



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 120

Date Received

2004 APR 29
11-MAR-2004

Repository ☐

Reference No.
10085053

OWNER INFORMATION (Type or Print)

Name

Address

City HAMPSTEAD

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
in the absence of an authorized
Signature of Owner

Signature of your vehicle?
or address to the vehicle manufacturer.
Date 3/26/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FCMF52S20A03280

Make
FOUR WINDS

Model
INFINITY

Model Year
2002

Date Purchased
3-27-03

Dealer's Name and Telephone Number
LES RV SALES (910) 791-6414

Engine: FORD
No. Cylinders V10

Fuel Type:
GAS

Original Owner
☒

Dealer's City
WILMINGTON, NC

State
NC

Zip Code
28405

Transmission Type
Automatic

☒ Antilock Brakes
☒ Cruise Control

Powertrain FORD

Vehicle Component Code
103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
44-0000000
9-27-03

Failure Mileage
4028

Failure Speed

TOTAL TRANSMISSION BREAKDOWN

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: DOTM15ABC036)

☐ 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), condition, 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:
i.e. parts repaired or replaced (and if old part is available).

CONSUMER STATED THAT WHILE TRAVELING ON THE ROAD PINK OIL SPRAYED ALL OVER THE WINDSHIELD. THEY HAD TO BE TOWED TO A DEALER IN PA. AT DEALER MOTOR HOME WAS CHECKED, AND MECHANIC DETERMINED THAT THERE WAS OIL IN TRANSMISSION FUEL. CONSUMER STATED THAT OIL AND WATER WAS COMING OUT OF THE OIL DIP STICK HOLDER. MANUFACTURER WAS CALLED, AND THE PROBLEM WAS SOLVED, BUT IT COST CONSUMER \$1100.00 TO BE TOWED FROM ONE STATE TO ANOTHER STATE. MANUFACTURER AUTHORIZED THE DEALER TO REPLACE TRANSMISSION. CONSUMER OBTAINED A NEW MOTOR HOME WITH A REBUILD TRANSMISSION. *AK

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.

MAR. 29 2004

NEW 2003
 We purchased our 2003 Winds Infinity for enjoyment. It has been nothing short of a trip to hell. It started the day we took ownership Mar. 31, 2003. We parked at KOA, 15 min. from dealer. We could not get hydraulic levelers to operate. It was necessary to unhook and return to dealer to discover a 3" screw in mechanism. The roll-out awning was shifting to one side & began to rip. Drove back to dealer for service. While driving the electric steps kept operating to discover door magnets mis-aligned. No hot water due to blown fuse. On 4-22-03 my husband had open heart surgery. Feeling able on May 23, 2003 we headed to N.Y. In Smithfield, N.C. area on I-95, the base of the LARGE TV in front came crashing to dashboard bouncing towards my husband. This was very close to causing an accident. (continued)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration400 Seventh St., S.W.
Washington, D.C. 20590Official Business
Penalty for Private Use \$300NO 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, NVS-216
 400 7th Street, SW
 Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial 1011 free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

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

I had to unlock my seatbelt to retrieve this heavy item and put it to the floor. During this first trip on major highway, my husband noticed with the slightest incline caused the engine to shift & strain. He attributed this to a break-in period. My husband also mentioned sloppy steering, hard to hold into our lane. Luckily we reached N.Y. a 700 mile trip. While in N.Y. called Four Winds about our problems. The response, find a ^{FORN} dealer, repair and in bill. One dealer had no time for 2 mo. others would not do "under Warranty" work. Finally had to drive (one way) 75 miles to Bridgehaven, Conn. Needed to install bracket for controlling pitman arm - to stabilize steering.

One week later we received a recall for Brake Power condition. This service 40 miles one way in Tuckahoe, N.Y. During travelling the clothing box collapsed & rear bedroom drawers broke from rails. The Corian stove cover was mis-aligned & sealed that way. The dinette bench fell in - no screws applied during manufacture. The rear-view camera screen in dashboard, collapsed into dash, causing no vision of our tow vehicle. This list goes on & on & horrors are yet to come. In Aug. 2003 on a trip to NY from NC, exiting the Infinity heard a loud hum. Upon inspection discovered break in copper tubing. We lost $\frac{3}{4}$ tank of propane. Had repaired, sent Four Winds bill. We were reimbursed minus \$48⁰⁰ for propane.

From Aug. 2003 to Sept. Infinity sat idle. We never did get to vacation, due to constant repairs. This motorhome cannot take a 700 mile trip without a breakdown. What is next, a wheel falling off & causing deaths. This vehicle cannot be trusted!

Sept. 27, 2003 we were moving back to NC for good. A little over one hour travelling, my husband saw oil spray on the windshield. We stopped and discovered the entire front end was covered with pink oil. We were in Washington, N.J. Local police said to remove vehicle from road and we were towed to local yard. Local Ford dealer could not handle us

causing a tow to Hueco Ford dealer in Allentown, Pa. After 3 days of waiting & decisions, it was discovered our transmission was contaminated with WATER! Ford (in Detroit, Mich.) ok'd a rebuilt transmission, a new one was out of the question. Our hands were tied. We now have a new vehicle w/ rebuilt transmission. We had to absorb \$1101.40 (food & lodging extra) out of pocket. We were finally on our way Oct. 10, 2003. This Infinity has been parked next to our home since. As I write, the windshield is about to fall out. You can see the inside of motorhome thru the gaps on the drivers side. We also now have a recall for the microwave. It could start itself and cause a fire. This repair service is 1 1/2 hrs one-way away. Due to windshield condition we cannot move the Infinity.

This Infinity has caused many hours of anxiety and heartache. It was made to travel & enjoy. This is out of the question. We are totally fed up with this motorhome. My husband's heart surgery & recovery does not deserve all this anguish.

We feel the decent, honorable thing for Four Winds, is to take this back & settle financially with us. We do not deserve to be stamped on like this. What ever happened to "the customer is always right" "consumer protection" from defective merchandise?

Thankyou for your time.

Sincerely,



CLASS A 35FOOT

VIN# IFCNF53SX20A03280
Now has 4,500 miles and is under warranty 3yrs 36,000 miles
Purchased with a little over 1,000 miles - driven in from Indiana

* NEWS UPDATE:

As of 4-21-04 Triumph Glass came here & said unable to fix windshield. The body of motorhome was cut too large. originally Windshield was glued in.

L & S RV Sales

TT OMMK

5942 Market Street • Wilmington, NC 28405

Phone: (910) 791-5414

(910) 392-9167

Sold To

Stock # 1071

Date 3-24-03

Co-Signer

Phone #

Address

Hampstead, NC

Year	Make	Model	Serial #
2002	Infinity	35-D	1FCNF53SX20A03280
			Miles

TRADE

Year	Make	Model	Serial #
N/T			
			Miles

Selling Price	\$ 71,469.00
Title & Tag	\$ 55.00
Registration	\$
Misc. Non Tax	\$
Trade Allowance	\$
Trade Lien	\$
Warranty	\$
Credit Life	\$
Disability	\$
Cash Down	\$ 3,000.00
Amount Taxed	\$ 71,469.00
Tax 3%	\$ 2,144.07
Documentation Fees	\$ 155.00
Amount Financed	\$ 70,668.07

Deposit → 30,000.00

40,668.07

41,971.52

Insurance Agent	
Phone #	
Ins. Co.	Zurich American Insurance
Policy #	

Buyer

Co-Buyer

Sales Representative

Four Winds

INTERNATIONAL

Visit our website at www.fourwinds-rv.com

701 G.R. 15, P.O. Box 1486 • Elkhart, IN 46515-1486 • Phone (574) 266-1111 • Fax (574) 293-5256

May 2, 2003

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign No: 03V-069

Four Winds International Corporation File Number: R030004

Ford Brake Indicator Light

Re: Safety Recall – Ford Brake Indicator Light

Dear Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has informed Four Winds International Corporation ("Four Winds") that the brake system warning indicator in the dash instrument panel of the Class A motorhome chassis provided to Four Winds by Ford fails to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 105 S5.3, "Hydraulic and Electric Brake Systems." Affected units were manufactured from September 1999 through January 2003. The indicator light for low fluid or brake problems may not illuminate which could fail to warn you about serious brake problems. This could result in brake system failure and a crash without warning.

Four Winds has decided that specific model year 2000-2004 Four Winds Class A Hurricane, Infinity and Windsport motorhomes manufactured on Ford F53 chassis fail to comply as described above. According to the records of Four Winds, your motorhome contains this non-compliance. If you have sold the motorhome which contains this non-compliance, please complete the attached postcard and mail it to Four Winds so that the current owner can be notified.

The instrument panel, as shipped by Ford, may not be wired correctly to illuminate the brake warning indicator for a check indicator function or for a low brake fluid condition. The brake warning indicator is intended to illuminate when the ignition key is turned to the ON, RUN or START position and when the brake fluid is low.

The remedy will consist of moving the brake warning indicator bulb from the right side indicator position and transferring it to the left side indicator position of the instrument cluster. The wiring harness must then be modified. This remedy will be done at no charge to you.

You may contact your Four Winds dealer or service center to arrange for a service appointment. If you need assistance in locating a dealer or service center in your area or you are having difficulty setting a service appointment, please contact us at 574-266-1111. Instructions for making this correction have been sent to your dealer and parts are readily available.

While the time for the remedy of the non-compliance is expected to take approximately 1 hour, your dealer or service center may require you to leave the motorhome for a longer period of time to allow for the scheduling of such remedy.

If the non-compliance referred to above has been repaired on your motorhome prior to receipt of this service bulletin, and if you incurred any direct cost in connection with obtaining such repair, you may seek reimbursement from Four Winds. In order to obtain such reimbursement, you must submit the following information: (1) your name and mailing address; (2) the Vehicle Identification Number for your motorhome; (3) a reference to this recall campaign (03V-069); and (4) a copy of the receipt or invoice for the repair.

This reimbursement may be obtained by sending your request for reimbursement along with the information referred to above to Four Winds International Corporation, P.O. Box 1486, Elkhart, Indiana 46515-1486.

Four Winds has notified the National Highway Traffic Safety Administration of this recall and the procedures involved. However, should Four Winds fail or be unable to correct the non-compliance without charge, you may write to Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590 or call the toll free Auto Safety Hotline at 888-327-4236.

Federal regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

Sincerely,

Michael L. Kurtz

Michael L. Kurtz

Director of Consumer Affairs

Four Winds International Corporation

Enclosure

SAMSUNG

SAFETY RECALL – owner NOTIFICATION LETTER

[REDACTED]
Hampstead NC [REDACTED]

|||||

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

Samsung Electronics Co., Ltd. has decided that a defect exists which relates to motor vehicle safety in certain microwave models numbered MR5491G, MR5492W, MR5493G, MR5494W, MR7491G, MR7492W, MR7493G, MR6698WB, MR6699GB, MR6699SB manufactured from the period May 2000 to September 2003. To determine if your RV is affected check the model label as per instruction on next page.

The defect can cause the Microwave Oven to start by itself without user intervention. If this should occur when food or other material is left inside the oven cavity and the oven goes into an auto start mode, a potential safety condition exists which may cause smoke or further damage. To avoid this occurrence the units should be unplugged or the door left open.

For this reason we ask that you arrange for service to correct the condition without delay. The service and required parts will be provided free of charge.

To obtain this free service:

Contact the service representative below as soon as possible to schedule an appointment.

If you have MR5491D, MR5492W, MR5493G, MR5494W, MR7491G, MR7492W or MR7493G contact:

Samsung service by Maytag 1-888-481-2289

If you have MR6698WB, MR6699GB and MR6699SB contact:

Samsung service by Maytag at 1-888-481-2289

**Note: These models must be within 100 feet of an A/C power source outlet for service.*

If you have any problem obtaining the needed repair, please contact Samsung customer service at 1-800-932-3837. A Samsung representative will arrange for prompt attention to your vehicle.

We regret any inconvenience, which this action may cause you. However, we are concerned about your safety. If the service representative fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20390, or call 1-888-DASH-2-DOT (1-888-327-4236).

Thank you for your immediate attention to this important matter.

Samsung Service Division

*(252) Havelock, N.C.
447-9886*

**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).**