



DOT Auto Safety Hotline

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

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4273)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 117

Date Received

2004 DEC 21

Repository 

18-OCT-2004

Reference No.

10097048 31

## OWNER INFORMATION (Type or Print)

Name

Address

City

CAMARILLO

State

CA

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?  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date 1/1/04

YES  NO

## VEHICLE INFORMATION

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

711BM4

Make

FLEETWOOD

Model

PACE ARROW

Model Year

1999

Date Purchased

12-10-98

Dealer Name and Telephone Number

FLEETWOOD MANUFACTURER 322-8216

Engine

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer City

RIVERSIDE

State

CA

Zip Code

92507

Transmission Type

AUTOMATIC

 Anti-lock Brakes Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

951000 EQUIPMENT/ACCESSORY/VEHICLE

Multiple Failures: 4

## FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date

12-10-98

Failure Message

WINDSHIELD POP OUT

Failure Speed

VARIABLE

## 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: DOT4AL5ABC036)

 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, failure(s), condition, and injury(ies).)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

0

Number of Deaths

0

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 (e.g., parts repaired or replaced (and if old part is available)).

THE WINDSHIELD WOULD POP OUT ON THE PASSENGER SIDE WHILE DRIVING. SPEED CAN VARY AND WAS NOT A FACTOR. THE CONSUMER HAS BEEN TO MECHANIC AND WAS INFORMED THE LEVELING JACK MOUNTED ON THE FRONT AXLE CAUSED BODY DAMAGE TO THE MOTORHOME. \*JB

SALES/RENT

SALES/RENT

SALES/RENT

19710 EXHIBIT/SALES/RENT/SALES/RENT/SALES/RENT

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

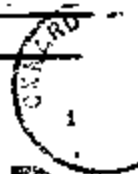
ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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)

PASSENGER SIDE WINDSHIELD POPS OUT. HAS BEEN REPAIRED FIVE (5) TIMES. LAST TIME IN NOV. 2004. WAS ADVISED BY FLEETWOOD THE PROBLEM WOULD BE FIXED ONCE & FOR ALL. FIRST WEEK OF DEC 2004, WINDSHIELD IS STARTING TO POP OUT AGAIN. ALSO CENTER PORTION OF WINDSHIELD IS STARTING TO MOVE SIDEWAYS - THE CENTER STRIP DIVIDES THE TWO FRONT WINDSHIELDS. AND A STRESS CRACK HAS APPEARED ON DRIVERS SIDE WINDSHIELD

ATTACH ADDITIONAL SHEETS IF NECESSARY



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

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 79173 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**

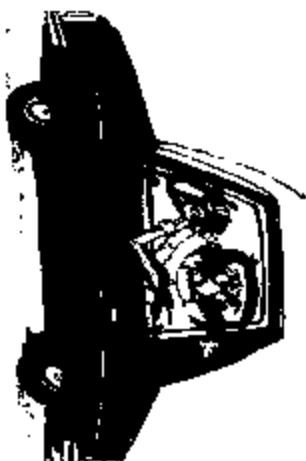
**DASH2DOT**

**and dial toll free at**

**1-888-DASH-2-DOT**

**1-888-327-4236**

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(DASH) 2 DOT**



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