



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

11-DEC-2007

5 AM 7:44

Repository

Reference No.

10211439

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City BASSETT State VA 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 authorized representative, NHTSA WILL NOT provide you with the vehicle manufacturer.

Signature of Owner [REDACTED] Date 12/18/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4UZAHAKS [REDACTED] Make GEORGIE BOY Model CRUISE AIR Model Year 2002

Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type: Gas

Original Owner  Dealer's City State Zip Code

Transmission Type AUTOMATIC Antilock Brakes  Cruise Control  Powertrain REAR WHEEL DRIVE Vehicle Component Code 160000 STRUCTURE Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 21-DEC-2006 Failure Mileage 34000 Failure Speed 55 my wife went to Bathroom & nearly fell through the floor due to poor construction

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 GEORGIE BOY CRUISE AIR XL. THE CONTACT STATED THAT THE CROSS AXLE WAS DEFECTIVE. THE FAILURE WAS NOTICED WHILE DRIVING 55 MPH. THE MANUFACTURER FAILED TO SEAL THE METAL SEAM THAT CAUSED WATER TO SPRAY FROM THE TIRES AND INTO THE SUB FLOOR, WHICH CAUSED DETERIORATION. THE CONTACT REQUESTED AN EXTENDED WARRANTY AND THE DEALER REFUSED. THE PURCHASE DATE, ENGINE SIZE, AND NUMBER OF CYLINDERS WERE UNKNOWN. THE CURRENT MILEAGE WAS 36,000 AND FAILURE MILEAGE WAS APPROXIMATELY 34,000. floor above gave way due to manufacturer not correctly sealing a seam above wheel wells and allowed water to get into floor causing it to deteriorate & could have caused serious injury if someone had fell through floor & onto tires while traveling down highway.

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)**

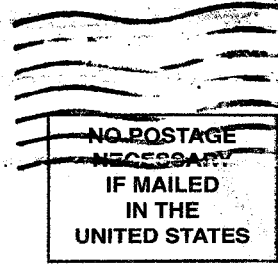
Floor between bathroom + sink gave way because manufacturer failed to seal a seam directly above the wheel wells and after use on road while raining floor got wet causing it to deteriorate and give way to wife stepping on soft spot. This could have been deadly had she fell through floor + onto tire while traveling down highway. I called Eddy Wells at Colfax RV + he told me that it was probably just heat ducts later when I called him back and sent the RV to him for repair he found the problem was caused by manufacturer failing to seal seam above wheel well over cross Axel he called ~~warranty~~ <sup>ATTAACH ADDITIONAL SHEETS IF NECESSARY</sup> ~~and~~ <sup>photos</sup> ~~photos~~ <sup>enclosed</sup>.

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



**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**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216cg

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.  
Thank you for your cooperation.

Sincerely,

Ronald B. Fields, Chief  
Correspondence Research Division  
Enforcement

Enclosure: VOQ



CAMPING WORLD RV SALES - CFX  
 8615 TRIAD DRIVE  
 COLFAX, NC  
 US  
 27235  
 336-996-6661

Work Order : [REDACTED]  
 Stock No : [REDACTED]  
 License :  
 Author : ESW

Customer : [REDACTED]  
 Description : 2002 AD GEORGIE BOY CRUISE AIR XL  
 Date In : 20 NOV 2007 Mileage :  
 Date Out :

Job#	Description	Type
1	FLOOR IS EXTREMELY SOFT AS YOU GO INTO ; THE ROOM WITH THE TOILET, REMOVE CARPET ; FROM BATHROOM AREA AND CUT THE FLOOR ; OUT TO SEE WHY THE FLOOR IS SOFT AND ; INSTALL LINOLEUM IN THE TOILET AREA AND ; IN THE BATHROOM AREA. //// WARRANTY ; HELP WAS DENIED BY LAUREN FULLER AND ; JERRY McCARTHY \\\\) FAILURE WAS DUE TO ; THE DARCO WAS SEAMED ON TOP OF THE ; FLOOR JOIST AND WATER WAS ABLE TP ; PENETRATE THE BARRIER WHICH CAUSED THE ; FLOOR TO ROTT OUT.	E
2	CHECK THE INVERTER CHARGE FROM SHORLINE ; AND FROM THE GENERATOR. THE GEN CAN BE ; RUNNING AND THE BATTERIES GO DEAD AND ; THE GEN WILL CUT OFF./// GEN WAS SENT ; OUT FOR RUNNING PROBLEM WHEN IT GOT ; BACK THE CHARGE FROM THE GEN TO THE ; INVERTER WAS PERFECT AND IT RAN ALL DAY ; UNDER A LOAD.	E
3	R/R SWEEP SEAL ON LG SLIDE	E
4	FILL PROPANE	E

Subtotal : 4079.85  
 NORTH CAROLINA PARTS : 16.18  
 EXEMPT : 0.00  
 Total : 4096.03

Payments: 18DEC07 COMPANY/B 4,096.03

I agree to pay above amount according to card issuer agreement

Signature \_\_\_\_\_ 08:33:47 18 DEC 2007

\* WORK ORDER IS NOT COMPLETED - TOTALS MAY CHANGE \*

*PAID  
 Co. Check*

CAMPING WORLD RV SALES - CFX  
 8615 TRIAD DRIVE  
 COLFAX NC  
 US  
 27235  
 336-996-6661

WORK ORDER [REDACTED]

Completed: 18 DEC. 07      Customer: [REDACTED]  
 Invoice #: 030880      Address: [REDACTED]  
 Author: ESW      BASSETT, VA  
 Stock No: [REDACTED]  
 Year/Make: 2002 AD GEORGIE BOY CR      Home Phone: [REDACTED]  
 Model: CRUISE AIR XL      Work Phone: [REDACTED]  
 Serial No: 5BCA0576X [REDACTED]      Purchase Date:  
 Chassis No: 4UZA AHAK9 [REDACTED]      Date In: 20 NOV 07  
 Mileage:      Promise Date:  
 Key No:      Schedule Date:  
 Location: IH      License No:  
 Reqn No: 192,347,122      Trim:  
 Warr. Date: 23 DEC 02      Promise Time:

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Job #	Description	JOB INFORMATION	Type	Bill to
1	FLOOR IS EXTREMELY SOFT AS YOU GO INTO THE ROOM WITH THE TOILET, REMOVE CARPET FROM BATHROOM AREA AND CUT THE FLOOR OUT TO SEE WHY THE FLOOR IS SOFT AND INSTALL LINOLEUM IN THE TOILET AREA AND IN THE BATHROOM AREA. //// WARRANTY HELP WAS DENIED BY LAUREN FULLER AND JERRY McCARTHY \\\\ FAILURE WAS DUE TO THE DARCO WAS SEAMED ON TOP OF THE FLOOR JOIST AND WATER WAS ABLE TP PENETRATE THE BARRIER WHICH CAUSED THE FLOOR TO ROTT OUT.		E	[REDACTED]
2	CHECK THE INVERTER CHARGE FROM SHORLINE AND FROM THE GENERATOR. THE GEN CAN BE RUNNING AND THE BATTERIES GO DEAD AND THE GEN WILL CUT OFF./// GEN WAS SENT OUT FOR RUNNING PROBLEM WHEN IT GOT BACK THE CHARGE FROM THE GEN TO THE INVERTER WAS PERFECT AND IT RAN ALL DAY UNDER A LOAD.		E	[REDACTED]
3	R/R SWEEP SEAL ON LG SLIDE		E	[REDACTED]
4	FILL PROPANE		E	[REDACTED]

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Job #	Part No	Description PARTS	Bill to	Qty	Price	Total
1	8400	RUBBERIZED UNDERCOATING	E-2587	2	10.00	20.00
1	INSTAFOAM 12	INSTAFOAM 12	E-2587	2	53.93	107.86
1	15507	DECK SCREWS	E-2587	1	10.00	10.00
1	146458	BLK. SILICONE	E-2587	2	8.00	16.00
4	LPG01	LIQUID PROPANE GAS	E-2587	12.6	3.50	44.10

Work Order : [REDACTED]

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*****
Job # Part No      Description PARTS      Bill to  Qty      Price      Total
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*****
Job # Lab Code Description LABOUR Mec bill to      Hrs      Rate      Total
*****
3 MISC MISC JM E-2587 1.12 99.00 110.88
1 MISC MISC JM E-2587 6.25 89.00 556.25
1 MISC MISC JM E-2587 7.64 89.00 679.96
1 MISC MISC JM E-2587 0.52 89.00 46.28
1 MISC MISC JM E-2587 0.76 89.00 67.64
1 MISC MISC JM E-2587 0.56 89.00 49.84
2 MISC MISC AA E-2587 0.70 99.00 69.30
1 MISC FLOOR JM E-2587 3.66 89.00 325.74
1 MISC FLOOR JM E-2587 0.86 89.00 76.54
1 MISC FLOOR JM E-2587 2.50 89.00 222.50
2 MISC TESTING CHG GEN AA E-2587 0.50 89.00 44.50
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*****
Job # Sublet Description SUBLET bill to Vendor Total
*****
1 R&I WHEELS E-2587 192-PIEDMONT T 111.38
1 LINOLEUM FLOOR E-2587 347-JESSIE HAL 360.00
2 REPAIR GENERATOR E-2587 122-CUMMINS AT 1,085.88
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*****
Job # Excode Description EXTRAS bill to Qty Price Total
*****
1 SS SHOP SUPPLIES E-2587 1.00 33.63 33.63
1 CWP 22795 W/O# 236-522773 E-2587 1.00 9.51 9.51
1 CWP 22791 W/O# 236-533773 E-2587 1.00 12.54 12.54
1 CWP 980907 FRT W/O#236-533773 E-2587 1.00 19.52 19.52
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BILLINGS SUMMARY

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*****
Type Bill Id      Parts Labour Sublet Extras Tax Total
*****
E 2587 197.96 2249.43 1557.26 75.20 16.18 4,096.03
      totals 197.96 2249.43 1557.26 75.20 16.18 4,096.03
*****
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Customer Signature: \_\_\_\_\_ Date: 18 DEC 2007





