



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 16-OCT-2008	Repository <input type="checkbox"/>
	Reference No. 10245666

OWNER INFORMATION (Type or Print)

Name	Address	City	State	Zip Code	Daytime Telephone Number	E-mail Address
		SAN FERNANDO	CA			
					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 _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4uzac1dc27c 66200	Make FLEETWOOD	Model PROVIDENCE	Model Year 2007
Date Purchased 1-07-07	Dealer's Name and Telephone Number Niels Motor Homes 818-891-2166		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City Van Nuys	State Ca	Zip Code 91343
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 22-JUN-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 170000 LATCHES/LOCKS/LINKAGES, 160000 STRUCTURE, 130000 VISIBILITY	Failure Mileage 6000	Failure Speed 0
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2007 FLEETWOOD PROVIDENCE 39V RV. THE CONTACT STATED THAT THE FRONT PASSENGER SIDE DOOR WAS THE ONLY MEANS OF EXITING THE VEHICLE; HOWEVER, IT WOULD NOT OPEN. THE CONTACT HAD TO USE PHYSICAL FORCE AND SEVERAL ATTEMPTS BEFORE THE DOOR OPENED. THERE WERE NO PRIOR WARNINGS TO THE FAILURE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, BUT WAS NOT REPAIRED DUE TO THE EXPIRATION OF THE WARRANTY. THE FAILURE RECURRED ON A SEPARATE OCCASION. THE CONTACT STATED THAT THE EMERGENCY EXIT WINDOW WAS INACCESSIBLE WITHIN THE VEHICLE. THERE WAS FEAR OF PHYSICAL INJURY IF THE EMERGENCY EXIT WAS ACCESSED WITH THE DISTANCE TO THE GROUND. THE LOCKSMITH WAS CALLED TO THE SCENE AFTER SEVERAL ATTEMPTS WERE MADE TO EXIT THROUGH THE FRONT PASSENGER SIDE DOOR. CURRENTLY, THE VEHICLE IS AWAITING REPAIR. THE CONTACT WAS CONCERNED OF THE SAFETY RISK INVOLVED. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 6,000.

SEE ATTACHED SHEET FOR CORRECTED NARRATIVE

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.

November 13, 2008

The narrative as stated on the form is not correct.

It should read as follows:

The contact owns a 2007 Fleetwood Providence 39V RV.

In June, the contact was unable to open the door to exit. After many attempts, exit was made. There were no prior warnings to the failure. The vehicle was taken to an authorized dealer, but the dealer was not able to have the factory warranty the problem and found the door to be working properly

The coach was not in use between June and September, it was in storage..

In September, the contact was in Reno, Nevada with this RV. The contact stated that the front passenger side door was the only means of exiting the vehicle: however, it would not open. The contact was trapped inside for 20-30 minutes while trying to open the door and had to use excessive force to get the door open. There was fear of physical injury if the emergency exit was accessed in the rear of the vehicle. The distance between the window and the ground is too far to jump without having an exceptional chance of breaking limbs. The contact had to use physical force and several attempts before the door opened to exit the vehicle.

Upon trying to re-enter the vehicle, the door would not open. The contact made several telephone calls to locate a locksmith that was willing to come to the RV park at the late hour. A locksmith was located and could not unlock the door. The locksmith ended up using an air bag to create an opening between the door and the door frame. He then had to remove the shaft that was thought to be causing the problem.

Again, the dealer was not able to have the factory warranty the problem.

The contact is concerned of the safety risk involved.

The VIN has been provided. The failure and current mileages were 6,000.



10580 N. McCarran Blvd.
Suite 115-361
Reno, NV 89503

FL VENT FR
RL TRUNK RR

WORK ORDER #
0107

Pop-A-Lock of
Reno, NV

775-329-6736

Rec. _____
Arr. _____
Comp: _____
Emp. _____

Date 9-13-08 Name _____

D.L. # _____ D.O.B. _____ St. _____

Address _____ Home Ph # _____

City SAN JOSE State CA Zip _____ Vlk # _____

VEHICLE INFO.	Year <u>07</u>	Make <u>Niss</u>	Model <u>Pathfinder</u>	Lic. # _____
	VIN # _____			

Vehicle Mileage: _____ Referral: _____

Job Location _____

After Market Tint Lockout attempted prior to arrival.
Not responsible for damage if either box is checked. _____ Initials

CAR CLUB INFORMATION
Car Club Name: _____
Mem. #: _____ Vendor #: _____
P.O./Auth. #: _____

Lockout Tire Change Fuel Delivery Jump Start

SERVICE FEE - _____

Other (Describe) _____ Total 55.00

PAYMENT
 Cash Check # _____ MC Visa AmEx Other _____
CC #: _____
Exp. Date: _____ Approval #: _____

I authorize service and agree to pay charges upon completion, unless Motor Club P.O. is given.

Signature

I accept the work as being satisfactory and that the vehicle has been left in good working condition and that no damage occurred to the vehicle as a result of performance of the service. _____ Initials