



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 1367

Date Received 2004 JUN 24 MAY 2004
Repository ☐
Reference No. 08
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OWNER INFORMATION (Type or Print)

Name [REDACTED] Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED]
City PLYMOUTH State PA Zip Code [REDACTED] Evening Telephone Number [REDACTED]

Do you authorize NHTSA to contact you or your vehicle? ☒ YES ☒ NO
In the absence of your address to the vehicle manufacturer, Date 6/7/04
Signature of Owner [REDACTED]

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
TEA1G312512898173 Make FLEETWOOD Model TERRY Model Year 2001

Date Purchased 6-16-01 Dealer's Name and Telephone Number
TV RADIO LABORATORIES 1610-853-9393 Engine: No. Cylinders Fuel Type:
Original Owner ☒ Dealer's City WIND GAP State PA Zip Code 18091

Transmission Type ☐ Antilock Brakes Powertrain Vehicle Component Code
☐ Cruise Control 351000 EQUIPMENT: RECREATIONAL VEHICLE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-MAY-2004 Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P216/96R16)
DOT No. (Example: DOTM18ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
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;
i.e. parts repaired or replaced (and if old part is available).

CONSUMER WAS UNABLE TO HAVE THE MICROWAVE OVEN RECALL REPAIRS PERFORMED BECAUSE THE CLOSEST DEALERSHIP WAS TOO FAR
FOR THEM TO SEND A SERVICE PERSON, AND TOO FAR FOR THE CONSUMER TO DRIVE TO DEALERSHIP. CONSUMER CONTACTED THE
MANUFACTURER, BUT THEY PROVIDED NO ASSISTANCE, THEY JUST HUNG UP ON THE CONSUMER. *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.

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

CONTACTED AUTHORIZED PERSONNEL ABOUT RECALL
ON MICROWAVE OVEN AND GOT NO SATISFACTION

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL 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

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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