



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

Repository

Reference No.
10197827

2008 FEB -1 AM 11:01

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Addr [REDACTED]
City NEWARK State OH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

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 8/17/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5D4MP67G02 [REDACTED]

Make
NEWMAR

Model
MOUNTAIN AIRE

Model Year
2002

Date Purchased
14-SEP-01

Dealer's Name and Telephone Number
FIBER'S EAST 1-888-598-0708

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner

Dealer's City
COLUMBUS

State
OH

Zip Code

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code

034510 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS

Multiple Failure: 8

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
07-JUN-2007

Failure Mileage
8000

Failure Speed
62

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 OWNS A 2002 NEWMAR MOUNTAIN AIRE. THE CONTACT STATED THAT THE PADS WERE DRAGGING ON THE ROTORS AND CAUSING THEM TO BURN. THE CALIPERS WERE SUPPOSED TO HAVE BEEN REPLACED, BUT NEVER WERE. WHILE DRIVING 62 MPH, HE NOTICED SMOKE OUTSIDE THE WINDOW. HE PULLED OVER AT A GAS STATION FOR ASSISTANCE, BUT NO ONE WAS ABLE TO HELP. THE BODY STYLE WAS UNKNOWN. THE CURRENT MILEAGE WAS 22,152 AND FAILURE MILEAGE WAS 8,000.

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 re: 2002 Newmar Mountain Aire VIN
5B4MP67G02 [REDACTED] purchased Sep 14, 2001**

The problems started around 8,000 miles while the warranty was still in effect.

July 21, 2004 - Motorhome was taken to Bob McDorman Chevrolet in Canal Winchester, Ohio because brakes were hot and brake fluid boiled out over the master cylinder. The brake pedal went clear to the floor. Repairs done - new pads and grease seal

At this point there was a Recall by Workhorse to replace both calipers. I took it to Bob McDorman again and they checked the calipers and said that they were OK since they didn't hang up everytime. So, they didn't replace them.

Sep 14, 2005 - Motorhome taken to Breman Ford in Breman, Indiana because Anti-lock light stays on. Grease leak at right front wheel. Repairs done - both front grease caps melted and discolored causing leak. Both front rotors found to be pitted, rusted and had been very hot. Replaced rotors and pads front and rear, right front wheel bearings and hub.

June 4, 2007 - Motorhome taken to Wheaton's Service Center in Key Largo, Florida because brakes were pulling badly and could see smoke out the right side window. Repairs done - Replace right front seal, repack front bearings, resurface front rotor, clean and lubricate front slides. Anti-lock light still stays on. My out-of-pocket expenses \$253.49

June 6, 2007 - Motorhome taken to Brooksville RV Center in Brooksville, Florida because right front wheel seal leaking and metal chips in the grease at the cap. Service said that everything was bad. Inner and outer bearings, races and pads were bad. Rotor in bad shape and needed machined, again (twice in 2 days and less than 100 miles). Seals blown. Service explained that repairs were only temporary because they did not know what was causing the problem and it was not safe to drive. It possibly could be calipers and brake lines and that he would replace them if it was his unit. I decided that I would go back to the factory. There is concern that the rotor is now undersized due to the multiple machinings and that it could get hot and warped. My out-of-pocket expenses \$694.98.

June 8, 2007 – Motorhome taken to Newmar factory in Nappanee, Indiana. They called Breman Ford to come to the factory to check it out. They wanted to replace the bearings, seals, pads, etc again and the out-of-pocket expense to me would be around \$1400. This had already been done twice and I was still having the same problems. Anti-lock light is still on. I brought it home and parked it.

June 21, 2007 – I purchased caliper and brake line for the right side from Coughlin Automotive in Pataskala, Ohio. I did the installation myself and changed the brake fluid as well. If this fixes the problem, the left side needs done. I haven't driven a long distance to check it out yet. My out-of-pocket expense was \$195.62

The anti-lock light is still on.

Enclosed please find invoices from all of the Service Centers.

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).