



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

2009 MAR 1-888-DASH-2300T (1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

16-OCT-2008

Repository

Reference No. 10245666

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN FERNANDO

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. YES NO

Signature of Owner Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4uzacjdc27c 662006

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

Fuel Type:

diesel

Original Owner

K

Dealer's City

Van Nuys

State

Ca

Zip Code

91343

6

Transmission Type

Antilock Brakes

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

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 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 OCCURRED 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 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)

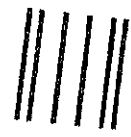
SEE ATTACHED SHEET FOR CORRECTED NARRATIVE

COPY OF LOCKSMITH INVOICE IS ALSO ATTACHED

November 13, 2008

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Washington, D.C. 20077-9302
Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382



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

February 23, 2009

Page 1 of 2

[REDACTED]
San Fernando, CA [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, D.C. 20077-0382

Re: Project NHTSA Hotline Center
Case IVOQ
Case Number: [REDACTED]
NHTSA ID: 41396

This is the add on subsequent to the initial filing, which was on November 13, 2008

This complaint is a continuance to a reoccurring problem we are having with this coach.

On February 18, 2009 I was delivering the coach to Quinn Caterpillar in the City of Industry, California for the required 6,000 mile valve adjustment to comply with any future warranties. Upon attempting to get out of the coach, I again had a problem getting out. After using excessive force and banging here and there, the door finally opened. I then went outside and opened and closed the door several times and the door seemed to act appropriately.

On February 19, 2009 I picked up the coach and drove it to M&M Coach in Chino, Ca to have transmission work done to comply with any future warranties.

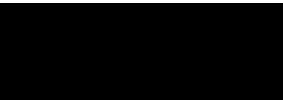
Upon arriving at M&M Coach, again, I was locked in. A service technician was called to see what the problem was and after several attempts, he was able to get the door open from the outside. He said he would have the door

checked out. Upon leaving M&M, we asked if they had examined the door and they said no, but that they would get someone out there to do so. Two technicians worked on the door and made adjustments to realign the door, ultimately pronouncing that the door was fine.

I drove the coach back to the storage area, which is approximately 80 miles away and it was late afternoon at that point. Again, I could not get out of the coach because the door would not open. It was in an area where there is no cell phone reception and the person who was picking me up could not immediately locate the storage yard manager to help as soon as possible because it was getting dark. Because there was no cell reception, we couldn't call the park manager or the fire department to get me out. I finally decided at that point that I might have to spend the night if I didn't do something. So, I attempted to go out the driver's side window and I fell to the ground on my back on my head while doing so

I was not able to use the designated emergency exit because the sliders were not extended and the emergency exit was not available. A heavy chair has to be removed in order to access the designated emergency exit, however, with the room slider not being extended, I could not access the emergency exit. In addition, even if I had been able to access this exit, there is no rope ladder or any steps to step down to the ground. At least when I exited from the driver's window there was something to hold onto, which was the steering wheel. Unfortunately, the driver's window is higher than the emergency exit window and I fell from a higher position.

This door jamming shut is a recurring problem that seems to be a structural problem that occurs whenever the coach is driven. If there had been a real emergency due to a fire or gas leak, I would have never made it out. This is definitely a matter of life and death situation in the event of an emergency.



From: <NHTSAHotline@telesishq.com>
To: _____
Sent: Thursday, October 16, 2008 9:06 AM
Subject: IVOQ ISSUE=46948 PROJ=12

When replying, type your text above this line.

Notification of Case Registration (All times are GMT -500)

Project: NHTSA Hotline Center
Case: IVOQ
Case Number: _____

Date:10/16/2008 **Time:**12:06:55

Description:

Entered on 10/16/2008 at 12:06:55 by Jackie Smith:

TL- THE CONTACT OWNS A 2007 FLEETWOOD,PROVIDENCE 39V RV. THE VEHICLE WAS PARKED WHEN THE CONTACT ATTEMPTED TO EXIT THE FRONT PASSENGER DOOR. THIS DOOR WAS THE ONLY MEANS TO EXIT THE VEHICLE, HOWEVER, THE DOOR WOULD NOT OPEN. THERE WAS 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, THE VEHICLE WAS NOT REPAIRED DUE TO THE EXPIRATION OF THE WARRANTY. THERE WAS A SEPARATE OCCASION THE THE IDENTICAL FAILURE OCCURRED. THE CONTACT STATED 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 TO EXIT WERE SUCCESSFUL THROUGH THE FRONT PASSENGER DOOR. AT THIS TIME THE VEHICLE WAS WAITING FOR REPAIR FOR THE MALFUNCTION. THE CONTACT HAD GREAT CONCERN OF THE SAFETY RISK INVOLVED. THE FAILURE AND CURRENT MILEAGES WERE 6,000. THE VIN NUMBER WAS UNAVAILABLE. JS

Contact Information:

Phone _____ **NHTSA ID:**41396

VIN NO. 4L6ZPCJDC270 _____

**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.

Project: NHTSA Hotline Center

Case: IVOQ

Case Number:

NHTSA ID: 41396



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

FL VENT
RL TRUNK FR
RR

WORK ORDER #
0107

Pop-A-Lock of
Reno, NV

775-329-6736

Date: _____ Name: _____
D.L. # _____

Address: _____ D.O.B.: _____
City: _____ State: _____ Home Ph #: _____
Zip: _____ Wk #: _____

VEHICLE INFO	Year	Make	Model	Lic. #
	VIN #			
Vehicle Mileage: _____				
Job Location			Referral:	
AUTO INFO	<input type="checkbox"/> After Market Tint <input type="checkbox"/> 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) _____

PAYMENT	<input type="checkbox"/> Cash <input type="checkbox"/> Check # _____ <input type="checkbox"/> MC <input type="checkbox"/> Visa <input type="checkbox"/> AmEx <input type="checkbox"/> 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: _____