



NOV 10 2009

DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration**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

29-SEP-2009

Repository ☐Reference No.
10285665**OWNER INFORMATION (Type or Print)**

Name

Address

City

LAKELAND

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1SAB50-2N762

Make

STARCRAFT

Model

ARUBA

28.5

Model Year

2006

Date Purchased

2-23-08

Dealer's Name and Telephone Number

BATES RV 4656 MCINTOSH Rd

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

DOVER, FLA

State

FLA

Zip Code

33527

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

22-APR-2008

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 200000 WHEELS

Failure Mileage

3500

Failure Speed

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: 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

Number of Deaths

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 2006 STARCRAFT ARUBA RV. HE NOTICED THAT THE RIGHT FRONT TIRE WAS SHREDDED ON THE INSIDE. THE CONTACT REPLACED THE TIRE AND DROVE A FEW MILES AND NOTICED THAT TIRE HE REPLACED ALSO BECAME DEFECTIVE. THE DEALER WAS UNABLE TO DETERMINE THE FAILURE, NO REPAIRS WERE MADE. THE CONTACT NOTIFIED THE MANUFACTURER AND WAS INFORMED THAT THEY WERE NOT RESPONSIBLE FOR THE FAILURE SINCE THE AXLE WAS NOT MANUFACTURED BY THEM. THE AXLE MANUFACTURER STATED THAT SINCE THE REPAIRS WERE MADE TO THE VEHICLE NO COMPENSATION WOULD BE OFFERED. A LOCAL MECHANIC ALSO DETERMINED THE TOW IN/TOW OUT WAS NOT ADJUSTED CORRECTLY FROM THE FACTORY. THE VEHICLE WAS REPAIRED AT A COST OF 110.00. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 3500 AND THE CURRENT MILEAGE WAS 4000.

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.

this is a copy of the
purchasing agreement.

This is a copy of invoice
for the second time to
dealer for worn tires on
inside. They again said
underinflated & I said NO!!
I checked pressure every 250 miles
I can say after 40 plus years
as a mechanic that they
were afraid they just might
be wrong!! (Some dealership)
They were at 157 going to
charge me again but
changed their mind.

BATES RV EXCHANGE
4656 MCINTOSH ROAD
OVER FL
US
33527
813-659-0008

CUSTOMER WORK ORDER # 18851

Completed:
Invoice #:

Customer:
Address:

LAKELAND, FL

Stock No: B10619
Year/Make: TPA 2006 ARUBA 28.5...
Model: 28.5.....
Serial No:
Chassis No: 1SABS02N762
Mileage: 0
Key No: 5126
Location: AV

Home Phone:
Work Phone:
Purchase Date: 20 MAR 08
Date In: 30 JUL 09
Promise Date:
Schedule Date:
License No:

Key No:
Warranty Date: 18 MAR 08

Trim:
Promise Time:

Job Description: TIRE INFORMATION

TIRES STILL GETTING TORN UP ON EDGES

Excess	Job Description	EXPRES	Qty	Price	Total
SSW	1 SHOP SUPPLIES WARRANTY		1.00	W	-N/C-

Parts Total: 0.00
Labour Total: 0.00
Sublet Total: 0.00
Extras Total: 0.00
Work Order Total: 0.00

Customer Signature:

21 AUG 2009

THE WORK HAS BEEN DONE AND TO THE COMPLETE SATISFACTION OF THE CUSTOMER.

REGISTRATION # MV34790

I UNDERSTAND IT IS MY RESPONSIBILITY TO SECURE ALL ITEMS ON MY RV PRIOR TO LEAVING LOT.

X

This is a copy of a invoice
I received after taking RV
back to have tires booked
AT since 3 were bald on
inside and one has
wire showing on inside
I was told the problem
was under inflation!!

I said no way - underinflated
tires were on inside &
outside! They insisted so I
had to pay them for nothing
plus another set of tires!!

BATES RV EXCHANGE
4656 MCINTOSH ROAD
DOVER, FL
US
33527
813-659-0008

Work Order : 18391
Stock No : B10619
License : [REDACTED]

Customer : [REDACTED]
Description : 2006 TT STARCRAFT ARUBA 28.5.....
Date In : 08 APR 2009 Mileage : 0
Date Out : 14 MAY 2009

Job# Description Type

1 CHECK AXLES TIRE CUT E

Code Description LABOUR Hrs Rate Total

L SHOP LABOR 1.00 11.22 11.22

Code Description EXTRAS Qty Price Total

SSW SHOP SUPPLIES WARRANTY 1.00 0.00 0.00
SSE SHOP SUPPLIES CUST PAY 1.00 5.70 5.70

Extras Total : 5.70

Subtotal : 76.92

HILLSBOROUGH : 0.00

FLORIDA SALES TAX : 14.02

Total : 90.94

82.62

82.34

14MAY09 VISA

82.14

[REDACTED] 14MAY09 VISA *****

[REDACTED] 14MAY09 VISA *****

This is a copy of the
invoice for 3 of the
tires that were worn on
the inside to the point
of shredding. I was not
able to find receipt for
the other tires that were
replaced!! In all 9 tires
were replaced in less than
3500 miles! The Men at
Discount said there had
to be a big problem with
Apels! So I took care of
this since a third set was
getting expensive!!

Trail America **DISCOUNT** **TIRES & MUFFLERS**

MV-17295 (863) 665-9095
 5601 U.S. 98 NORTH • LAKELAND, FL 33809
 MV-17294 (863) 859-3230
 105 6TH STREET S.W. • WINTER HAVEN, FL 33880
 MV-17296 (863) 293-5080

STORE 2		INVOICE 339246	
YEAR <i>Trailen</i>	MODEL <i>N/A</i>	LICENSE <i>N/A</i>	

NAME [REDACTED] DATE 8/25 2009
 ADDRESS [REDACTED]
 CITY Lk STATE FL ZIP [REDACTED] PHONE [REDACTED]

SALESMAN	ODOMETER READING	MILEAGE GUARANTEED	CASH	CHECK	MASTER CARD	VISA	DISCOVER	OTHER
	<i>N/A</i>	<i>LOT</i>				<i>DOT 15</i>		

QUANTITY	ITEM #	SIZE	DESCRIPTION	PRICE
<i>3</i>		<i>205/75/D14</i>	<i>TRAIL AMERICA</i>	<i>192 60</i>
			<i>1NL7 170913</i>	
			TOTAL TIRE SERVICE	
<i>3</i>			VALVE STEM	<i>INC</i>
			ROAD HAZARD WARRANTY	<i>none</i>
<i>3</i>			COMPUTER BALANCE	<i>INC</i>
			SHOCKS/Front	
			SHOCKS/Rear	
			ALIGNMENT	
			OIL, LUBE & FILTER	
			BRAKES/Front	
			BRAKES/Rear	
			FRONT PIPE	
			CATALYTIC CONVERTER	
			EXHAUST PIPE	
			MUFFLER	
			TAIL PIPE	
			\$1.00 For each new tire FS 403.718	<i>3 00</i>
			\$1.50 For each new battery FS 403.7185	
			This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal [(S.559.904(4))]	<i>6 00</i>

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE. IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I REQUEST A WRITTEN ESTIMATE.

Signe

te

8/25/09

TIRES
 MUFFLERS
 BRAKES
 SHOCKS
 WHEELS
 MAGS
 BALL JOINTS
 TIE RODS
 IDLER RODS
 ALIGNMENTS
 C.V.-JOINTS

SUB TOTAL	<i>201 60</i>
SALES TAX	<i>14 11</i>
TOTAL	<i>215 71</i>
DEPOSIT	
BAL. DUE	

THANK YOU VERY MUCH

This is the shop
I took the R.V. To
have the Aple looked
at. the Gentleman here
took one look at the
tires and knew right
away the problem which
was the "tree in + toe out."
Since he's been in this
type of business for almost
50 years, I told him to fix
it before more tires were
through!

18133

QTY. PART NO. AND DESCRIPTION (All parts new unless otherwise specified) AMOUNT

RB - REBUILT, U - USED, RC - RECONDITIONED

FW - FREE UNDER WARRANTY

RW - REDUCED COST UNDER WARRANTY

SAFE-WAY WHEEL SERVICE

1285 West Jenkins Blvd.

DADE COUNTY, FLORIDA 33815

(813) 688-2255

SAFETY 401494

DATE IN 8/25/09	A.M. P.M.	DATE PROMISED	A.M. P.M.
ESTIMATE DATE	A.M. P.M.	ORDER WRITTEN BY	
BUS. PHONE	EXT.		
HOME PHONE	MILEAGE IN		
LICENSE NO.	MILEAGE OUT		
CALL WHEN READY ☐ YES ☐ NO	MECHANIC/TECHNICIAN		
TERMS			

NAME
ADDRESS
CITY
STATE
ZIP
YEAR, MAKE AND MODEL
SERIAL NO. V.I.N.

STARCRRAFT ARUBA

Note
Shows NO damage
from
STARCRRAFT ARUBA

SERVICES REQUESTED/DESCRIPTION OF WORK

AMOUNT

2 AXLES @ \$55.00 110.00

TOTAL PARTS

This charge represents costs and profits to the motor vehicle repair facility for MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

(s.403.7185)

BATTERY DISPOSAL FEE

(s.403.718)

TIRE DISPOSAL FEE

TOTAL SHOP CHARGES
EPA / WASTE DISPOSAL

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATEMENT I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS REPAIR COSTS DO NOT EXCEED \$_____. THE TOTAL REPAIR COSTS MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED

DATE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

DATE TIME PHONE CALLED BY PHONE

A daily storage charge will begin (3) working days after notification of completion of repairs.

\$_____/day

PHONE	
ESTIMATED COSTS OF REPAIRS	
CHARGE FOR ESTIMATE	\$
REASSEMBLY IF REPAIRS CANCELLED	\$
OTHER CHARGES	\$
ADDITIONAL WORK	
TOTAL	
PAID AMOUNT	
☐ IN PERSON ☐ BY PHONE	

TOTAL LABOR

110.00

☐ CASH ☐ CHECK ☐ CREDIT CARD

TYPE EXP.

CC NUMBER

TOTAL LABOR

TOTAL PARTS

GAS, OIL AND GREASE

STORAGE

TOTAL SHOP CHARGES
EPA / WASTE DISPOSAL

TAX

TOTAL 110.00

SIGNATURE

DATE	TIME	PHONE	CALLED BY	PHONE
------	------	-------	-----------	-------

After Bates R.V.
Couldn't (or won't) fix
the problem with the
trees cutting on the inside
& called Jayce (who makes
Aruba
Starcraft

I spoke to a Mr. Renner
and he said "its not our
problem its the Axel
provider!! So I talked to a
Berry Kaufman & a guy named
Dave at Tippet end. who is
the Axel provider. I said
since I have it fixed already -
"tough luck"!

Work Order : 18551

Joyce
Renner

1-800-945 4787

Parts Total:	0.00
Labour Total:	0.00
Sublet Total:	0.00
Extras Total:	0.00
Work Order Total:	0.00

Customer Signature: _____

Date: 21 AUG 2009

ALL WORK HAS BEEN DONE AND IS IN PROPER WORKING ORDER TO MY SATISFACTION.

NAME: _____ DATE: _____

FLORIDA REGISTRATION # MV34790

I UNDERSTAND IT IS MY RESPONSIBILITY TO SECURE ALL ITEMS ON MY RV PRIOR TO LEAVING LOT.

X _____

3333

2771

E-mail: starcraft@rvwarranty.com
 The Estates at Carpenters
www.estatesatcarpenters.com

Lippert
 7-594 971 4925

BERRY
 Renner

1001 Carpenter's Way * Lakeland, FL 33809
 (863) 853-5505 or (800) 299-3847 * Fax: (863) 853-5505
www.estatesatcarpenters.com



Goslen and
 The Estates at Carpenters
 angie

DAVE at
 LIPPERT

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