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

2009 JUL -1 AM 10:30

FOR AGENCY USE ONLY 100148	
Date Received 03-JUN-2009	Repository ☐
	Reference No. 10272558

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]	Evening Telephone Number	
City MARYSVILLE	**State** WA	**Zip Code** [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 [redacted] *or address to the vehicle manufacturer.*

Signature of Owner [redacted] Date 6/15T 09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1F6NF53Y560[redacted]	FOUR WINDS	HURRICANE	2006

Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
5-09-2006	OCeanWay RV Center	503 864 2243	V-10	Gas

Original Owner	Dealer's City	State	Zip Code
☒	Dayton	OR	97132

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
Auto	☒ Antilock Brakes ☒ Cruise Control		2	05-JUL-2008 05-04-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 131000 VISIBILITY: WINDSHIELD	Failure Mileage	Failure Speed
	27500	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2006 FOUR WINDS HURRICANE RECREATIONAL VEHICLE. THE CONTACT STATED THAT THE WINDSHIELD POPPED OUT OF THE FRAME AND FELL TO THE GROUND. THE MANUFACTURER WOULD NOT ASSIST WITH THE REPAIRS. THE WINDSHIELD WAS REPAIRED AT THE CONTACT'S EXPENSE BY AN INDEPENDENT DEALER. THE DEALER STATED THAT THE WINDOW WAS NOT INSTALLED PROPERLY AT THE FACTORY AND SHOULD BE REPAIRED AT THE MANUFACTURER'S EXPENSE. THE FAILURE AND CURRENT MILEAGES WERE LESS THAN 27,500.

See Attached Pictures and correspondence
Pictures Show windshield NOT installed properly at factory

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

RE: 2006 hurricane

From: **Rebecca Cramer** (reasterday@4winds.com)
Sent: Mon 5/18/09 11:39 AM
To: [redacted]

Your inquiry has been forwarded to the appropriate department. Please contact me within two business days if you have not received a response. Please also be sure to add Four Winds International (@4winds.com) to your safe senders list as many junk email filters may block incoming emails.

Thank you,

From: [redacted]
Sent: Monday, May 18, 2009 2:17 PM
To: Rebecca Cramer
Subject: 2006 hurricane

Rebecca Cramer:
On July 30 2008 Performance Automotive Accessories & Glass resealed the top right corner of our coach windshield because it had popped out. Total cost was $86.88
In March of 2009 the windshield came out again, the only part of the windshield not loose was the area resealed by Performance
We duct taped the windshield in to hold it in place so we could get it to RV Glass Solutions in Eugene Or. with the understanding from Mr. Mark Quinn that 4 winds would pay up to $500 for repairs to said windshield as a good will gesture.
At RV Solutions I was informed that the windshield was install improperly at the factory. pictures were taken, prior to the reset, showing that the urethane was not applied properly to seal the windshield.
The reset was completed at the cost of $825 including a new rubber seal after the " goodwill gesture" this left me with a balance of $325. This is not right! I bought the Hurricane thinking a brand new motor home would be defect free. if you want people to buy your motor homes, then you should do a professional job in building them.

I feel you owe me $411.88 ($325 in Eugene & $86.88 at Performance in Everett Wash.) for out of pocket expenses because of your mistake in production.
the ball is now in your court.

[redacted]

RV GLASS SOLUTIONS

P.O. BOX 70611
EUGENE OR 97401-0000

(888)777-6778 *Fax:* (888)777-6603

Invoice#	RV0-5151-1149
Date	5/15/2009

IRV-0515-11149

Invoice

Fed Tax ID 93-1210953
Printed: 5/15/2009 1:21:36 PM
Entered by: TracyH
Modified by:
Invoiced by: TracyH
WO Number: WRV-0515-09631

IRV-0515-11149

Bill to:

CASH

-

Insured/Customer:

[redacted]
Marysville WA [redacted]

(425)220-7039 (000)000-0000

Contact	Policy Number	Authorization #	Sales	Acct. Nbr.
Tracy Hadden			TRACYH	1202

Year	Make	Model	Style	VIN	Mileage	Purchase Order	Stock
2006	FOURW	HURRI	MTRHM	1F6NF53Y560[redacted]	27294	26305	

Loss Date	Cause	License	Agent	Phone1	Fax

Qty	Part ID	Description	List	Price	Total
1.00	RV WSGSKT	RV W/S GASKET	225.00	225.00	225.00
2.00	RV LABOR	RV LABOR	50.00	50.00	100.00

Instructions:
Both w/s reset and gasket replaced. Four Winds covered $500 total for labor see Inv #: IRV-0515-11147. Customer to pay add'l labor per Mark Quinn. Charges listed are for balance due on reset of both w/s and cost of gasket.

Subtotal	325.00
Tax 0.000%	0.00
Deductible Paid	0.00
Total Due	$325.00

1

Signature_____ Date_____

PERFORMANCE AUTOMOTIVE ACCESSORIES & GLASS
10711 HWY 99 S, SUITE D
EVERETT, WA 98204

Copy 2

PH:425-347-5765 FAX:425-353-5591

Fed Tax ID: 91-1406055

P/O # :
Taken By:
Installer: 3760

SalesRep:

Cust State Tax ID:
Cust Fed Tax ID:
Ship Via:

Adv.Code:

Workorder: 14670

Date: 7/31/2008
Time: 08:06 AM

Bill To: CASH

[redacted]

Sold To: CASH

[redacted]

[redacted]

Vehicle Information

Make : FOUR WINDS Model/Style : HURRICANE MOTORHOME Year : 2006
Odometer : VIN : 1F6NF53Y560[redacted] License :

Qty	Part Number	Description	List	Disc%	Sell	Total
1	LABOR	LABOR TO RESEAL WINDSHIELD (2.5)	$80.00	0	$80.00	$80.00

Paid
VISA
7-31-08

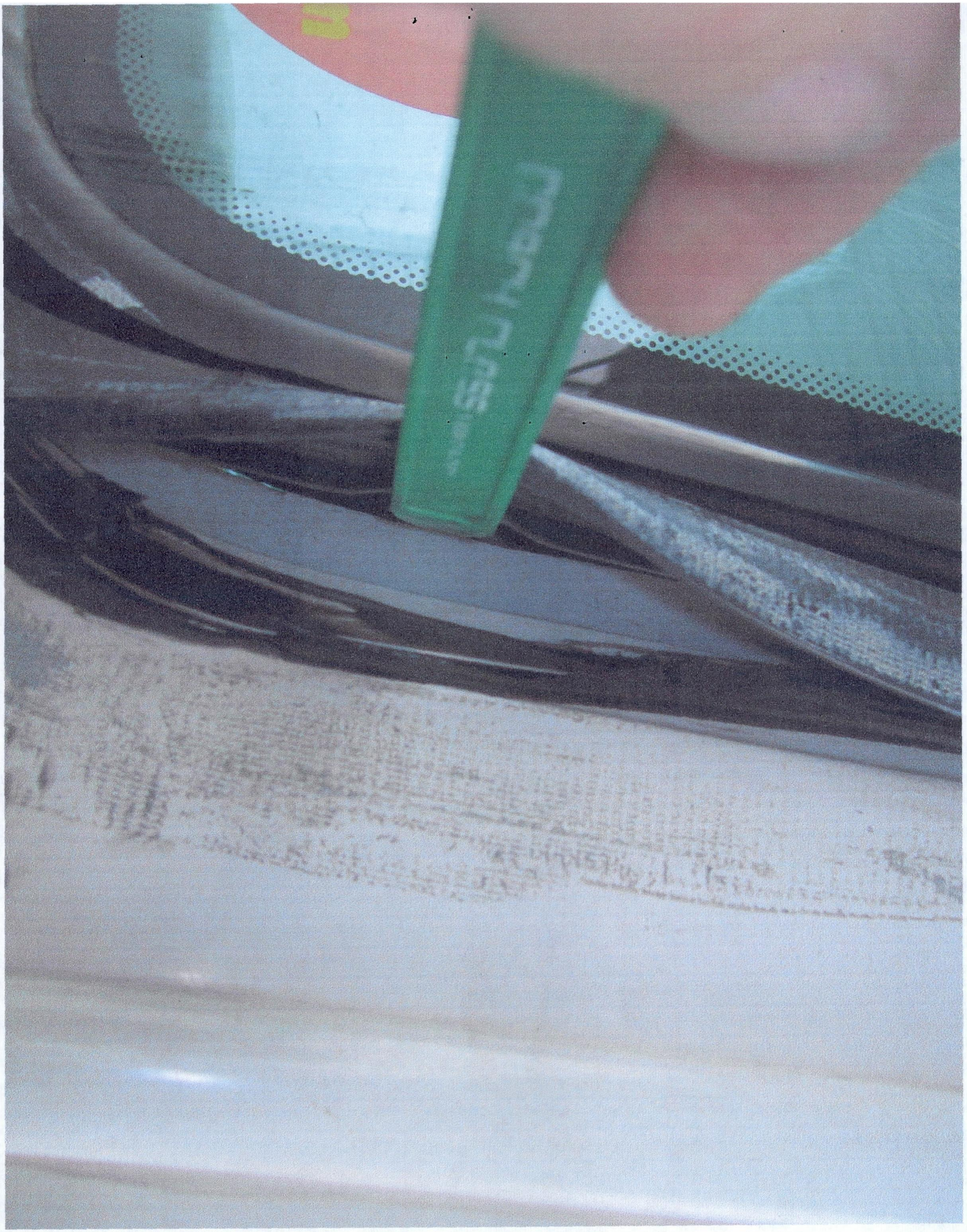
Received By: _____

AUTHORIZATION TO PAY

I hereby authorize and empower the above-named insurance company to pay this invoice in full settlement, satisfaction and discharge of all loss under the above policy. Upon such payment, all rights I may have for claim and demand for loss and damage described above against the above named insurance company shall be thereby forever discharged. In the event that the above named insurance company does not make timely and/or full payment of this invoice according to its terms, I hereby accept responsibility for such payment and agree to pay all charges reflected on this invoice to the above named glass company subject to and according to all terms and conditions on this invoice.

Customer's Signature: _____

Sub Total:	$80.00
Tax :	$6.88
Total:	$86.88


MENTOS


OFFICIAL MEMBER
Good Sam
Club