



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 1364

Date Received: 24-SEP-2010
 Repository:
 Reference No.: 10357608

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: LIMON State: CO Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: 5KEFA3626A1 [REDACTED]
 Make: MOBILE SUITES Model: MY Model Year: 2010
 Date Purchased: 2/12/2010 Dealer's Name and Telephone Number: Ardell Brown RV Center
 Original Owner: Dealer's City: Draper, Utah State: Zip Code: 84020
 Engine: No: Cylinders: Fuel Type:
 Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 21-JUN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 203000 WHEELS: LUGS/NUTS/BOLTS Failure Mileage: Failure Speed:

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: DOTM9ABC036): 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: 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).

OWNER FELT VEHICLE JOLT AND OBSERVED TIRE-WHEEL ASSEMBLY SEPARATED FROM VEHICLE. TIRE-WHEEL BOUNCED, CROSSED MEDIAN, CROSSED OPPOSING TRAFFIC AND WAS STOPPED BY A FENCE. OWNER HAS RETRIEVED AND RETAINED THE SEPARATED WHEEL. OWNER TOOK DELIVERY IN FEB 2010 AND HAD ACCUMULATED LESS THAN OR APPROX 5000 MILES. OWNER CHECKED WHEEL NUT TORQUE SEVERAL TIMES (WITH FOUR WAY BAR) AND ALWAYS FOUND TIGHT. DEALERSHIP REPORTED REPLACED ALL STUD ON ALL WHEELS WHEN REPAIRING; OWNER HAS FOUND THEM TIGHT SINCE (130 LB-FT). THIS VEHICLE HAD BEEN EQUIPPED WITH 8-STUD ALUMINUM WHEELS.

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.

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

We were on I-70 going to Denver for repairs on this Camper when the wheel came off. The Interstate was quite busy that morning and several cars swerved or slammed on brakes to avoid hitting the tire or it hitting them. We had our 4 yr. old granddaughter with us who was quite shook up. We were disabled for over 2 hr. on the highway with a very scared and frightened little girl. She had to go to the bathroom and refused to go on the side of the highway. This bill that we are sending does not include the bill on replacing the tires wheels and hubs and lug belts.

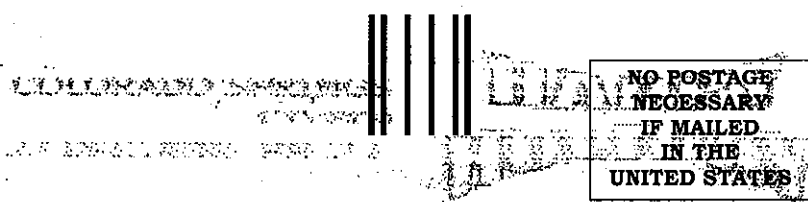
(ATTACH ADDITIONAL SHEETS IF NECESSARY)

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



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

STEVE CASEY'S
 4120 YOUNGFIELD
 12900 W 43RD DR
 WHEATRIDGE, CO 80033
 303 422 2001 303 216 2003

Repair Order Invoice

R/O Number: 53068
 Invoice Number: 227479
 Cashier: GARRY BUCK
 Date: 8/6/2010

Repair Order For:

[REDACTED]
 LIMON, CO [REDACTED]
 [REDACTED]

Units For This Repair Order

Service Writer: GARRY BUCK

| Year | Make | Model | VIN | Plate | Key Board | Miles |
|------|---------------|---------------|-------------|------------|-----------|-------|
| 2010 | MOBILE SUITES | MOBILE SUITES | 5KEFA3628A1 | [REDACTED] | | |

JOB: BUILT DAMAGE REPAIR

Job For: 2010 MOBILE SUITES MOBILE SUITES 5KEFA3628A1 [REDACTED]

Parts

| Part Number | Quantity | Description | Each Price | Extension |
|-----------------------|----------|----------------------------|------------|-------------------|
| 26 X 156 063 | 1 | RADIUS | \$179.05 | \$179.05 |
| 38 X 36 063 | 1 | RADIUS | \$115.28 | \$115.28 |
| 34AC | 1 | PLYWOOD | \$85.73 | \$85.73 |
| 191100021 | 1 | FENDER SKIRT | \$107.86 | \$107.86 |
| 190700007 | 1 | Z MOULDING | \$25.23 | \$25.23 |
| 190700014 | 1 | T TRIM | \$58.94 | \$58.94 |
| 190700024 | 1 | SCUFF | \$14.10 | \$14.10 |
| 191100039 | 1 | SKIRT BAFFLE | \$18.66 | \$18.66 |
| 190400009 | 1 | COMPARTMENT DOOR | \$111.86 | \$111.86 |
| 110600005 | 1 | FLEXGUARD | \$44.91 | \$44.91 |
| 110100034 | 1 | OUTRIGGER | \$14.82 | \$14.82 |
| BOX \$150.00 | 1 | BOX CRATE CHARGE | \$150.00 | \$150.00 |
| 388555 | 1 | SILICONE DAP CLEAR | \$10.09 | \$10.09 |
| 388729 | 2 | 2" PAINT BRUSH | \$1.39 | \$2.78 |
| 007-257-00 | 24 | STUDS | \$10.06 | \$241.44 |
| DBC-250-SM | 1 | DISC BRAKES | \$19.97 | \$19.97 |
| 388747 | 1 | STA-PUT ADHESIVE | \$27.69 | \$27.69 |
| 500050 | 9 | SLIDE OUT SEAL | \$6.00 | \$54.00 |
| 2300 | 1 | CAULKING FOR FENDER SKIRTS | \$13.14 | \$13.14 |
| GRAY CARPET | 10 | CARPET | \$7.47 | \$74.70 |
| 9612 | 8 | LUG NUTS | \$1.51 | \$12.08 |
| 167616 | 1 | ROTOR | \$407.55 | \$407.55 |
| 134421 | 1 | PADS WITH CALIPERS | \$193.05 | \$193.05 |
| 143240 | 4 | WASHER | \$4.59 | \$18.36 |
| 143255 | 4 | NUT | \$16.36 | \$65.44 |
| 142143 | 4 | DUST CAP | \$16.27 | \$65.08 |
| DBC-250-SM | 3 | DISC BRAKES | \$19.97 | \$59.91 |
| 11300010 | 1 | COMPLETE RIM AND TIRE | \$660.36 | \$660.36 |
| Parts Subtotal | | | | \$2,846.17 |

STEVE CASEY'S

4126 YOUNGFIELD
12000 W 43RD DR
WHEATRIDGE, CO 80033
303 422 2001 303 216 2003

Repair Order Invoice

P/O Number: 531111
Invoice Number: 227479
Cashier: GARRY BUCK
Date: 8/6/2010

Repair Order For

[REDACTED]
LIMON, CO [REDACTED]
[REDACTED] CEL

Job: BODY DAMAGE REPAIR (Continued)

Job For: 2010 MOBILE SUITES MOBILE SUITES SKEFA8626A1 [REDACTED]

| Job Code | Description | Technician | Hour | Rate | Total |
|----------|-------------------------|-----------------|------|-----------------------|-------------------|
| | REPLSLIDEOUT RADIUS | GREG SONNENBERG | | | \$516.00 |
| | REPL. FENDER SKIRT | GREG SONNENBERG | | | \$193.50 |
| | REPL.SLIDE VERT.TRIM | GREG SONNENBERG | | | \$250.00 |
| | REPL SLIDEOUT TRIM | GREG SONNENBERG | | | \$235.13 |
| | REPL OUTER CUSSET | GREG SONNENBERG | | | \$258.00 |
| | REPL COMP.BAFFLE | GREG SONNENBERG | | | \$129.00 |
| | REPL.COMP.DOOOR | GREG SONNENBERG | | | \$193.50 |
| | REPL.LOWER RADIUS | GREG SONNENBERG | | | \$516.00 |
| | REPL.PLYWOOD BASE | GREG SONNENBERG | | | \$258.00 |
| | REPL.CAP VERT. TRIM | GREG SONNENBERG | | | \$258.00 |
| | REPL.POWER CORD CARRIER | GREG SONNENBERG | | | \$193.50 |
| | REPAIR FIBERGLASS | GREG SONNENBERG | | | \$1,518.00 |
| | PAINT 3 COLORS & BLEND | GREG SONNENBERG | | | \$1,161.00 |
| | CLEAR COAT | GREG SONNENBERG | | | \$258.00 |
| | REPLACE DAMAGED BRAKES | GREG SONNENBERG | | | \$258.00 |
| | | | | Labor Subtotal | \$6,233.63 |

Recommendations

Resolution

- REPLACE MAIN SLIDEOUT RADIUS
- REPLACE FENDER SKIRT
- REPLACE MAIN SLIDE REAR TRIM
- REPLACE OUTER CUSSET BEHIND SLIDE
- REPLACE COMPARTMENT BAFFLE
- REPLACE REAR COMP. DOOR
- REPLACE LOWER RADIUS
- REPLACE PLYWOOD COMP.BASE
- REPLACE CAP VERTICAL TRIM
- REPLACE SLIDEOUT POWER CORD CARRIER.
- REPAIR DAMAGED FIBERGLASS
- PAINT 3 COLORS AND BLEND
- CLEAR COAT PAINTED AREA
- REPLACE RIGHT REAR COMP. DOOR
- REPLACE REAR COMP. DOOR
- REPLACE DAMAGED BRAKE PARTS

STEVE CASEY'S
 4120 YOUNGFIELD
 12900 W 43RD DR
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 303 422 2001 303 216 2003

Repair Order Invoice
 R/O Number: 53068
 Invoice Number: 227479
 Technician: GARRY BUCK
 Date: 8/6/2010

Repair Order For:
 [REDACTED]
 LIMON, CO [REDACTED]
 [REDACTED] CEL

Job: BODY DAMAGE REPAIR (Continued)

| | |
|-------------------------------|-------------------|
| Other Charges | |
| FREIGHT | \$180.00 |
| MATERIALS BS | \$366.00 |
| Job Subtotal | \$9,625.80 |
| <hr/> | |
| Customer Job Totals | |
| Parts | \$2,040.17 |
| Labor | \$6,233.63 |
| Other | \$646.00 |
| Total of Customer Jobs | \$9,625.80 |
| <hr/> | |
| Other Charges | |
| ShopSupplies | \$50.00 |
| Repair Order Subtotal | \$9,675.80 |
| <hr/> | |
| Discounts Given | |
| Parts Discount: | \$36.88 |
| <hr/> | |
| Gales Tax | \$247.04 |
| Repair Order Total | \$9,923.74 |
| <hr/> | |
| Total Amount Due | \$9,923.74 |
| AVR Charge tendered | \$9,923.74 |
| Change Due | \$0.00 |

DATE VEHICLE DROPPED OFF: _____
 DATE OF APPOINTMENT: _____
 DATE OF REPAIR COMPLETION: _____
 OWNER NOTIFIED OF COMPLETION: TIME _____ DATE _____
 DATE VEHICLE RELEASED: _____
 I/WE THE UNDERSIGNED ACKNOWLEDGE THE FOREGOING AS FACTUAL
 I/WE HEREBY ACKNOWLEDGE RECEIPT OF THE COMPLETED COPY.
 SIGNATURE OF OWNER: _____

WARRANTY INFORMATION: THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT THE DEALERSHIP OR IF THE VEHICLE IS USED FOR RACE TRACK OR OTHER EXTREME USES. SEE OWNER'S MANUAL FOR COMPLETE WARRANTY INFORMATION.