



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 2008 FEB -1 PM 12:34 Repository []

17-JUL-2007

Reference No. 10196577

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City DAVENPORT State FL 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? [X] YES [] NO
Signature of Owner [Redacted] - 08/21/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GDJSV11 [Redacted]
Make GLAVAL Model UNIVERSAL Model Year 2004
Date Purchased [Redacted] Dealer's Name and Telephone Number [Redacted] Engine: No: Cylinders 8 Fuel Type: Diesel
Original Owner [] Dealer's City [Redacted] State [Redacted] Zip Code [Redacted]
Transmission Type AUTOMATIC [] Antilock Brakes [] Powertrain REAR WHEEL DRIVE
[X] Cruise Control [] Vehicle Component Code 133000 VISIBILITY:POWER WINDOW DEVICES AND CONTROLS
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-MAR-2006 Failure Mileage 21000 Failure Speed [Redacted]
VEHICLES WINDOWS

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: DOTM19ABC036) [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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash [] Yes [X] No Fire [] Yes [X] 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 2004 GLAVAL UNIVERSAL 5500 DURAMAX. THE CONTACT STATED THAT THREE OF THE WINDOWS IN THE VEHICLE WERE CONTINUOUSLY BECOMING UNGLUED AND FALLING OUT. THE PURCHASE DATE, ENGINE SIZE, AND A VALID VIN WERE UNKNOWN. THE CURRENT MILEAGE IS 41,918 AND FAILURE MILEAGE WAS 21,000.

A FURTHER TWO WINDOWS HAVE NOW BEEN GLUED BACK ONTO THE FRAME.

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 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)

SINCE TAKING DELIVERY OF THIS VEHICLE.
3 SIDE WINDOWS HAVE FALLEN OUT OF
THE VEHICLE WHILST IN MOTION.
A FURTHER 2 WINDOWS WERE DISCOVERED
TO BE LOOSE DURING VEHICLE INSPECTIONS.
THESE WINDOWS HAVE BEEN REQUESTED &
HAVE SPICED TO THE FLORIDA DEALERSHIP FROM
WHERE THE VEHICLE WAS PURCHASED AND HE ACCRITS

ATTACH ADDITIONAL SHEETS IF NECESSARY

NO RETURN ISIBLENT

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

LAKELAND FL 338

27 AUG 2007 PM 2 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

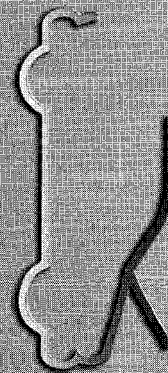
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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-210
400 7th Street, SW
Washington, DC 20590



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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