



U.S. Department
of Transportation
200 APR 16 PM 1:02
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

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

20-MAR-2009

Repository ☐

Reference No.
10262545

OWNER INFORMATION (Type or Print)

Name

Address

City SANSTONE

State MN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

Do you authorize NHTSA to contact the manufacturer of your vehicle?
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner

☒ YES ☐ NO

Date 3/30/09

VEHICLE INFORMATION

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

2HSCXAPR7AC

Make:

INTERNATIONAL

Model

LONESTAR

Model Year

2010

Date Purchased

12-17-08

Dealer's Name and Telephone Number

Money International 1-800-232-1364

Engine: Cummins

No: Cylinders 6

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

Duluth

State

MN

Zip Code

55806

Transmission Type

Fuller 18 speed

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Vision, Fuel leaks, emissions

Incident Date(s)

20-MAR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 131000 VISIBILITY: WINDSHIELD

Failure Mileage

1,600

Failure Speed

15

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 2010 INTERNATIONAL LONESTAR TRUCK. THE CONTACT STATED THAT THE WINDSHIELD BEGINS TO ICE UP WHILE DRIVING 15 MPH IN 20 DEGREE WEATHER AND SNOW. THE MANUFACTURER WANTED TO SEND HIM A HEATED WINDSHIELD, BUT THE CONTACT DOES NOT WANT TO FEEL LIKE A "LAB RAT" FOR TESTING NEW THINGS ON THE VEHICLE. HE CANNOT AFFORD TO DRIVE 75 MILES TO THE DEALER EVERY TIME THE FAILURE OCCURS. THE CONTACT FEELS THIS IS A SAFETY ISSUE BECAUSE VISIBILITY IS POOR DURING INCLEMENT WEATHER. THE CURRENT MILEAGE WAS 13,000 AND FAILURE MILEAGE WAS 1,600.

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.



Sandstone, MN
Phone: _____

March 30, 2009

We feel Navistar should take the truck back and give us our money back. We do not want to be a lab rat. The windshield freezes from the top down, making it almost impossible to see. The driver has to stop and scrap the window to see, then drive a few more miles and stop again to scrap the window and etc. Navistar wants to put a bug deflector on the truck and a piece of heated tape on the bottom of the windshield , which they think might correct the problem, but the items they want to put on the truck to try, are not even manufactured yet. We feel Navistar is just prolonging this so we have to keep the truck. Now, there is a blizzard coming on Tuesday, March 31. Also, on March 17th the drivers door handle broke, and also the emission control is acting up and Navistar said it is Cummins problem. The fuel lines leak and we had Maney International fix them, but they still leak. The chrome is severely peeling off the bumper and Navistar said it is too new of a truck to get replacement parts. We feel this truck should be recalled, it is only 3 months old and we had it 2 months, the dealer had it 1 month. Maney International has another new truck on their lot just like ours, which they drove in the snow and had the same problem of the windshield freezing up. Our drivers are afraid to drive this truck in the snow. Please check into this claim for us.

Thank you

