



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

FOR AGENCY USE ONLY 100192

Date Received: 15-MAR-2005
Repository:
Reference No.: 10115156

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: SEBRING State: FL Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

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: [Redacted] Date: 3/22/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5B4KP57GF4 [Redacted]
Make: FLEETWOOD Model: TERRA Model Year: 2004
Date Purchased: [Redacted] Dealer's Name and Telephone Number: LAZY DAYS 800-626-7800
Engine: No. Cylinders: [Redacted] Fuel Type: Gas
Original Owner: Dealer's City: SEFFNER State: FL Zip Code: 33584
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: REAR WHEEL DRIVE
Vehicle Component Code: 015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 29-NOV-2004 Failure Mileage: 12 Failure Speed: 40-60
STUCKING GEAR BOX PITMAN ARM - NOISE BALL JOINT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM18ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(File a separate report for each incident(s), Fatality, Crash(es), and Injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] 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).

THIS VEHICLE IS A MOTOR HOME WHICH IS HAVING DIFFICULTY WITH THE STEERING. WHEN DRIVING AT APPROXIMATELY 40 MPH OR GREATER VEHICLE WILL NOT REMAIN STRAIGHT. OWNER HAS HAD THE VEHICLE IN THE REPAIR SHOP ON THREE DIFFERENT OCCASIONS, AND HAD THE WHEELS ALIGNED EACH TIME. HOWEVER, THE STEERING PROBLEM RECURRED. *AK

7 1/2 TON M.H. ON 1 TON GM FRONT END
WORKHORSE HAS NOW GIVEN ME 3 DIFFERENT SETTINGS FOR
THE WHEEL ALIGNMENT. NOT ONE OF THEM HAS SOLVED THE PROBLEM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

Sebring, FL 33870
January 23, 2005

Lazydays
6130 Lazy Days Boulevard
Seffner, FL 33584-2968
Attn: [REDACTED]

Dear Mr. [REDACTED]

You should share this letter with your manager, the parts manager, the owner of the business, and the other 20 or 30 people from whom we have tried to no avail to get help. We can trust no one at Lazydays. They put a lot of words on their work order, but the work hasn't been done as stated. We are so sorry that we have sent other people to your business and they, too, bought coaches and they, too, are having similar problems. Not to worry—they will be the last we recommend to your company.

Let's start with Workhorse. I have come to the conclusion that the people at Workhorse lied to me. First, I was to receive a check, they said. It is in the mail, they said. It is an accounting error, they said. It would be sent out immediately, they said. Seven months later and still I have no check. The latest lie is "The check was mailed January 7, 2005." Next lie: They said the man from Workhorse would be out to drive my coach and check the steering and rear end noise. We waited and waited and now, seven weeks later, no one has showed up at the door even though we have made several phone calls about it. They said that Lazydays would get our steering fixed so it would be safe. HA! They installed the steering box and didn't adjust it. They said they test drove it and also test drove it for the rear end noise!!! Another lie because the mileage was still the same as when I brought it in. You can see this by checking the work order. We could be dead one more time!

We have found that getting repairs at Lazydays is first a three month wait and, second, the work is not done well nor correctly. We will never have Lazydays work on anything again. They will replace the coach that is broken and that they had to order and that didn't come in which will necessitate an extra trip over there (about 200 miles round trip with gas prices sky high). Since that is the only way to get the coach that should have been ordered when we sent the letter reporting all the repairs that were needed. In the past week we have found out that the coach parts have been at Lazydays since December 7, 2004, but no one has contacted us about it. I could have bought a new one for the cost and time involved trying to get this one fixed.

After talking with a lawyer and knowing his costs and time involved and seeing the cost to fix the front and rear ends at approximately \$3000.00, I think it will be simpler to fix it myself than to go through the hassle of fooling with all of you, especially at my age. If I were younger, I would sue each and every one of you, but I figure if I talk with enough people in all the campgrounds I go to on my journeys about Workhorse and Lazydays and how they handle their customers, I'm sure there will be enough of those that won't go to Lazydays nor buy a Workhorse any other dealer that I will get my satisfaction. If I went to court to prove all the problems we've had plus that the steering is a one ton Chevy front end put on a seven and a half ton motor home and what needs to be done to make it safe, Workhorse would benefit from all my work and I would start out having to deal with another motor home. Not worth my time and energy! Of course, maybe I can join a class action suit!

[REDACTED]

*THIS IS THE
LAST OF MANY LETTERS
& PHONE CALLS*

Copies to: Workhorse, Fleetwood, & BBB Auto Line

**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).**