

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

FOR AGENCY USE ONLY

Date Received

 Od. or
rt. dr. _____
od. rt. _____
up. dr. _____

Reference No.

10026439

OWNER INFORMATION (Type or Print)

 Name _____
 Street No. _____ Apt. No. _____
 City SAINT JOHNS State MI Zip Code _____
 Daytime Telephone Number _____

 Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

 Signature of Owner _____ Date 6/11/03

PRODUCT INFORMATION

 Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side) 1FDXE45S1YHA06982 Make CHATEAU B3 Model Ford V10 Year 2000
FOUR WINDS E 450
 Purchased Date 10-15-99 Dealer's Name Odyssey RV, INC. Engine Size (CID/CGL) _____
☐ New ☐ Used Dealer's City ELKHART State INDIANA Zip Code 46514 No. Cylinders 10
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
 Manufacture Date (on driver's door or pillar) Ford - 8-99 Transmission Type ☐ Manual ☒ Automatic
 Restraint System ☒ Driver's Air Bag ☐ Motorbelt ☐ Passenger's Air Bag ☐ 2-Point Belt ☒ 3-Point Belt
 Cruise Control ☐ Yes ☒ No Drivetrain ☐ Front ☒ Rear ☐ 4-Wheel
 Vehicle Type ☐ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other Motor Home
 Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other Motor Home

FAILED COMPONENT(S)/PART(S) INFORMATION

 Part Name(s) VALVE STEMS Location ☒ Left ☒ Right ☐ Front ☒ Rear
 Failed Part(s) ☒ Original ☐ Replacement Handicap Adaptive Equip ☐ Yes ☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

 Tire Brand Firestone Tire Name _____
 Complete Tire Size LT 225/75/R16 DOT No. _____
 No. of Failures 2 Date(s) of Failure(s) 11-03-02 5-10-03
 Mileage at Failure(s) 15,650 13,250
 Vehicle Speed at Failure(s): 15 mph 30 mph
 Failed Part(s) Available? ☒ Yes ☐ No NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

 Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured 2 Number of Fatalities _____
 Reported to Manufacturer ☒ Yes ☐ No

 Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). During a trip 11-03-02 I pulled into a gas station to buy gas, I discovered a tire had gone flat. The valve stem had been cut. I put on my spare tire and continued. Then on 5-10-03 I pulled into a gas station, another Valve stem on a different tire blew out about 1,500 miles from the first one. I called N.H.T.S.A. Told to call Firestone. Firestone said to call Ford Motor. Ford told me to call 4 Winds Test. Elkhart Ind. 4 Winds said to call Ford. it was problem. as they do not alter tires or Valve Stems. I believe the Valve Stem do not hold up. Hubs in wheels are too big or Valve are no good.

Continue on back

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a40 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I do not drive my motor over 55 miles an hr. I am very conscientious about the air pressure in my tires. I make sure there is 35 in front and 30 in back tires on back.

When I returned home I had all the valve stems replaced with stainless steel bolt on stems. I was concerned that the stem blowing out while driving on a busy highway. I think Ford should reimburse me for expense of having the valve stems replaced and the change.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

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(DASH) 2 DOT



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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**