

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	Repository <input type="checkbox"/>
16-JUN-2010	Reference No. 10336615

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		Daytime Telephone Number	E-mail Address
Address	[REDACTED]		[REDACTED]	[REDACTED]
City	FORT WAYNE	State	IN	Zip Code
				[REDACTED]
			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	Make	Model	Model Year
5SFGF403X8E [REDACTED]	HEARTLAND	CYCLONE	2007
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s) 03-APR-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 355100 EQUIPMENT: OTHER: LABELS	Failure Mileage	Failure Speed
	3500	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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2007 HEARTLAND CYCLONE RV. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 10V077000 (EQUIPMENT: OTHER: LABELS) AND LATER RECEIVED A VEHICLE LABEL STATING THE VEHICLE AXLES COULD ONLY SUSTAIN 5,080 POUNDS EACH AND NOT THE INITIAL NOTED WEIGHT OF 5200 POUNDS EACH. THE CONTACT WAS NOT SATISFIED WITH THE MANUFACTURER PROVIDING ONLY A STICKER FOR THE NEW WEIGH CAPACITY. HE BELIEVED THE TIRES AND RIMS SHOULD HAVE BEEN REPLACED AS WELL. THE CONTACT STATED THE TIRES WERE NOT ABLE TO MAINTAIN THE WEIGHT LOAD. THE FAILURE MILEAGE WAS 3,500.

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.

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<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p> <p>[REDACTED]</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>[REDACTED]</p>			
<p>City</p> <p>FORT WAYNE</p>	<p>State</p> <p>IN</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p><i>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).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>5SFGF403X8 [REDACTED]</p>		<p>Make</p> <p>HEARTLAND</p>	<p>Model</p> <p>CYCLONE</p>	<p>Model Year</p> <p>2007</p>	
<p>Date Purchased</p> <p>MAY 08</p>	<p>Dealer's Name and Telephone Number</p> <p>LAKE SHORE</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>0</p>	<p>Fuel Type:</p> <p>5TH WHEEL TRAILER</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>MUSKEGON</p>	<p>State</p> <p>MI</p>	<p>Zip Code</p> <p>[REDACTED]</p>		
<p>Transmission Type</p> <p><input type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s)</p> <p>03-APR-2010</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 190000 TIRES, 355100 EQUIPMENT: OTHER: LABELS</p> <p>CYCLONE/HEARTLAND PUT THE WRONG SIZE TIRES & RIMS ON THIS UNIT. SHOULD HAVE BEEN 16"</p>			<p>Failure Mileage</p> <p>3500</p>	<p>Failure Speed</p> <p>0</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>			
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2007 HEARTLAND CYCLONE RV. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 10V077000 (EQUIPMENT: OTHER: LABELS) AND LATER RECEIVED A VEHICLE LABEL STATING THE VEHICLE AXLES COULD ONLY SUSTAIN 5,080 POUNDS EACH AND NOT THE INITIAL NOTED WEIGHT OF 5200 POUNDS EACH. THE CONTACT WAS NOT SATISFIED WITH THE MANUFACTURER PROVIDING ONLY A STICKER FOR THE NEW WEIGH CAPACITY. HE BELIEVED THE TIRES AND RIMS SHOULD HAVE BEEN REPLACED AS WELL. THE CONTACT STATED THE TIRES WERE NOT ABLE TO MAINTAIN THE WEIGHT LOAD. THE FAILURE MILEAGE WAS 3,500.</p> <p>HEARTLAND PUT THE WRONG TIRE/RIM COMBO ON THIS AND ALL OTHER OF MODELS 2008 & UP THEY PUT ON 16" TIRES AND RIMS THUS MAKING IT SAFE</p> <p>IS IT AGAINST THE LAW FOR AN INDIVIDUAL TO TAMPER/REPAIR VIN PLATES?</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					