



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 MAR -6 PM 12:59
Reference No. 10189362

Daytime Telephone Number
Evening Telephone Number
E-mail Address

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: WINAUMA State: FL Zip Code: [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: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FDXE45E3 [Redacted]
Make: FOREST RIVER Model: FLAGSTAFF Model Year: 2005
Date Purchased: 12-MAR-07 Dealer's Name and Telephone Number: LAZYDAYZ RV 8885005299 Engine: No. Cylinders: 10 Fuel Type: Gas
Original Owner: Dealer's City: SEFFNER State: FL Zip Code: 33584-2968
Transmission Type: AUTOMATIC Anti-lock Brakes Powertrain: ALL WHEEL DRIVE Vehicle Component Code: 063110 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; EMISSION
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 12-MAR-2007 Failure Mileage: 25000 Failure Speed: 45
Failure Description: [Redacted]

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: DOTM1A9ABC036) 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 OWNS A 2005 FOREST RIVER FLAGSTAFF SUNSEEKER. THE CONTACT COMPLAINED ABOUT TIRES AND BRAKE SYSTEM FAILURES. WHILE DRIVING BETWEEN 40-50 MPH, SHE FELT VIBRATION WHICH ORIGINATED FROM THE DRIVESHAFT. THE VEHICLE WAS TAKEN TO THE DEALER, WHO THEN SENT IT TO THE COMPANY, WHO DETERMINED THAT THE FAILURE WAS THE CRANK SHAFT. THE DEALER REFUSED TO PERFORM THE REPAIR BECAUSE THE _____ WAS ALTERED BY THE MANUFACTURER. THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE FAILURE FIRST OCCURRED FIVE DAYS AFTER THE VEHICLE WAS PURCHASED. THE CURRENT MILEAGE IS 25,920, AND FAILURE MILEAGE WAS 25,000. *AK

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

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

[REDACTED] 100148
Feb 10/18 936 2

RV was purchased from LazyDays company and were never provided an opportunity to road test the vehicle. It was our understanding that RVs are inspected and certified for safety when they are available to the public for purchase. Policy of Lazydays about this safety issue I would like to get more input how the sale RVs without no inspection. RV was still under Ford warranty since it only had approximately 25,000+ at time of purchase. At time of deliverery, which was many days after a delivered day was scheduled, we found out that it was not ready due to the fact that generator was not working since it would not turn on. We were told, by the Service Deliver Advisor, to wait that the night crew (5 or more techs) will work on it right away and they could not figure out what was the problem. They were not sure how long it would take to repair it. They might need to replace and that should be couples of hours which means next day. We told them that we have been very patiently waiting for many days so they can deliver the RV as promised. We mentioned to the Service manager that we had travel plans next day to Miami, FL. By a miracle, they were able to turn it on and promised that it will work and we should have no problems. We went on the road next day, my family and I, while were driving to Miami on I-75 South, we found out that the generator was smoking so we have to shut it off. When we reached Miami, we immediately contacted Lazydays and technician gave instructions that were unsuccessful to make it work so we were told to bring the RV back on Monday so they would check and make repairs. It was also mentioned of severe tire vibration and a vibration while driving that it might be coming from the driveshaft at speed of 45 mph. Since our RV complaint regarding these issues were not taken care of after it was delivered to our home, I faxed a short letter to the Service Manager, Ken and also attention to Ann, his secretary, indicating that we still experiencing safety issues with this RV. (attachment #).

Lazydays, Ken and Ann, stated that they will take RV to Gator Ford since it still under warranty. If there were any charges to bring it to Ken that they will reimburse us. (Attachment #) Notice that it clearly indicated brakes issues as well as vibration fled while driving. Invoice No. 84933 dated 3/12/2007. Lazydays representative declined to make brake repairs. (Attachment#). In this invoice safety issues with brakes and vibration were clearly stated. At this time, the Gator ford tech, Rey Martinez, indicated that Lazydays declined repairs and also indicated that he did not FELT vibration at this time. I would like to find out if he road tested this vehicle or not. He credibility is questionable when other drivers can clearly felt it and he indicated in this report that he did not. (See next invoice wereby he contradicts himself stating that he felt the vibration Attachment #).

Letter was provided to Gator Ford indicating safety issues of vehicle which was still under warrant since it only had 25,000+ . Safety Issues was noted in letter. (Attachment #). Gator Ford workorder No. 87245 dated 04/25/07 indicating brakes and vibration Issues. Copy of workorder No. 87245 clearly stating our safety complaint that the vibration at 45 mph which was felt under driver side. Handwritten notes HAS BEEN LENGTHENED by Gator Ford. (Attachment #). Invoice 87245 dated 04/25/07 indicates NC HAS DRIVELINE VIBRATION. FRAME HAS BEEN STRETCHED BY COACH COMPANY NOT WARRANTABLE BY FORD... Technician that was assigned to check this complaint again was Rey Martnez. He previously stated that there was not vibration. He contradicts his statement. We were told to take this RV to coach company, Forest River, since frame has been altered.

RV was taken to Lazydays and they refused to take it back since they claimed they have nothing to do with these safety issues. They sold us an unsafe RV that had a frame lengthened and/or

altered and it is unsafe to drive it. Exposing my family to such risk while driving this RV is unacceptable.



and agree that you
as beyond your control
her. I hereby grant you
for the purpose of health
of repairs thereto. In the
PERMISSIBLE AND A

[Redacted]
[Redacted]
Weslanna, F
[Redacted]

Gator Ford
Service Department
Attention: Karen

RE: RV Sunseeker
Owner [Redacted]

Per our conversation, I am leaving the RV keys for repairs. RV is still under warranty by Ford. Purchased from Lazydays if more information is needed please call Ann at Service Dept. This RV was serviced by Gator Ford approximately 6 weeks ago.

VIBRATION
Main complaint: ~~Noise~~ at 45 mph and it is felt under driver side that could be originating from the drive shaft.
Please perform a complete check of the RV regarding this complaint.

You contact me at [Redacted] or my wife [Redacted]

Also RPM go up and down ~~sometimes~~
ENGINE cold.

#4461
25811

IFDYE4593

[Redacted]

[REDACTED]
Wimsama, FL
[REDACTED]

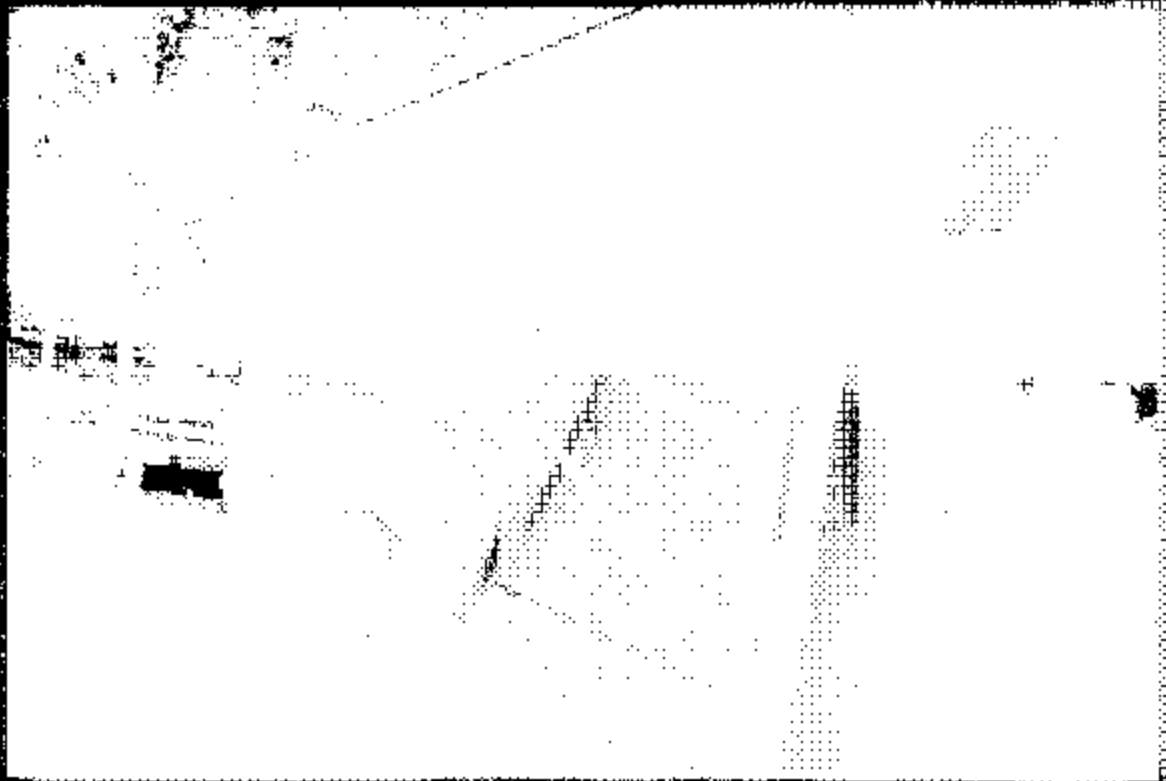
Gator Ford
Service Department
Attention: Karen

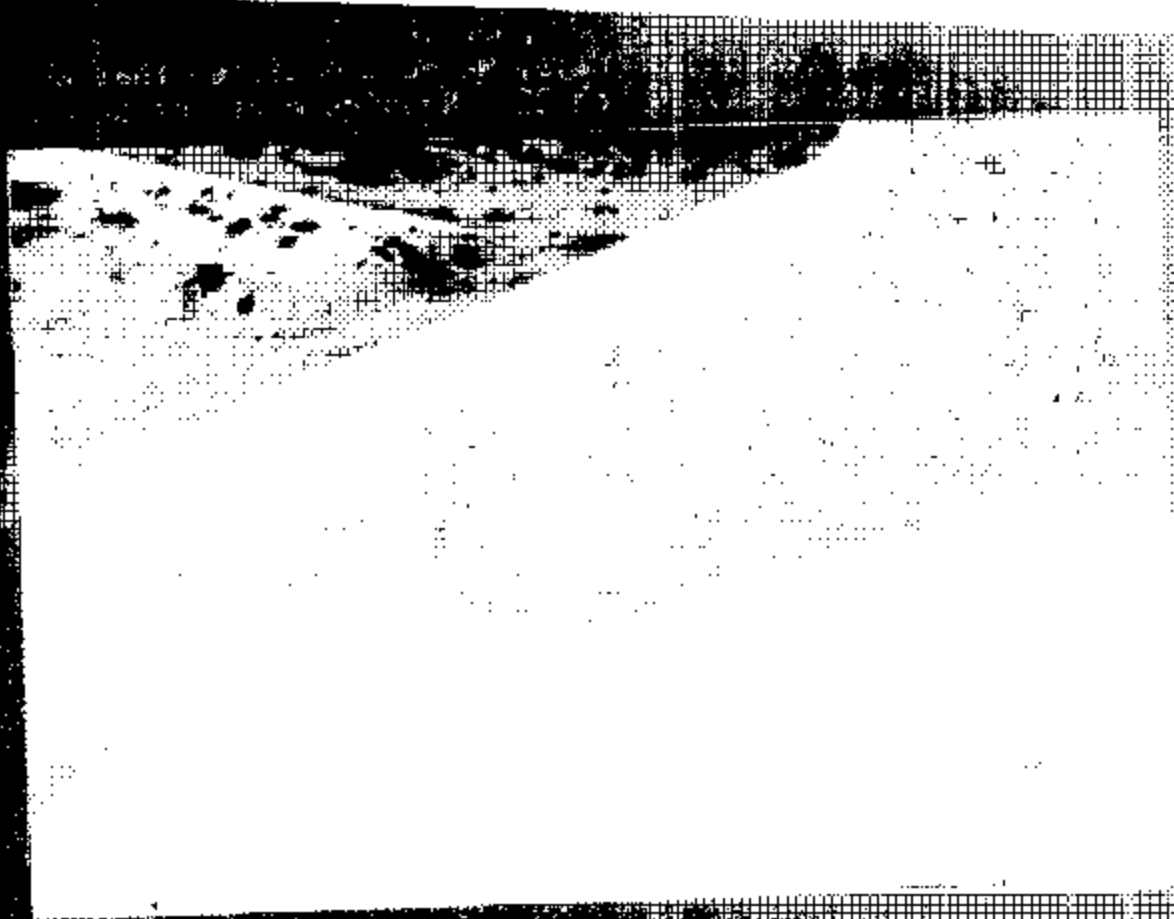
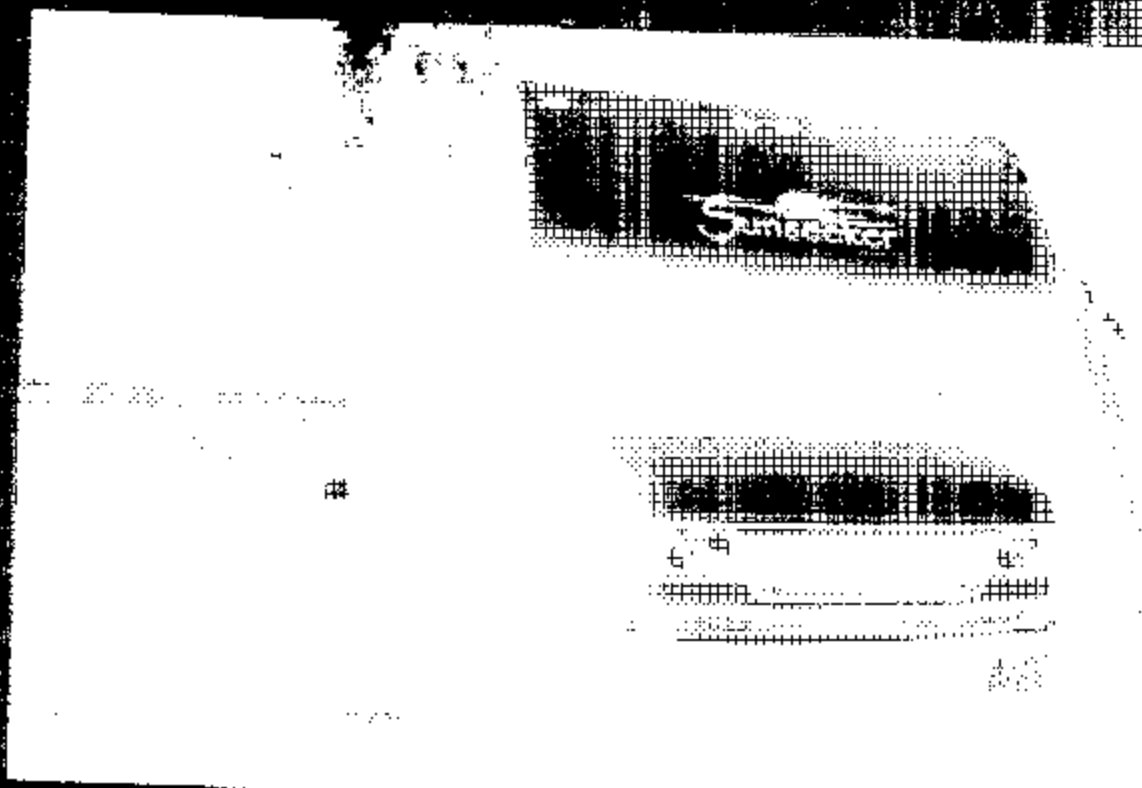
RE: [REDACTED]
Ow [REDACTED]

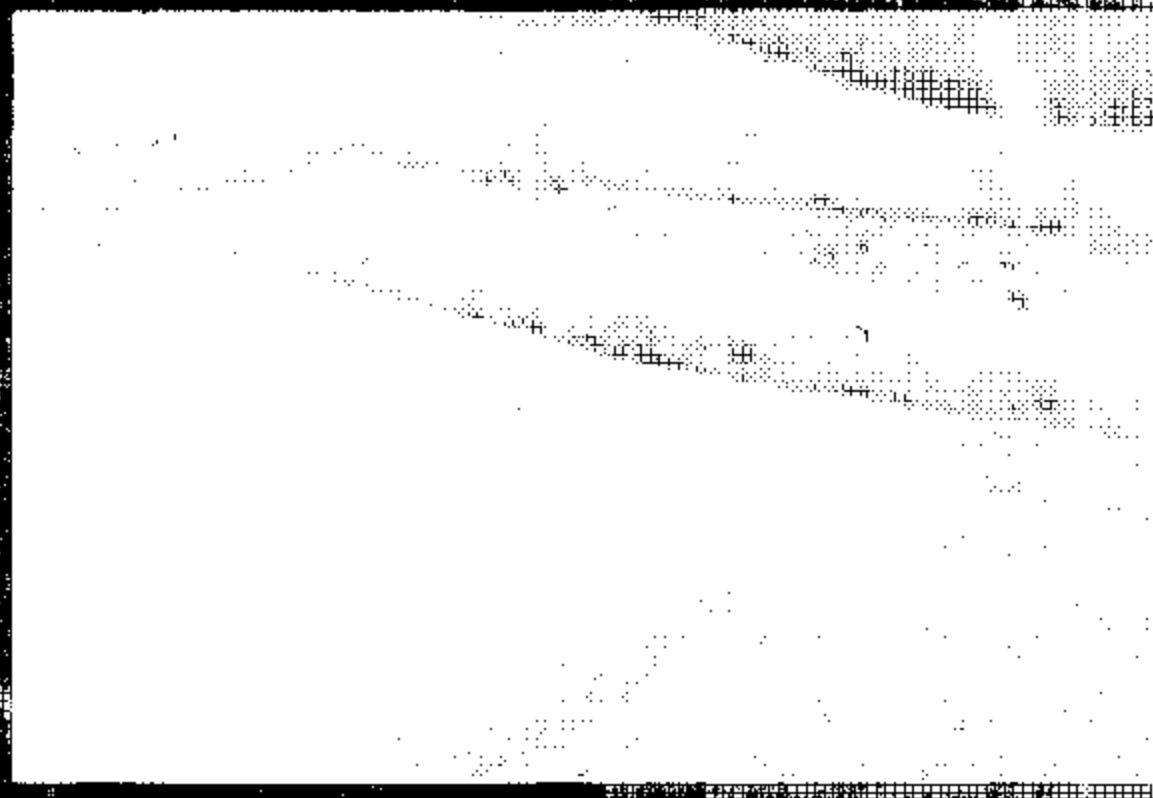
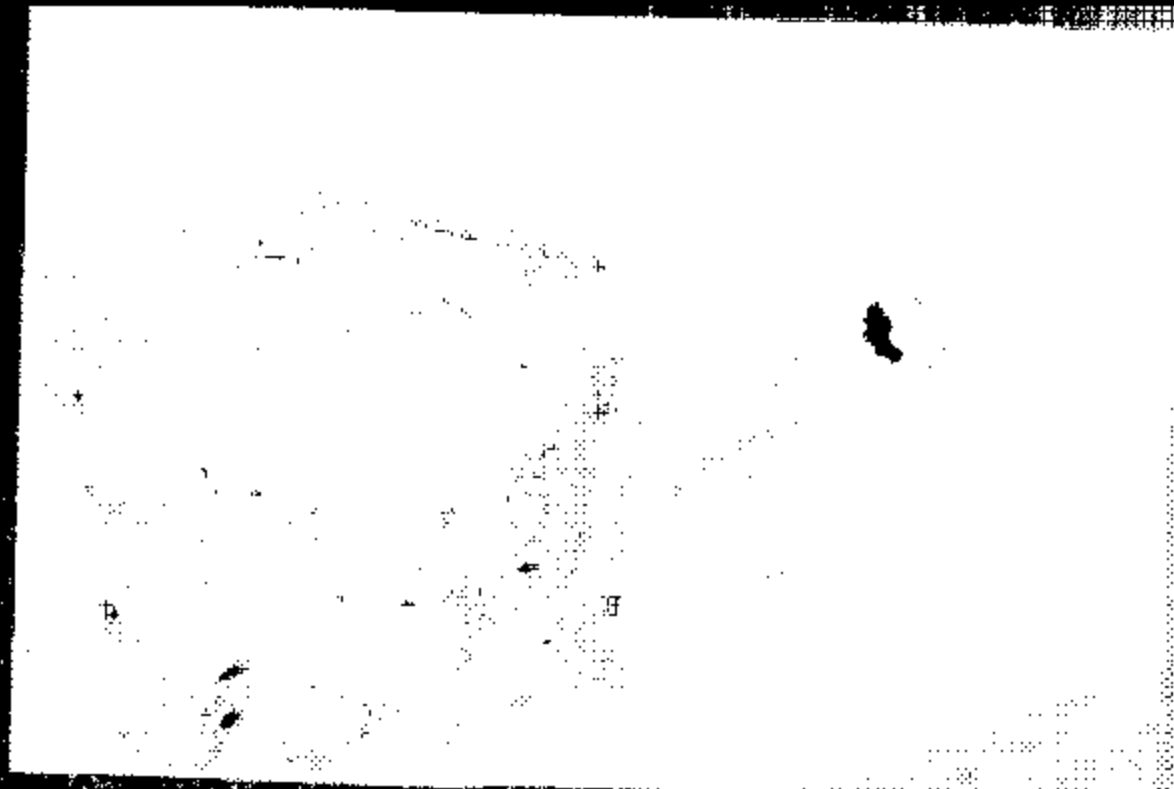
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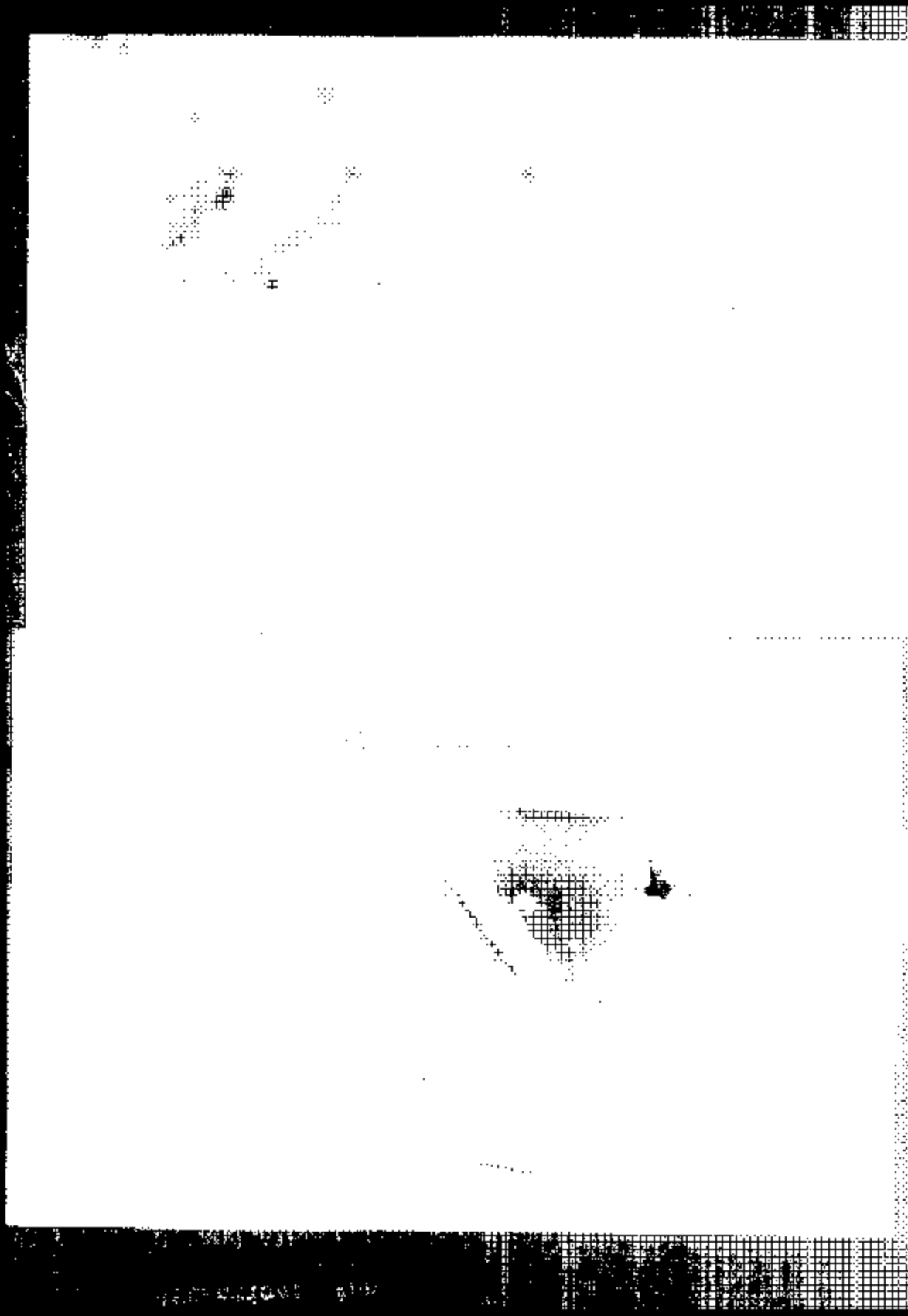
Main complaint: Noise at 45 mph and it is felt under driver side that could be originating from the drive shaft.
Please perform a complete check of the RV regarding this complaint.

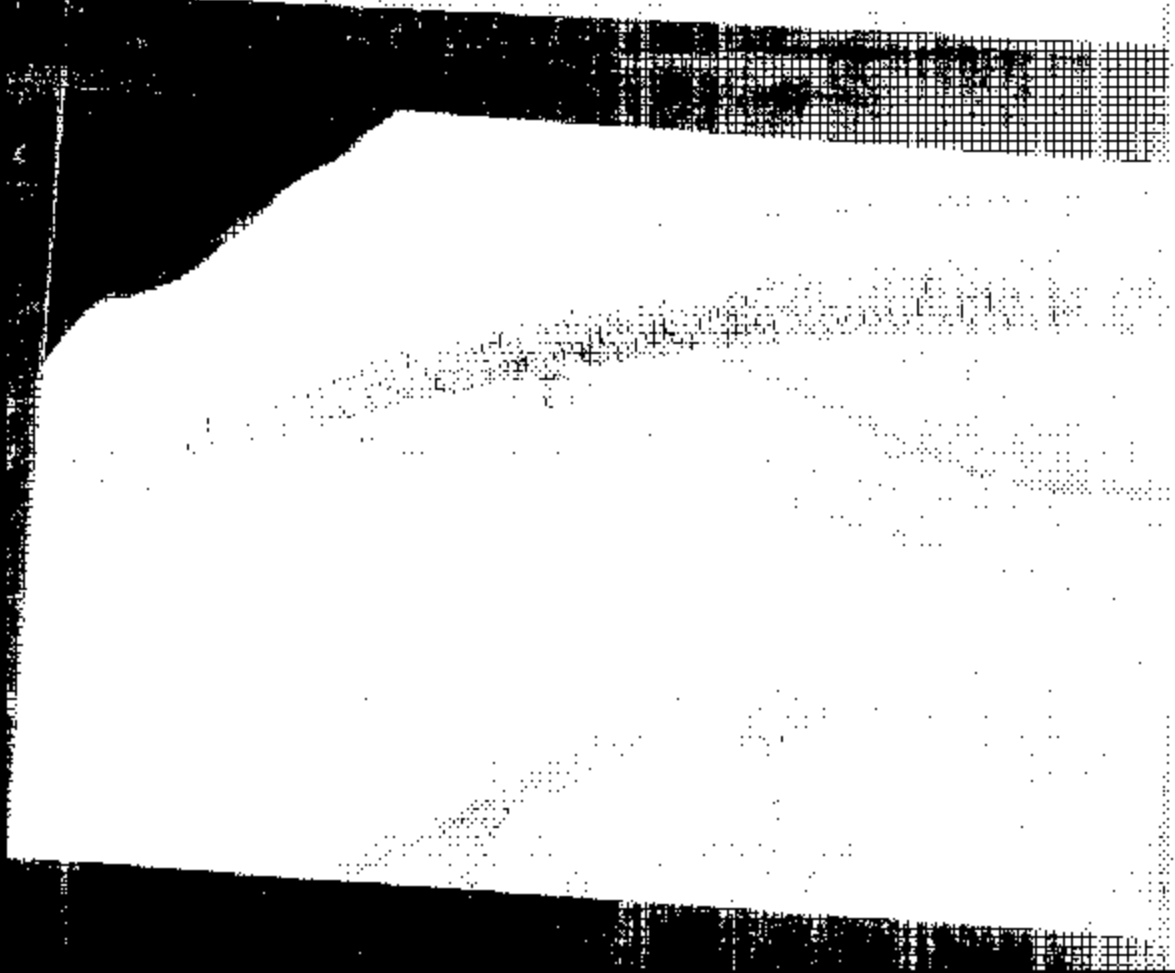
You contact me at [REDACTED] or my wife [REDACTED]











**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).**