks,  
Galen Seidner  
ProHauler Trailers, Inc.

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