



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 241

Date Received

2004 JUL 20 PM 11:20
13-JUL-2004

Repository

Reference No.
10081852

OWNER INFORMATION (Type or Print)

Name

Address

City PIPESTEM

State WV

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 a signature, please provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 22 July 04

VEHICLE INFORMATION

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

4VZCN8080X

Make

NEWMAR

Model

DUTCH STAR

Model Year

1999

Date Purchased
15-JUL-03

Dealer's Name and Telephone Number

Tom Johnson Camping center

Engine:

No. Cylinders

6

Fuel Type:

-Gas

Diesel

Original Owner

LEND

Dealer's City

Concord

State

NC

Zip Code

28027

Transmission Type
AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Rear wheel drive

Vehicle Component Code

131000 VISIBILITY: WINDSHIELD

Multiple Failure: + 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

28-JUL-2003

1 Jul 2004

Failure Mileage

24000

28000

Failure Speed

NA

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: DOTM16ABC036)

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

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).

BOTH FRONT WINDSHIELDS WORKED THEMSELVES OUT OF THE RUBBER GASKET AROUND THE WINDSHIELDS. CONSUMER HAS A CONCERN THAT THE WINDSHIELDS MAY NOT STAY PROPERLY IN PLACE WHILE DRIVING AT HIGH SPEED AND/OR IN INCLEMENT CONDITIONS. MANUFACTURER WAS NOTIFIED. *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)

shortly after purchasing my 1999 Newmar motor home the windshield started leaking. Close inspection showed the top edge of the windshield were ripped and loose from the gasket (mounting) Guardian Glass reset the windshield and sealed them on 09/19/2003. The technician said it probably would not hold because the body of the motor home was too flexible to hold the large windshield. He was correct.

I took the motor home to Bluetield glass to get repairs and they said that the glass was too large for the opening and refused to attempt to repair. 10 June 04

I took the motor home to West Virginia glass in Berkeley WV and they said the curvature of the glass did not match the curvature of the body (next page) No repair. ATTACH ADDITIONAL SHEETS IF NECESSARY
On 12 July 04

U.S. Department of Transportation
National Highway Traffic Safety Administration

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

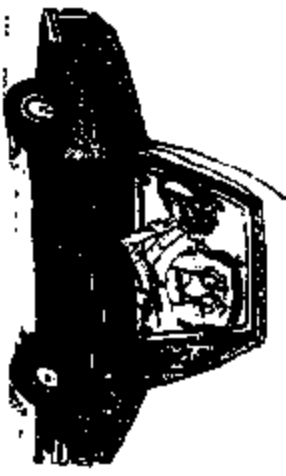
Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 78173 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

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UNITED STATES



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<http://www.nhtsa.gov>

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DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE




**VEHICLE
OWNER'S**

22 July 04

I called newmar customer services and told them my problems. they recommended that I contact a local glass company and have them to remove the windshield, the rubber gasket, clean and reinstall with urethane glue. No local glass company will attempt this. Further contact with the manufacturer and they said that they would do the work but all out of warranty work done at the home plant would be done during the winter months of Jan, Feb or March. The plant is in Northern Indiana at Napoleon over 700 miles away.

If the design of the motor home prohibits repair, and the windshield being loose is a safety defect, then the manufacturer has a responsibility to make a recall for design changes.



**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).**