



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

21-MAY-2009

Repository

Reference No.  
10269633

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City GLOSTER

State MS

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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 signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 5/25/09

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1UJBJ02PSX1 [REDACTED]  
Make: Jayco Model: Eagle Quest 294J Model Year: 1999

Date Purchased: [REDACTED] Dealer's Name and Telephone Number: Bus Supply Company 601-684-2900  
Original Owner:  Dealer's City: McComb MS State: MS Zip Code: 39648 Engine: N/A Fuel Type: N/A  
No. of Cylinders: N/A

Transmission Type:  Antilock Brakes  Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 09-MAY-2008

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Norcold N621 Refrigerator Serial # 0992111 Failure Mileage: [REDACTED] Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 NORCOLD REFRIGERATOR, MODEL N621. THE CONTACT NOTICED THAT THE REFRIGERATOR WAS NOT COOLING PROPERLY. HE ALSO OBSERVED A YELLOW RESIDUE LEAKING FROM THE BACK OF THE REFRIGERATOR. THE NORCOLD CUSTOMER CENTER WAS NOTIFIED OF THE FAILURES. THE SERIAL NUMBER WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 02E019000 (EQUIPMENT:RECREATIONAL VEHICLE), ALTHOUGH THE FAILURES WERE IDENTICAL. THE REFRIGERATOR HAS NOT BEEN REPAIRED. THE PART NUMBER WAS UNKNOWN.

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.