

U.S. Department
of TransportationNational 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

07-APR-2009

Repository ☐Reference No.
10264359

OWNER INFORMATION (Type or Print)

Name

Address

City

PLATTSMOUTH

State

NE

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.

Signature of Owner

Date 05/01/09

VEHICLE INFORMATION

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

WD2PD74454

Make

GULF STREAM

Model

VISTA CRUISER

Model Year

2004 / 2005

Date Purchased

3/3/05

Dealer's Name and Telephone Number

Suncoast RV (865) 970-7080

Engine:

No: Cylinders

5

Fuel Type:

Diesel

Original Owner

☐

Dealer's City

Louisville

State

TN

Zip Code

37777

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

2.7L 5cyl.

☒ Cruise Control

Multiple Failure:

Incident Date(s)

JAN-2009
31

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

18637

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 2004 GULF STREAM VISTA CRUISER MOTOR HOME. WHILE DRIVING 62 MPH, THE SIDE PANEL FELL OFF THE SIDE OF THE VEHICLE. THE CONTACT CALLED THE INSURANCE COMPANY AND WAS INFORMED THAT THE GLUE DRIED UP AND FAILED. THEY STATED THAT THE OTHER SIDE PANEL WILL SOON DETACH AS WELL. GULF STREAM WAS NOTIFIED, BUT DID NOT ASSIST. THEY REFUSED TO SPEAK TO THE CONTACT AND TRANSFER HER TO THE PARTS DEPARTMENT. THE INSURANCE COMPANY WILL NOT COVER THE REPAIR COST AND NO ONE ELSE WILL SPEAK WITH HER. THE FAILURE MILEAGE WAS 18,000.

please see letter included -

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.



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

09-APR-2009

Repository ☐

Reference No.
10264846

OWNER INFORMATION (Type or Print)

Name

Address

City PLATTSMOUTH

State NE

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? ☒ YES ☐ NO
In the absence of an authorization NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/1/09

VEHICLE INFORMATION

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

WD2PD744545

Make

GULF STREAM

Model

VISTA CRUISER

Model Year

2005 / 2004

Date Purchased

3/3/5

Dealer's Name and Telephone Number

Suncoast RV (865) 970-7080

Engine:

No: Cylinders

5

Fuel Type:

Diesel

Original Owner

☐

Dealer's City

Louisville

State

TN

Zip Code

37777

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

2.7L

Multiple Failure:

Incident Date(s)

29-JAN-2009
31

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 160000 STRUCTURE

Failure Mileage

18637

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: DOTM9ABC036)

☐ 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 2005 GULF STREAM VISTA CRUISER RV. WHILE DRIVING AT AN UNKNOWN SPEED, THE REAR PASSENGER PANEL FELL OFF THE VEHICLE WITHOUT WARNING. THE DEALER STATED THAT THE PART FOR THE REPAIR WAS ON BACKORDER. THE MANUFACTURER DID NOT ASSIST. THE FAILURE AND CURRENT MILEAGES WERE 18,000.

Please see letter included -

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.

May 1, 2009

Ma'am or Sir

Thank you for your attention in this matter.

First off, somehow there are two reports in the system.. They are #10264846 and #10264359. Both are accurate to a point, but both have discrepancies. I hope this helps clear everything up.

The Motorhome: (VIN # WD2PD744545 [REDACTED]) My motorhome is a 2004 Dodge/Sprinter according to the vehicle manufacturer, and a 2005 Gulfstream Vista Cruiser MB according to Gulfstream. It had less than 19K on the odometer on the day of the incident. I consider this to be a high end/luxury vehicle so it has been pampered since I purchased it. I do park it in my driveway when not in use, so it unfortunately is never garaged.

The Incident: On January 31, 2009, I became aware of a missing panel on my motorhome while running errands after work. I noticed that the bubble panel on the passenger side was missing. I retraced where I had driven that day and did find the panel on the side of the highway. From the location where the panel was found, it must have fallen off when I was traveling north on highway 75 just north of Plattsmouth, NE, at a speed of approximately 62 mph on my way to work. I was in the slow lane so the only thing the panel had the chance to contact was the street. As far as I know, there were no accidents in relation to this incident. Luck helped out that day. I do have the panel and the handful of pieces that I was able to find on the street still in my possession.

Why It Happened: I had a State Farm representative look at the vehicle and he determined that it was a "wear and tear" item and the glue that originally held the panel on had just dried up. There was no outside force that caused it to fall off so it would not be covered by my policy. He also said that the panel on the driver side was just about to fall off as well because the glue that held it on was dried up. The panel was only being held on by the back edge. It too could have been easily grabbed by the wind as the passenger side did. I have included the State Farm statement in this mailing.

Gulfstream: Beginning early February I tried to work with the people at the Gulfstream Motorized Division to give them a chance to see if this is a problem with all of the models like the one I have, but it fell on deaf ears. Via the telephone, I have spoken or left messages for several people in the parts department, customer service, warranty service, as well as the vice president of the motorized division Mr. Donati. They have not acknowledged me or the issue with the panel, and to be honest have given me a terrible time in just getting the panel ordered so I can get my motorhome repaired. I have been very patient and calm in my communications with everyone at Gulfstream, but the only person that will talk to me now is a nice lady named Angela, but she refuses to converse about anything but the part on order. The part is again on order, after runarounds, lies, and demanding more money after the part was already ordered and paid for the first time.

The Potential: The panel in question is 25" x 53" and is approximately 5 inches deep. It is almost an inch thick in places due to the attached insulation. It weighs 12 lbs and sits at 56" above the ground as attached to the motorhome. Because of the shape and size, it could sail for quite a distance before it decided where to strike. I would not want to be the one that got hit in the windshield with it. I would not want to be the one that the 18 wheeler ran over because he

was blinded by it hitting his windshield. Or even worse, I would not want to be on my motorcycle and have it knock me off into the street to be run over by traffic.

Cost So Far: Driver side panel correction - \$272.15

Passenger side panel order - \$160.96 + \$300

Passenger side panel install - \$272.15 (future cost)

I have spent \$733.11 to date in repairs and part replacement. I had Camping World in Council Bluffs, IA properly reattach the panel on the driver side. The new panel will have to be installed when it is eventually shipped, so I will be spending another \$272.15 at Camping World for that service. Two months after the part was paid for at the quoted price, I was informed that I would have to send \$300 more for a set up fee because of a dispute that Gulfstream was having with their manufacturer. I have included the receipts for the part and the repairs.

Other Gulfstream Owners: I have put a query on the internet asking other owners if they are having problems with their bubble panels. It is hard to find others with the same model, but I have found a few that are experiencing the same problem through the Open Roads Forum on RV.NET. Theirs have not fallen off yet, but there is deterioration. I will see if they would like to share their information with the NHTSA as well.

On A Side Note: There was another serious problem with my motorhome. I replaced my battery several times, not knowing why they kept dying. The reason was that there were sheet metal screws screwed upward into the bottom of the battery compartment that wore holes in the batteries allowing battery acid to leak. The battery acid leaked into the living compartment and ruined the rug. It also caused a defect in my LP detector which is placed low to the floor near the battery compartment. I have the receipt from Camping World for the repair which states "Diagnosis found that screws had been run through bottom of battery box causing hole to be worn in bottom of battery. Acid leaked in compartment." The cost to fix this problem was \$424.36, which does not include replacing two other batteries that died, maybe for the same reason. I have included the receipt for this repair.

And To Wrap This Up: I feel that the people at Gulfstream have been very cavalier in this situation considering the potential for injury or death. They have refused to acknowledge on any level that there is a problem with this vehicle, and they have treated me with a complete lack of respect or concern in this situation.

I have sent information via email including digital pictures to Daniel J Hillman as well.

Please keep me informed if your procedures will allow and call anytime if there is a need for more information or if the information I have provided is not sufficient.

[REDACTED]
[REDACTED]
Plattsmouth, NE [REDACTED]
[REDACTED] [REDACTED]

State Farm Insurance Companies



February 3, 2009

State Farm Insurance
PO Box 83106
Lincoln, NE 68501-3106
Local: 1-402-327-5575
Phone: 1-888-248-6961
Fax: 1-800-423-0474

[REDACTED]
Plattsmouth, NE [REDACTED]

RE: Claim Number: [REDACTED]
Date of Loss: January 31, 2009
Our Insured: [REDACTED]
Conversation on 2/3/09

Dear [REDACTED]

This letter is to follow up our conversation on February 3, 2009. After close inspection the adhesive and caulking on the passenger side window skirt, holding to this vehicle failed and gave way. Also the caulking on the drivers side is beginning to give way as well. This is a wear and tear issue. There is no evidence of the vehicle striking any object. This is a not a covered loss.

Sincerely,

Emily McCawley

Emily McCawley
Claim Processor
Ext: 3275

State Farm Mutual Automobile Insurance Company



2802 South 21st Street Council Bluffs, IA 51501 (888) 833-4420

*Retail
Sales*

Invoice #121-984602 RO #C984602 Appt: 3/27/2009 08:30 3/26/2009

[REDACTED] PLATTSMOUTH, NE PC: [REDACTED]	JEFF WILL CHECK AND GET PRICING ON JOB 7	Year: 2004 License: NOT TAKEN Make: GULFSTREAM Model: VISTA VIN: WD2PD744545 Mileage: Serial: DOP: 0/0/2008 Key Tag: 0513
---	--	--

Job	Qty	SKU	S/O	PO / IDS	Tech	Description of Part, Service or Installation	Each	Ext	Labor	Labor Chrg.
	1					Procare Annual Pack Motorized with Gen - Package Includes: BECKY 14715				
	1	989441				Protective Coverings to Include Shop Towels	6.00	\$6.00		
	1	28237				Female Cordset Cover 30-Amp	16.99	\$16.99		
	1	37820				Marinco House Battery Master Switch	23.99	\$23.99		
	1	980113				3 Year Protection Plan	7.99	\$7.99		
	1	980902				LABOR FOR BATTERY DISCONNECT.				\$109.00
	1	980902				LABOR/REWIRE PLUG AND INSTALL NEW PLUG.				\$54.50
	1	980005				BATTERY CORE FEE	20.00	\$20.00		
	1	980902				LABOR/REAR EXTENSION WALL.				\$218.00
	2	0509				MARINE ADH SEAL, WHITE - Vendor Not Listed, JEREMY #05500	27.08	\$54.15		
	1	989007				DIESEL TRUCK OIL CHG up to 12 qts				\$75.88
	12	38290				HYPURON 15W40 - BULK	3.99	\$47.88		
	1	0507	☒			FILTER OIL - DODGE #5086301AA	36.23	\$36.23		
1	1	989758				*** CHECK BATTERY				\$27.99
2	1	989967				*** EXTERIOR INSPECTION - inspect exterior lights - wiper blades - tires - roof				
3	1	989033				*** LP INSPECTION				\$99.99
4	1	989036				*** REFRIG SERVICE				\$79.99
5	1	989035				*** WATER HTR SERVICE				\$69.99
6	1	989037				GAS GENERATOR SERVICE				\$129.99
	1	980907				Shipping Charges		\$0.00		

SW Becky Parsons - 121

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. A standard charge for supplies is made on each work order. Additional materials required for a complete and professional installation will be quoted upon inspection.

 Supply Charge:
\$6.00

I hereby authorize the said installation/repair to be done along with the necessary material and hereby grant you and your employees permission to operate the vehicle for the purpose of testing and/or inspection. It is also understood that Camping World is not responsible for loss or damage to vehicle or articles left in vehicle due to any cause beyond Camping World's control. **All parts are new unless otherwise noted.

Old parts requested by customer. **No**

Estimate: \$1,152.67

Authorized By:

Labor:	\$885.33
Parts:	\$193.23
Sub Total:	\$1,078.56
Sales Tax:	\$74.11
Total:	\$1,152.67

Copyright © 1999-2009 Paradigm Solutions, Inc. All Rights Reserved Worldwide.

Customer Copy

pty]

de]

Here is my invoice from Gulfstream. Check was sent 2/5/09 from our store. We are to credit you \$80.12 when the part is received and installed (to reimburse the overcharge on the part). The install charge was not included in the prepay.

Thanks,
Marc

In Process
PrePay
GULF STREAM (VISTA CRUISER MB)
P.O. BOX 1005
NAPPANEE, IN 46550

REMIT TO: Gulf Stream Coach, Inc.
P.O. Box 712282
Cincinnati , OH 45271-2282

SOLD TO: 84931501
Miscellaneous
Miscellaneous
Nappanee , IN 46550

SHIP TO: CAMPING WORLD # 121
2802 s 2ST
COUNCIL BLUFFS, IA 51501
Phone: 712-352-1624

Dealer PO No.:
Warranty:

marc
No

INVOICE DATE	INVOICE NO.	ORDER DATE	ORDER BY	DATE SHIPPED
-	8230316	02/05/2009	ktelschow/ktelschow	-

SERIAL NO.	UNIT DESCRIPTION		DELIVERY	
60-680	G24 - 22' VISTA CRUISER MB		STANDARD GROUND	
DICOR	MARBLE		OFFLINE DATE	07/02/2004
PART NO.	QUANTITY	U/M	DESCRIPTION	AMOUNT
08T731	1	EA	EXTENSION, HEAD ROOM, SPRINTER, EXTERIOR, WHITE	\$132.96
			DELIVERY CHARGES	\$28.00
			SALES TAX	\$0.00
			TOTAL	\$160.96

WARRANTY COVERAGE SUBJECT TO AUTHORIZATION
CUSTOMER COPY

+ \$300
more for
set up

Marc Fawcett
Parts Coordinator
CW#121 - Council Bluffs , IA





CAMPING WORLD

Retail Sales

2802 South 21st Street Council Bluffs, IA 51501 (888) 833-4420

W/O #121-815908

9/8/2008

PLATTSMOUTH, NE

PC#

*** This is a PrePayment WorkOrder ***

CHECK BATTERY - LEAKING- CHECK FOR DAMAGE

Yr: 2004 Lic:

Make: GULFSTREAM

Model: VISTA

VIN:

Mileage:

Serial:

DOP: 0/0/2008

Key Tag:

[illegible]

DIAGNOSIS FOUND THAT SCREWS HAD BEEN RUN THROUGH BOTTOM OF BATTERY BOX CAUSING HOLE TO BE WORN IN BOTTOM OF BATTERY. ACID LEAKED IN COMPARTMENT. TECHNICIAN HAD 3 HOURS OF DIAGNOSIS, CLEAN-UP, AND RE-CONNECTING LP DETECTOR.

90 Day Warranty on Service

SW Jody Blankenship - 121

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. A standard charge for supplies is made on each work order. Additional materials required for a complete and professional installation will be quoted upon inspection.

Supply Charge:

\$6.00

Labor:	\$327.00
--------	----------

Parts:	\$90.99
--------	---------

Sub Total:	\$417.99
------------	----------

Sales Tax:	\$6.37
------------	--------

Total:	\$424.36
--------	----------

I hereby authorize the said installation/repair to be done along with the necessary material and hereby grant you and your employees permission to operate the vehicle for the purpose of testing and/or inspection. It is also understood that Camping World is not responsible for loss or damage to vehicle or articles left in vehicle due to any cause beyond Camping World's control. **All parts are new unless otherwise noted.

Old parts requested by customer. No

Estimate: \$424.36

Authorized By:

Copyright © 1999-2008 Paradigm Solutions, Inc. All Rights Reserved Worldwide.

Customer Copy