



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

2003 DEC 19 FOR AGENCY USE ONLY 100079

03-DEC-19 PM

Repository ☐

13-NOV-2003

Reference No.
10047911

OWNER INFORMATION (Type or Print)

Name

Address

City

KUTZTOWN

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

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 11/24/03

VEHICLE INFORMATION

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

1FCNF5357Y0

Make

FOUR WINDS

Model

WINDSPORT
Motorhome

Model Year

2001

Date Purchased

5/25/2002

Dealer's Name and Telephone Number

Tom Schaeffer's RV 610-562-3071

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

Shoemaker'sville PA

State

PA

Zip Code

19555

Triton V-10

Transmission Type

4 SPEED
Automatic
w/ob

☐ Antilock Brakes

☒ Cruise Control

Powertrain

FORD CHASSIS

Vehicle Component Code

131000 VISIBILITY:WINDSHIELD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-NOV-2003

10/16/2003

Failure Mileage

4,771

Failure Speed

—

Windshield coming out/shifting/leaking
w-safe to drive to Indiana as directed to

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15AB0036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

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

NA

Number of Deaths

NA

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; i.e. parts repaired or replaced (and if old part is available).

WINDSHIELD LEAKS WATER ONTO INSIDE OF DRIVER'S SIDE. MOTORHOME WASTAKEN TO DEALER TWICE, WHERE THEY APPLIED A CLEAR SILICONE IN THE LEAKY AREA. HOWEVER DEALER INDICATED TO CONSUMER TO TAKE THE MOTORHOME TO INDIANA WHERE THEY COULD SEE WHAT WAS WRONG WITH THE WINDSHIELD. THIS WAS NOT WHAT CONSUMER EXPECTED FROM A \$78,800 VEHICLE. *AK

Original owner returned motorhome because windshield leaked!
See attached pictures, bills, and info! Thank-you!

Email -

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 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.

Claim
Filed

October 29, 2003

To all parties concerned:

On our recent vacation October 8th until October 20th we had a very disappointing experience with our 2001 WINDSPORT motor home. On our trip south to Charlotte, NC and Martinsville, VA we had stopped at a rest area, I noticed a different whistling sound coming from the front of our motor home. I checked my side window to make sure it was closed tight. It was completely closed. That night I never did find out where the sound was coming from?

We had stayed at the Lowe's Motor Speedway the first four days of our vacation. We then back-tracked to Martinsville, VA for their races the following weekend. We had parked our RV in the designated camping area. All is fine! We are happy campers! That Thursday morning October 16th, my husband Randy decided to clean the windshield which had gotten streaky from the morning's frost and dew. He had finished my side (passenger side) and then proceeded to his driver's side. Just like that he yelled to me "Your not going to believe this.....and you might not want to come see!" I couldn't believe my eyes! Our windshield had separated from it's seal far enough for me to stick my little finger! Less than 5,000 miles and our windshield is falling out! We paid \$79,995.00 for a used motor home and our windshield is coming out! What's wrong with this picture?

We started making calls on our cell phone. Our manufacturer - WINDSPORT - didn't care to hear of our problem and had no answers. We called INTERSTATE STAR RV EXTENDED WARRANTY but they said seals weren't covered on used motor homes and no one suggested that we add the coverage like they did our slides and jacks when we bought the unit! Our next call was the dealer - TOM SCHAEFFER'S in PA - they also said they couldn't do anything for us! They told us to check with our insurance carrier - PROGRESSIVE. Progressive had sent a claim adjuster out within a few hours. He took pictures and assessed the damage. He made some calls and located a glass repair shop right in Martinsville, VA. That afternoon Dale from the glass company stopped at the track to see what the situation looked like. He said both sides of the windshield need to come out and be re-sealed. This is when it gets good.....

The men from Martinsville's glass returned Friday morning to repair our damage. Dale noticed that there was silicone patching and slices in the seals on the existing windshield - he had told us that someone had tried to repair this problem before now. My husband called the dealer back to find out any history of service. When we purchased the unit it only had 1,143 miles on it! Turns out the previous owner returned the motor home because the windshield leaked. Tom Schaeffer's didn't have the capability of properly replacing the windshield - so they admitted trying to patch the leak! This was never disclosed to us at the time of purchase! They never mentioned taking "seal coverage" as part of our extended warranty. We are so dissatisfied and disgusted with this deception.

A few weeks ago we had taken a weekend trip to Camping World in Bridgeport, NJ. We had run through a brief rain shower.....I notice some drops on the center of the dash but I thought it was condensation from the air-conditioning. When the sun came back out it dried up and I never thought of it again. Seems the more we use the motor home - the more we are finding out that we were misinformed at the time of purchase!

We are very upset with the amount of money we paid for this 2001 WINDSPORT - only to have had a sales tactic like this to be used! Either the manufacturer or dealer should stand behind the belief of customer satisfaction and product performance. We should have been told of the windshield problem up front! We need to have a guarantee from either or both the dealer and manufacturer that any future problems will be covered in full and any repair costs to be reimbursed to us!

This incident and sales tactic will be shared in any and all Motor Home publications that I can possibly contact about this devastating situation. I'm sure any future or current customers of Tom Schaeffer's and WINDSPORT would be very interested in hearing my story. We also used the motor home this past weekend on a trip to Middletown, NY and also noticed that once again the windshield is coming out on the passenger's side of the unit and is also leaking when it rains. I don't even want to think what could have happened if the windshield was to fall out while driving! I know that this problem needs to be taken care of in a very timely and professional manner. We expect a contact call as soon as possible. A response is expected by November 15, 2003.

Not "Happy Campers"

Kutztown PA

Home #

Enclosures

**Cc: Four Winds International
Tom Schaeffer's RV Super Store
Robert R Kreitz, Esq.
Interstate National Dealer Services Warranty
Thor Industries, Inc
Better Business Bureau Complaint System
National Highway Traffic Safety Administration**

STATE

Meter Home Service Contract Application Terms & Conditions

No. **1148679** NH

Name: [REDACTED]		Date: 25 MAY 02	
Address: [REDACTED]		E-mail address: [REDACTED]	
City: SHOSMAKEREVILLE	State: PA	Zip: [REDACTED]	
Telephone: 610-562-3071	Dealer Code: [REDACTED]		
Name: [REDACTED]			
Address: [REDACTED]			
City: KUTHTOWN PA	State: [REDACTED]	Zip: [REDACTED]	
Home Telephone: [REDACTED]		Work Telephone: [REDACTED]	
Model: 1143	Color: 75976.00	Price: PM12	Service Contract Price: 3124.53
Year: 2001	Make: WINDSPORT	Model: F35D	
Export Code: 1PCRF5387X0	Coach/Travel Trailer Model #: [REDACTED]	Delivery Date: 25 MAY 02	
Coach-to-Service Date: [REDACTED]	Month: [REDACTED]	Year: [REDACTED]	
Coach/Travel Trailer to-Service Date: [REDACTED]	Month: [REDACTED]	Year: [REDACTED]	
Uninstaller Name: [REDACTED]		Zip: ☐ Yes ☐ No	

PLATINUM

PLATINUM PLUS

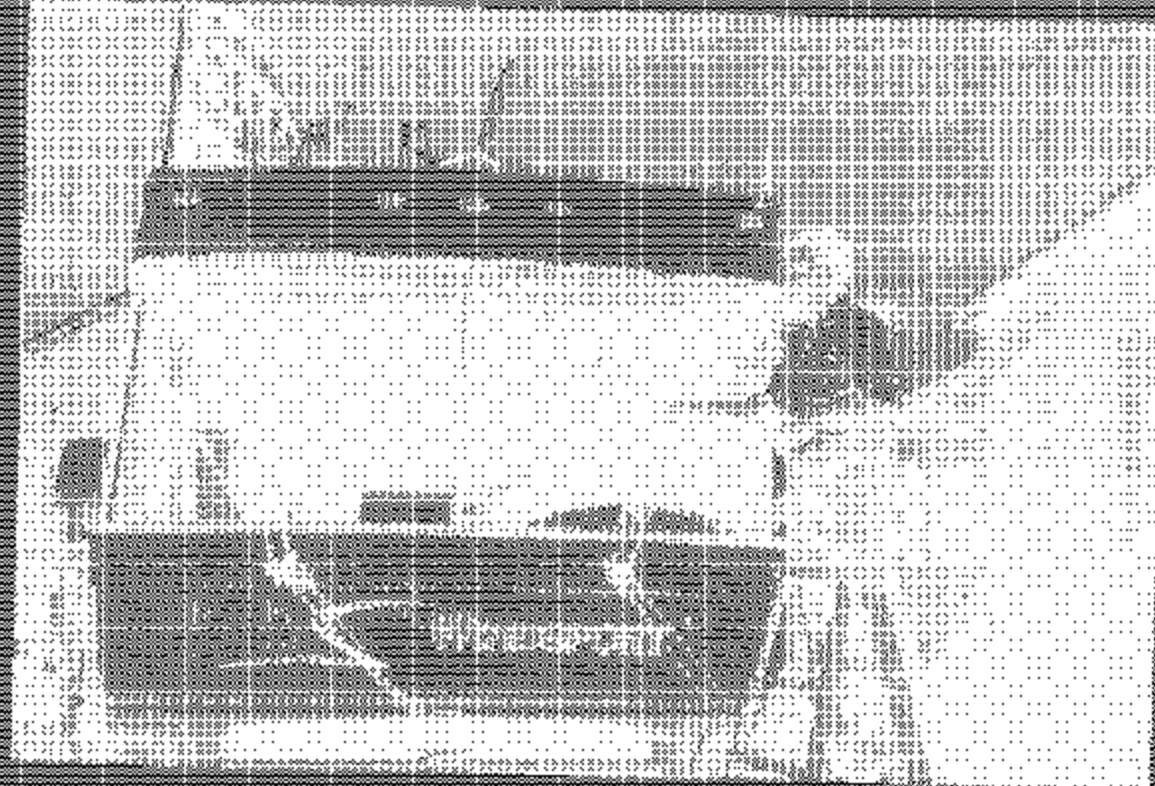
☒ New ☐ Used	Term: 7 Years 7500 Miles	☐ New ☐ Used	Term: [REDACTED] Years [REDACTED] Miles
☐ \$0 (New only)	☒ \$25 ☐ \$50 ☐ \$100 (Used only)	☐ \$0 (New only)	☐ \$100 (Used only)
☐ \$300 Towing ☐ 4x4 ☐ Air Brakes ☐ Commercial Use* ☐ Deluxe Component ☐ Diesel - Front ☐ Diesel - Rear ☐ Entertainment Package ☐ Extended Eligibility	☐ 15-Mileage ☐ Levelling System ☒ Levelling/Slide-Out Combo ☐ Other Unit ☐ Seats and Decklets (Used only) ☐ Slide-Out Room(s) ☐ Wear and Tear (Classical only) ☐ Zero Deductible* ☐ [REDACTED]	☐ \$500 Towing ☐ 4x4 ☐ Commercial Use* ☐ Extended Eligibility	☐ Other Unit ☐ Zero Deductible* ☐ [REDACTED]
*New Units only		*New Units only	

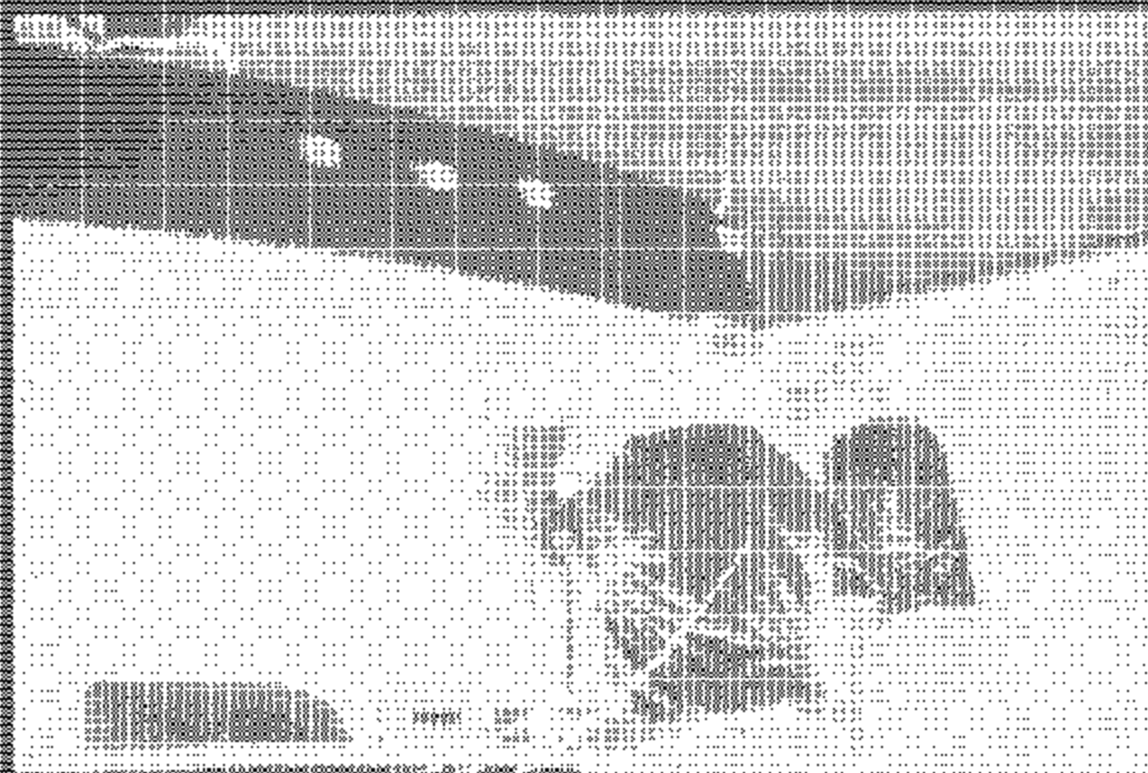
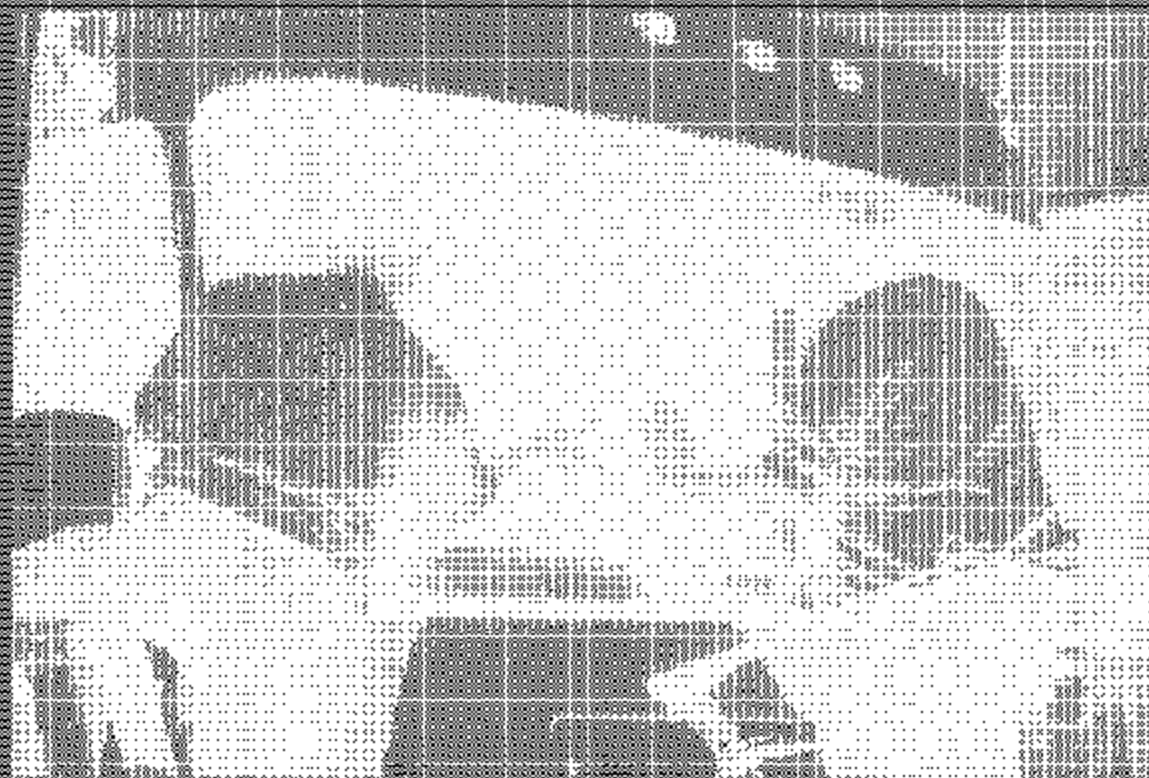
The Candidate Applicant whose signature appears below acknowledges that:

- (1) The purchase of this Contract is a separate consideration from the purchase price of the unit and is not a requirement to purchase the unit, or to obtain financing.
- (2) This Contract is not connected, either directly or indirectly, with the warranty issued by the manufacturer of this unit.
- (3) This Application and Terms & Conditions together with Your Identification Card constitute your Meter Home Service Contract.
- (4) The implied warranty of merchantability on the unit is not waived if this Contract has been purchased within sixty days of the purchase date of the unit from a provider who also sold the unit covered by this Contract.
- (5) The Coverage I have selected applies according to the terms indicated on the Application Page and Identification Card.
- (6) The components, labor and parts covered under this Contract are listed under the section entitled "Coverage" for the level of Coverage indicated on the Application Page and Identification Card.
- (7) I understand to file a claim in the event I have a Failure, I am to follow the instructions listed under the section entitled "What to Do in the Event of a Failure".
- (8) I understand that in order to maintain Coverage under this Contract, I must have my vehicle serviced as indicated in the section entitled "Maintenance Requirements" in the Contract.
- (9) I understand that I have the right to cancel this Contract and receive a refund as indicated under the section entitled "Cancellation of Vehicle Service Contract." (After ten (10) days the cancellation fee is \$25.00 in the state of Washington only).
- (10) I understand that this Contract does not cover a number of conditions which are listed under the section entitled "Exclusions."
- (11) I have read and understand the Limit of Liability (Lines 4, Terms and Conditions).

I have read and understand the Limit of Liability (Lines 4, Terms and Conditions).
 If I do not receive Your Identification Card within 60 days, please the customer service number listed below.
 I hereby declare that I have read the terms of this Application and I understand and accept all the provisions herein.
 [Signature] **25 MAY 02** [Signature] **25 MAY 02**

Applicant's Signature: [Signature] Date: [REDACTED]
 Submitted by: [Signature] Date: [REDACTED]
 Interstate National Dealer Services, Inc.
 340 Erie Overpass Blvd., Lakewood, NY 14083
 Customer Service: 800-642-0400 Customer Claims: 800-525-0229
 Online Fax: 516-745-1088 / e-mail: chd@interstate.com





**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).**