



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

Date Received

2007 JUL 30
27 FEB 2007

Repository ☐

Reference No.

10183677

OWNER INFORMATION (Type or Print)

Name

Address

City

CHINO

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner

Date

VEHICLE INFORMATION

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

5BCA084595F

Make

GEORGIE BOY

Model

LANDAU

Model Year

2006

Date Purchased
01-JAN-06

Dealer's Name and Telephone Number

La Meza RV

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's Name

Colton

State

Zip Code

Vehicle Component Code

354400 EQUIPMENT:MECHANICAL:SLIDE-IN CAMPER

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

R/W drive

Multiple Failure:

4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-NOV-2006

Failure Mileage

8100

Failure Speed

any

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: DOTM19ABC036)

☐ 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

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; i.e. parts repaired or replaced (and if old part is available).

TL*- THE CONTACT STATED THAT WAS HAVING PROBLEMS WITH THE RETRACTABLE ROOM COMPARTMENT ON THE 2005 GEORGIE BOY LANDAU 35. THE PIN THAT HELD THE SHAFT, WHICH MADE THE ROOM RETRACT SHEARED OFF. WHEN THE VEHICLE WAS OFF AND HE NEEDED TO DEPRESS BUTTON TO RELEASE THE BRAKE AND DEPRESS SWITCH TO THE OPEN POSITION IN ORDER TO SLIDE OUT THE ROOM COMPARTMENT, HE HEARD A SNAP AND ROOM WOULD NOT OPEN. THE CONTACT STATED ONCE THE PIN BROKE THE ROOM COULD RETRACT WITHOUT WARNING. THE VEHICLE WAS DRIVABLE. HOWEVER, WITHOUT THE PIN; THE ROOM COULD RETRACT AT ANY TIME. THE DEALERSHIP REPLACED THE PIN 3 TIMES. THE VEHICLE CURRENTLY HAD 7000 MILES. *AK

please see attach description letter

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 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.

██████████
██████████
Chino, CA ██████████

US Department of Transportation
National Highway Traffic Safety Administration
400 7th St. SW
Washington, D.C. 20077-8214

July 9, 2007

Reference # 10183677

Description of incidents

Main Slide Out Room (4' Wide by 12' Long) on the side of the Coach becomes unattached and opens as vehicle it's in motion.

First incident October 22, 2006;

We had just come home from a trip. I'm preparing to take our staff of the Motor Home; as I'm opening the Main Slide Out Room of the Motor Coach, I hear something snap and the Room stops opening. I realized that the room had become unattached from the original tracking position.

I took the unit in for repairs on November 2, 2006. November 9, 2006 I pick up the unit from the service department.

I was told by the service manager that the **Retaining Pin** that holds the Drive Line of the Main Slide Out Room to the motor had broken causing it to become unattached (This so called Retainer Pin it's noting more than a 1/4" rivet).

I am not a manufacturer engineer but I know better than having a 1/4" Steel Rivet hold the drive line to a Slide Out Room that weights probably more than 1000 pounds.

Second incident January 21, 2007;

We are at a place where we are going to spend a few days away from home. As I'm getting ready to open the Main Slide Out Room, I hear the same snapping noise again. The Room was close so we just left it along. As we taking the trip back home, I'm driving on a busy, two-way highway, the Slide Out begin to slide open I had absolutely no place to pull over. I had to drive more than 5 miles before I could find a place to stop. By then the slide out was already over 15" out. I secure it the best I could and begin a slow 200 miles trip back home.

I toke the coach back for repairs on January 29, 2007, and I pick it up February 1, 2007. This time again they found a broken Pin and they also replace the gears to the

motor. They say that some how the gears broke.

Third incident February 11, 2007;

Again, we are away from home. I'm preparing to open the Slide Out Room when one more time I hear the same snapping noise. Again I left it along, and we spent the weekend there.

Once again, I'm driving 65MPH down a busy freeway just outside of Los Angeles and the slide out begins to open again. I was able to pull over, but by the time I stopped the coach, the slide out room had already slide open 10".

February 22, 2007 I was able to take the coach back to Coachman service department. I pick the unit up on February 28, 2007, I spoke to Dennis the service manager and he mentions that wile they work on the unit to fix the problem the Retaining Pin (Rivet) broke five additional times. He also mentions that he had a Factory Representative inspect the problem and he instructed them to have the Retainer Pin (Rivet) replaced by a Steel Grade 8 Bolt.

Fourth incident June 16, 2007;

The coach it's stored at home. I open the Slide Out to clean the Coach up. When I went to retract the unit, the now **Grade 8 Steel Bolt** that holds the Drive shaft brakes on both sides the Nut Side and the Head side (I have included photos of the broken bolt). This Motor Home now seats on the side of my house this is a very dangerous problem and I believe that all the Motor Homes built in 2005 by Coachman/Georgie Boy with this same type of Slide out Drive Shaft System should be Recall and Repaired before someone gets involved on a terrible accident and gets injured by it.

I thank God that I was able to react in time and stop my Motor Home before the 4' wide Slide Out Room completely open up wile I was driving.

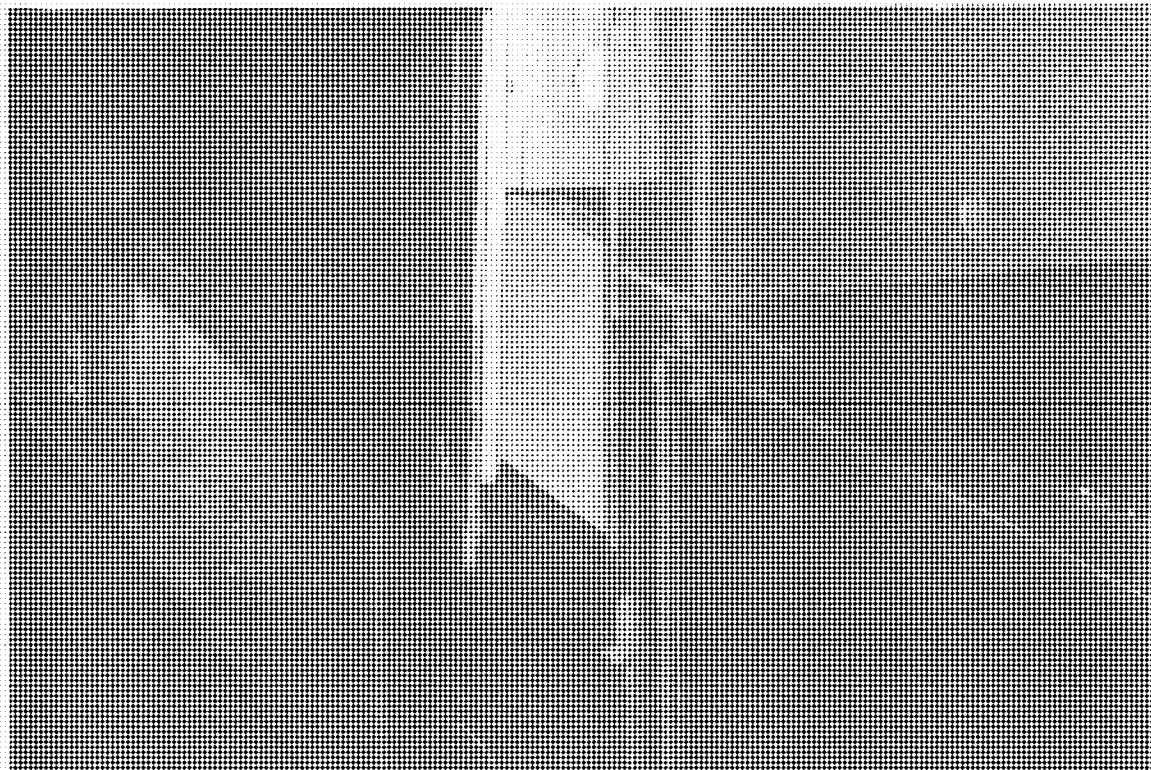
I am enclosing a few photos of this problem. Also, the CD has a short video of the broken unit know.

The Motor Home still unrepaired and it's stored at my house. I will not have it fix again, I will never ride in it and place my life, any of my family members or any other person on the road at risk for that matter. This is a very dangerous problem.

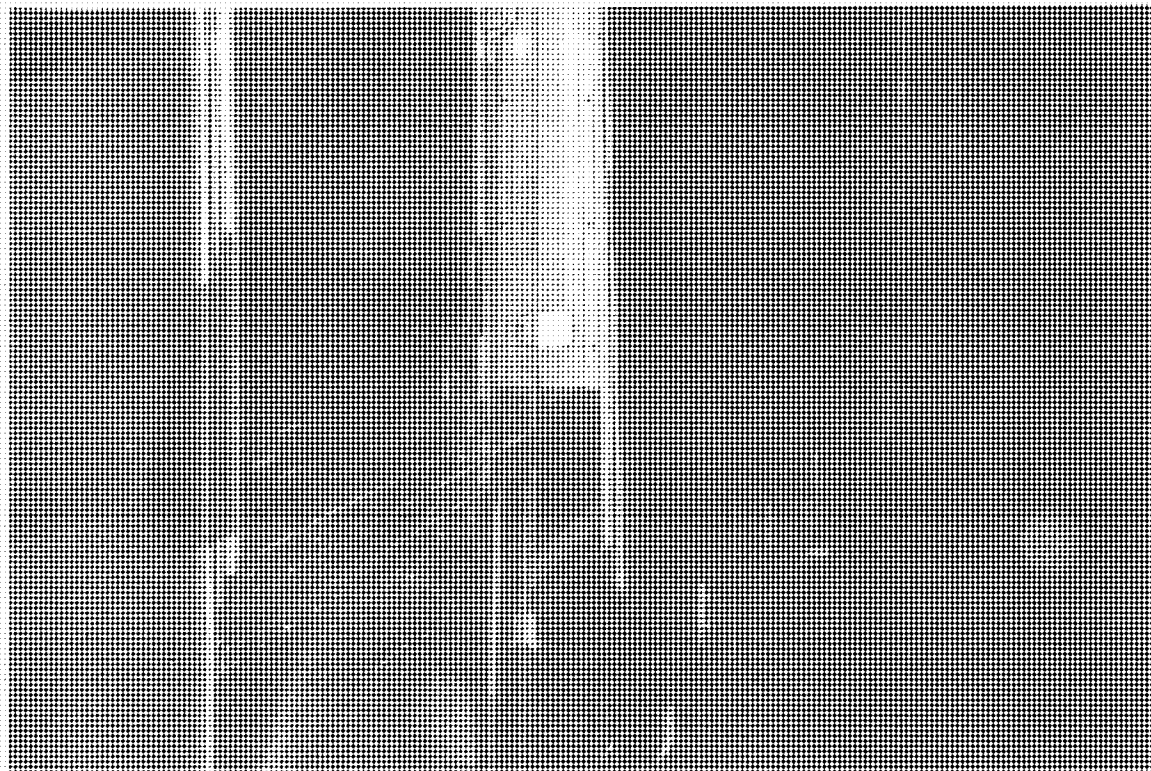
At the moment I have complained to Coachman and have explained the situation to them. I'm trying to have them buy the unit back as per the National Lemon Law.

If anyone likes to inspect the unit again, I have it stored at my home.

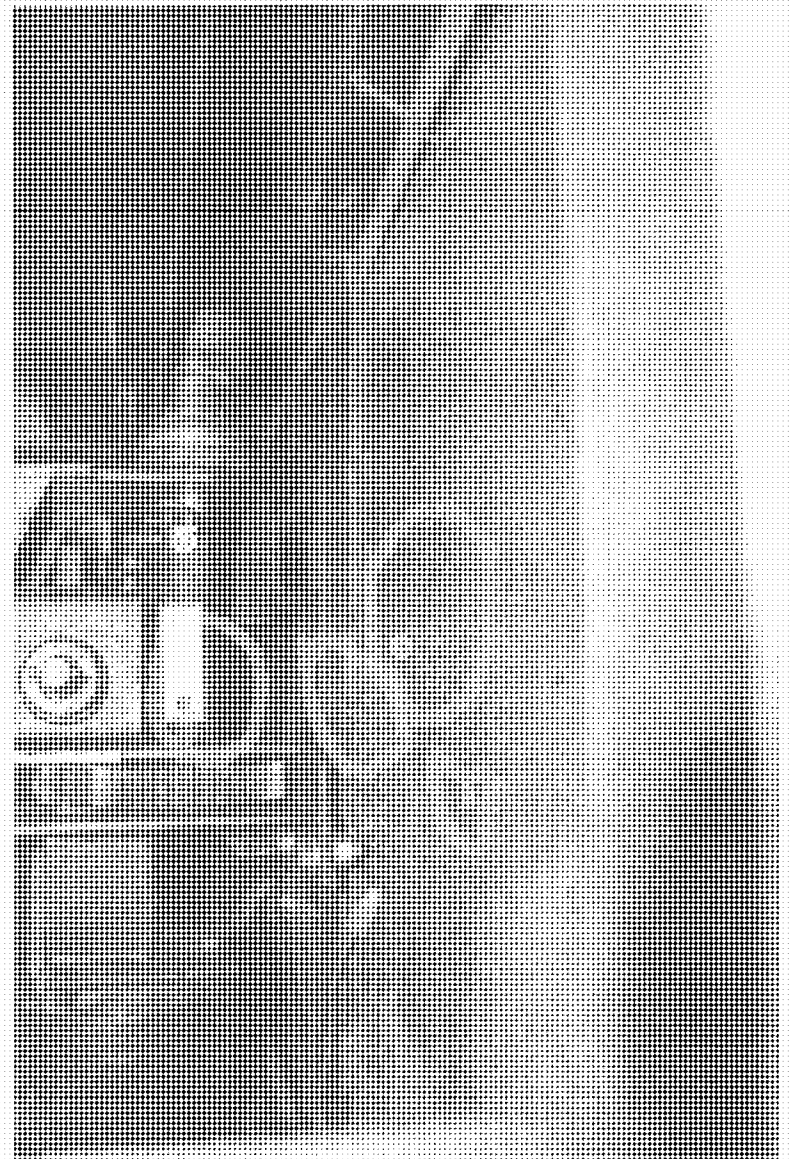
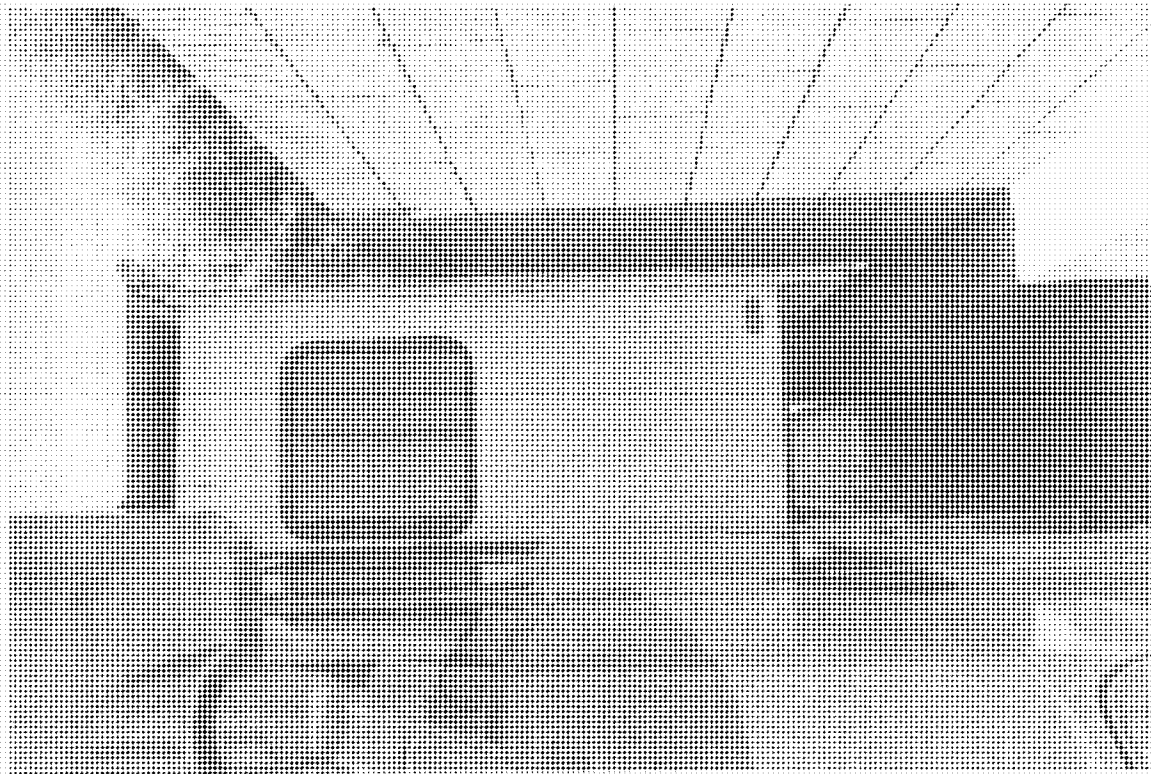




This is incident number
two. Just for driving
the coach around the block.
This is how far it came out



This is how it sets know as of
incident number four



Chino, Ca
05/21/2007

My Letter to
Coachman RV
about problems

Coachmen Recreational Vehicles Company, LLC
Georgie Boy Manufacturing
423 North Main St.
Middlebury, IN 46540

Customer Service Department

To Whom it May Concern:

I believe that our Motor Home is a "lemon" under the California Lemon Law. I am hereby making a written demand for relief under the Lemon Law.

We purchased a 2005 Georgie Boy Landau ID #
5BCA084595F on January 13, 2006 from La Mesa RV in Colton, California.

Since we purchased this vehicle 16 months ago, I have had to take it in for repairs eight times. Our vehicle has been out of service for repairs for a total of 43 days. Also, wasted 59 days waiting to obtain service making this a total of 102 calendar days that the vehicle has been out of service and unavailable for us to use.

The current mileage on my vehicle is 7985. Our Motor Home has been in several repair facilities on the following dates for repair of the following defects:

Exhibit One

February 27, 2006

Deluxe Trailer Supply

Problem: Water heater not working and making a loud combustion when trying to turn on.

Found that it had a burnt out circuit board due to incorrect wiring when built.

Refrigerator not working on 110 volts.

Found a heat element broken. Again, when the couch was built someone broke it and overlooked the problem.

Exhibit Two

June 18, 2006

Precision Body & Paint

Problem: Shifter not working

Found that again when the couch was built someone left the linkage cable hanging loose causing it to stick to the hot muffler and melted the cable housing.

(This was really a terrible ordeal for us. We were away from home at a state park and I had to have someone hold the brake as I would risk my life climbing under the unit to be able to shift the transmission so I could drive the couch home).

Exhibit Three

November 2, 2006

Coachmen Service Center

Problem: Main slide out room becomes unattached **(Repair's number 1)**

They Found a broken pin causing the main slide out to open up as one drives the couch. (I can't believe the way this system was designed. A simple 3/16 rivet (pin) holding the drive shaft to a slide out of this magnitude).

Back slide out room's switch intermittent.

The two slide outs in the bedroom will work off and on (switch was bad).

Entry step is intermittent.

Found wiring and magnets to the unit loose.

Couch batteries not holding charge.

Exhibit Four

November 27, 2006

Coachmen Service Center

Problem: Recall front overhead TV.

As per a recall notice, the overhead TV may fall on the dash or through the windshield while driving. (That is something very reassuring to hear)

Inverter box blows fuses.

(Repair's number 1)

Service department could not find the problem.

Exhibit Five

December 12, 2006

Precision Body & Paint

Problem: Inverter box blows fuses.

(Repair's number 2)

Found loose wires behind the fuse box on inverter.

Exhibit Six

January 29, 2007

Coachmen Service Center

Problem: Main slide out room becomes unattached

(Repair's number 2)

Retaining pin brakes again. This time they found a loose motor and bad gears.

(I'm driving on a busy, two-way highway, 200 Miles away from home with no place to pull over. I had to drive more than 5 miles before I could find a place to stop. By then the slide out was already over 15" out)

Over head TV & VCR not working.

Found wires connected incorrectly when the recall repairs were done. Also, they had to rewire the 12V system, because the technicians had run a screw true the loom.

Exhibit Seven

February 22, 2007

Coachmen Service Center

Problem: Main slide out room becomes unattached

(Repair's number 3)

Retaining pin brakes one more time.

(Once again, I'm driving 65MPH down a busy freeway just outside of Los Angeles and the slide out begins to open again. I was able to pull over, but by the time I stopped the couch, the slide out was already out 10")

Dennis, the service advisor for Coachmen, told me that they had to fix the problem several times. The pin broke five additional times while they were fixing the problem.

Exhibit Eight

May 3, 2007

Coachmen Service Center

Problem: Main slide out room

(Repair's number 4)

This time the main slide out is completely out of alignment and dragging on the ground causing the carpet to stretch.

They found that this time the rollers for the unit were completely destroyed. They adjusted the slide out, replaced all the rollers and installed two pieces of Teflon to give the unit better support.

I picked up our couch May15, 2007. On My 16, 2007 I call Nathan my service advisor and explained to him that the unit does not work properly. The slide out jumps and moves all over when it's being rolled in. Also, if you move it in and out more than three consecutive times, its okay when it opens but when you slide the unit back in it begins to slide extremely slowly. He explained to me that they are all maxed out on the adjustments and on the motor and that there's nothing that they can do. That is the way it is going to be and replacing it will not help. I ask him to note on my file that this motor will not last very long and that it's just a matter of time before something else happens to the Slide Out.

Our faith in this couch has been deeply shaken since these defects substantially impair the use, value and safety of it. In accordance with the California Lemon Laws we are entitled to a refund or a replacement vehicle. I look forward to hearing from you soon or I will be forced to exercise our legal rights. You can reach us during the day at [REDACTED] and in the evening at [REDACTED]

Sincerely,

[REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**