U.S. Department of Transportation
National Highway Traffic Safety Administration

2009 JUL 16 PM 1:21

**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 | Repository |
|---|---|
| 23-JUN-2009 | Reference No. 10274723 |

## OWNER INFORMATION (Type or Print)

| Name | Daytime Telephone Number | E-mail Address |
|---|---|---|
| [redacted] | [redacted] | |
| **Address** [redacted] | Evening Telephone Number | |
| **City** DUNKIRK **State** NY **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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.*

Signature of Owner [redacted] Date 7/11/09

## VEHICLE INFORMATION

| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | Make | Model | Model Year |
|---|---|---|---|
| 1F6MF53Y47[redacted] | NEWMAR | BAY STAR | 2008 |

| Date Purchased | Dealer's Name and Telephone Number | Engine: No: Cylinders | Fuel Type: |
|---|---|---|---|
| 9-17-08 | BALLARD'S CAMPING CENTER (716) 649-9654 | 10 | GAS |

| Original Owner | Dealer's City | State | Zip Code |
|---|---|---|---|
| ☒ | HAMBURG | N.Y. | 14075 |

| Transmission Type | | Powertrain | Multiple Failure: | Incident Date(s) |
|---|---|---|---|---|
| AUTO | ☑ Antilock Brakes ☑ Cruise Control | FORD | | 14-MAR-2009 |

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

| Vehicle Component Codes: 020000 SUSPENSION, 010000 STEERING | Failure Mileage | Failure Speed |
|---|---|---|
| | 800 | |

## 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 2008 NEWMAR BAY STAR RV. WHILE DRIVING VARIOUS SPEEDS OR IF THE RV IS IN CLOSE PROXIMITY TO ANOTHER LARGE VEHICLE, IT WILL SWAY AND ROCK FROM SIDE TO SIDE AND BECOME DIFFICULT TO HANDLE. THE CONTACT STATED THAT THE VEHICLE LACKS STABILITY. HE SPOKE TO A DEALER AND WAS INFORMED THAT HE SHOULD SLOW DOWN TO 45 MPH WHEN THE FAILURE OCCURS, WHICH SHOULD CORRECT THE ISSUE. THE CONTACT FEELS THAT THIS IS AN INSUFFICIENT ANSWER. THE FAILURE MILEAGE WAS 800 AND CURRENT MILEAGE WAS 5,500.

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

## Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

NEWMAR CORP. STATES THIS CONDITION IS COMMON WITH A CLASS A UNIT, THEREFORE THEY WILL NOT TAKE ANY CORRECTIVE ACTION.

BALLARD'S CAMPING CENTER STATES THAT IF I WISH TO PURCHASE AFTER MARKET EQUIP. TO CORRECT THE PROBLEM THEY WOULD INSTALL IT "FREE OF CHARGE".

ATTACH ADDITIONAL SHEETS IF NECESSARY

BUFFALO NY 142

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NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use $300

**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**
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