



U.S. Department
of Transportation
National 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 335

Date Received

Repository ☐

07-NOV-2003

Reference No.
10046616

OWNER INFORMATION (Type or Print)

Name

Address

City

SILVER SPRINGS

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening 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 contact the name or address to the vehicle manufacturer.
Signature of Owner _____ Date 11/12/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FCNF53S810A18312

Make

GULF STREAM

Model

SUN VOYAGER

Model Year

2002

Date Purchased
14-MAY-02

Dealer's Name and Telephone Number

Sierra RV 775 324 0522

Engine: 10 Thru
No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

1125 South Virginia Reno

State

NY

Zip Code

89511

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

020000 SUSPENSION

Multiple Failure: X 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

4,600 mi

Failure Speed

60 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Goodyear

Tire Model (Name or Number)

Goodyear G 670 RV

Tire Size (Example P215/65R16)

245/70 R 14.5

DOT No. (Example: DOTM15ABC038)

7305021 GRW 93

☒ Original Equipment

☐ Prior Repair

Failure Location:

inside tread worn completely

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of incident(s), Crash(es), and 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(s), i.e. parts repaired or replaced (and if old part is available).

CONSUMER SAYS THE TOE ON THE FRONT END OF TRAILER IS IMPROPERLY ALIGNED. CONSUMER BELIEVES IT CAN RESULT IN AN ACCIDENT DUE TO THE TIRES WEARING OUT PREMATURELY. *AK

Chessa motor home 32 1/2 feet plus towing a vehicle

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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 to this questionnaire. Your responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

11/27/05

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

Buy a new Motor Home, drive approx 2,000 mi, front tires worn to annulus. Potential for front end "Blow out" (while towing another vehicle) is almost inescapable and totally unacceptable. Dealer states they do not inspect this; manufacturer is responsible; and they continue selling units "uninspected" until the proper number of people have been killed to warrant "certified" safety inspections.

Called Gulfstream, Jim Creech said it is my fault for "noticing" something wrong while going down the road and having it fixed.

Gulfstream is not capable of governing it's safety affairs.

I hope you can design a program that would "certify" that safety measures have in fact been taken by the greedy, careless, manufacturers and dealers that would protect us the U.S. citizens from this neglect.

Sincerely

CH ADDITIONAL SHEETS IF N

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration400 Seventh St., S.W.
Washington, D.C. 20590Official Business
Penalty for Private Use \$300**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, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.safercar.gov

Highways; Action line

11/8/03

Silver Springs NV

Dear action line, In May 2002 we bought our first class A motor Home 32 1/2' Gulfstream Sun Voyagers, at Sierra RV Reno NV. It had a bit over 2000 mi at the time as it came from Indiana it now has 4,662 mi. Our first trip was approx 225 mi, I checked the air and found inside passenger rear flat! I put air in and about a month later checked and it was down. I took tire off and brought it to Big O and had it checked, they found a small slit in the sidewall. I called the Dealer and in the end I paid for a new tire. Back and forth to NV from Ca a few times and then we got called on a job in Bedford Wa. (I work construction). We arrived 10/24 when I was checking the jacks, I noticed my front tires worn to the cones.

I hope the readers go out and check their tires right now; we could have been involved in a big accident.

10/24/03 Called the Dealer Jim Cutordson Sierra RV

He told me this was Gulfstream's responsibility call 800-289-8787

9125 South Virginia St

Reno NV 89511

775-324-0522

10/24/03 I called and spoke with Jim Creech who blamed Ford at 800-444-3311

10/24/03 called Ford who said this was Gulfstream's responsibility but told me where I could get this fixed

The Ford Dealer sent me to a specialist,
Mr Casaday Bee line Service you have a
copy of the invoice.

11/7/03 repaired the problem

11/7/03 went to scales C.A.T. Flynn J Pasco Va

my GVWR is 20500		The front GAWT is 7000
my UVW is 11908		The rear GAWT is <u>13,500</u>
my NCC is 3592		50,500 lbs

We are 900 lbs under weight, scale copy included

11/7/03

Called Mr Jim Creech at Gulf Stream "He is
to only one who is responding on behalf of Gulf Stream
there is no safety Dept person or supervision to talk
to over there. He said

"Over time the warranty is no good" also

"I should have noticed something while driving" also

"Tires will wear over time (4,600 mi)?*! also

"The alignment always dose this over time" also.

"The Good year Tires may have been bad" also

"It could be the Ford chassis" on don't on

I call this total neglect on Gulf Stream's part
as the manufacture & dealers Continue to sell
these unsafe vehicles to the public at large
when they now know of the problem and understand
the catastrophic consequences that will result
from this price work, Quota mentality.

11/7/03 Called National Highway Traffic Safety Administration
1 800-424-9393 who promised to mail some "red tape".

The coach has a host of other small problems all of which we are capable of fixing ourselves, this one however will cost us the 103.00 for the alignment ect, and also the cost of two new tires at about \$300. each This is not fair!

Gulfstream, has had good honest, hard working people in their past creating a reputation of high quality & safety which is now being destroyed by a few who are taking a free ride on this hard won reputation. We are sorry to have bought a Gulfstream and will not return for more of same and our experience good & bad will be shared down the road to all who care to listen.

I think that this would fall under OSHA rules as it involves my occupation and that of many others but I don't have the number to call but will do so soon, hopefully they can remedy this hazardous situation before we start losing lives if we haven't yet.

Basically I wish to alert people of the neglect recoupe the money for tires alignment & ballancing and have Jim Creech of Gulfstream manage shopping carts at Wall Mart.

Sincerely





**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).**