



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 100148

Data Received: 2005 AUG 30 AM 6:19
28-JUL-2005
Repository
Reference No. 10130403

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SNOHOMISH State: WA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [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: _____ Date: 7/28/05

VEHICLE INFORMATION

Vehicle Identification Number (located at bottom of windshield on driver's side): [REDACTED]
Make: GULF STREAM Model: CONQUEST Model Year: 2003
Date Purchased: 22-JUL-04 Dealer's Name and Telephone Number: RV USA 425-741-0100
Engine: No. Cylinders: 8 Fuel Type: Gas
Original Owner: State: WA Zip Code: 98204
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: REAR WHEEL DRIVE
 Cruise Control Vehicle Component Code: 198000 TIRES:TEMPORARY/EMERGENCY SPARE TIRE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 27-JUL-2005 Failure Mileage: 12400 Failure Speed: 50

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: DOTM1BABC036) 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 provide in detail the incident(s), damage(s), condition(s), and injury(ies).)
Crash: Yes No Fire: Yes No
Number of Persons Injured: _____ Number of Deaths: _____ Reported to Police: _____

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).

DT: CALLER SAID THE SPARE TIRE WAS HANGING IN FRONT OF THE BACK TIRES, AND IT FELL OFF IN FRONT ON THE BACK DRIVER'S SIDE TIRES. THE PINS THAT HOLD THE AXLE TO THE LEAF SPRINGS SHEARED OFF. IT MUTILATED THE BACK TIRES AND CAUSED SOME DAMAGE TO THE UNDERSIDE OF THE MOTOR HOME. CALLER SAID IT ALMOST TURNED THE MOTOR HOME OVER, BUT HE GOT CONTROL OF IT. CALLER WAS ON VACATION AND WAS AT A LOCAL MECHANIC. DEALER/MANUFACTURER HAS NOT BEEN CONTACTED YET. *AK

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

Please see letter to Gultstream
for details

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 7th Street, SW
Washington, DC 20590

DOT Form 88, Rev. 11/99
Postage and Fees Use 5500



NO 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-218
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

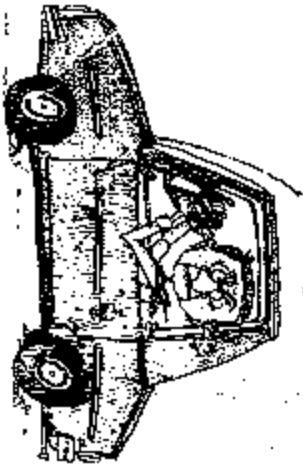
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

Titan Development Co., Inc.

Spokane, Wash.

August 7, 2005

Vinnie Iocco
Gulf Stream Dealer Service Representative
503 S Oakland
Nappanee, Indiana 46550

Dear Mr. Iocco:

On July 30, 2005 at approximately 4:30 PM our Gulfstream Conquest motorhome experienced an equipment failure which caused extensive damage to the vehicle and terrified our family. The incident occurred in Washington State on Highway 2 going eastbound. We had crossed Stevens Pass and were approximately 5 - 7 mile west of Leavenworth in the "S" curves of Tumwater Canyon going approximately 45 - 50 miles per hour. Suddenly, the coach lurched violently, rocking the vehicle toward the guard rail, huge boulders and the river about 30 - 40 feet below. There was a terrible screeching sound of metal to metal grinding. The vehicle was so out of control that I thought we had broken an axle or that a tire had come off. While [redacted] was struggling to regain control and stop the vehicle, I saw us getting perilously close to the guard rail and, for an instant, thought we were going through it into the river. My little grandson was crying hysterically in terror. When we finally came to a stop, we were at a very dangerous part of a blind curve with no place to pull over. Fortunately, following a few hundred feet behind was a State of Washington employee who witnessed the incident. He stopped and helped to stop traffic while we limped apx. 75 feet to a rest area. Then, he got in his truck and went back down the highway, picking up the broken parts. There was no cell phone reception in the canyon, so he drove [redacted] a few miles down the highway to call for help. The State Patrol came and called a tow truck. When the tow truck driver assessed the situation, he said the vehicle was not towable and would need to be repaired before it could be moved. He observed that the welds on the metal mounting for the spare tire had failed causing the tire and the metal mounting bracket to fall off the frame. He said it looked like someone put the bracket in place with a tack weld, then went to lunch and forgot to finish the job. The rear axle was pushed back about a foot and the rear tires and wheels were damaged beyond repair. There was considerable damage to the undercarriage of the coach. The driver promised to send a mechanic to help us. Scott Morrison, owner of Pioneer Auto Repair in Cashmere showed up about an hour later. After inspecting the damage, his assessment of the cause was the same as the tow truck driver's. Scott and his assistant, James, spent about two hours moving and securing the axle so we could drive to his shop 17 miles down the road in Cashmere. We got to Cashmere about 9:00 P.M. Most of the day Thursday was spent trying to locate parts. Scott is a pilot and actually flew to Portland with a stop in Yakima to pick up parts. We were finally on the road Friday afternoon.

The repairs that Scott completed were just what was absolutely necessary to get us safely on the road to finish our trip. There is still significant damage that needs to be repaired.

Our trip back over the mountain was white knuckled but, we made it safely home. My daughter met us and drove her children home. I didn't want them in this coach going back over the mountains.

Stan and I have relived this event over and over and are so thankful that none of the "what if's" happened. What if someone had been following closely and the tire or the metal frame went through their windshield? What if the boys had not been buckled in their seats? What if we went over the guard rail into the river? The gas tank was damaged. What if the tank leaked and a spark from the grinding metal ignited the gas tank?

At this time, we are looking to Gulfstream to be totally responsible and to make us whole again. We want Gulfstream to reimburse us for the repairs performed by Pioneer Auto Repair - \$2233.73. The bill from Advantage Tire for 4 tires and three wheels was \$892.45. We also spent apx \$500.00 for meals and lodging for the four of us from Wednesday night to Friday afternoon. After this terrifying experience, we have no confidence in this motorhome. I cannot in good conscience sell it to anyone else. If I did, I would have to disclose the accident and repairs and obtain a hold harmless and release. This condition would severely depreciate the value of the RV. In any event, this RV should not be on the road. We have owned it for a year and have only 12000 miles on it. This should not happen to a virtually new vehicle. We had planned to travel quite a bit in the next few months and now, we have no vehicle while we are still making payments. Stan and I want Gulfstream to take our vehicle back and replace it with a 2005 model of comparable quality and features with the aftermarket additions that were put on our 2003. We owe apx \$56,000.00 on the RV and I will continue to pay that amount.

It is our expectation that Gulfstream will do the honorable thing and to resolve this problem in a co-operative way rather than adversarial. We are prepared, however, to take any action necessary to make us whole after this experience. All of the professionals who have looked at the damage agree that the location of the tire in front of the real axle is bad design. When faulty welds are added to the equation, it is a disaster waiting to happen. We have instructed RV USA that there are to be no repairs to our RV until we have an agreement from Gulfstream for compensation. Our insurance agent has referred us to a company that does forensic analysis of auto accident cases. We prefer to hear from Gulfstream before we engage their services. We would appreciate a response at your earliest convenience.

Cordially,



c.c. US Department of Transportation National Highway Traffic Safety Admin.

Axle Locking Pin

(Notice it is sheared)



Spare Mounting Bolts



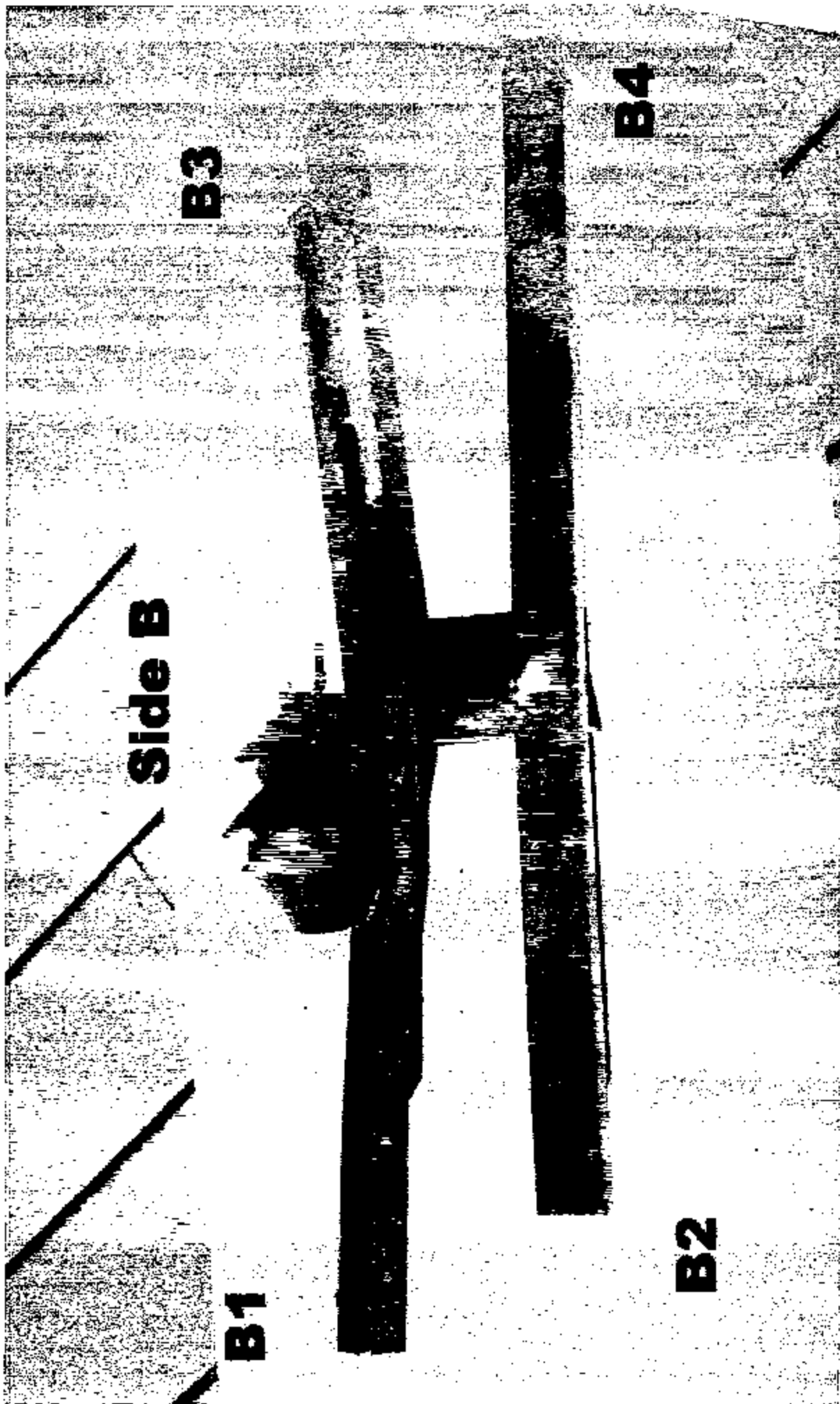
B3

B4

Side B

B1

B2



B3



B4 view 1



B4 view 2



B1



B2 view 1

B2 view 2



Side A

A3

A4

A1

A2



A3



A4



A2

A1