

 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 30-SEP-2010		Repository ☐ Reference No. 10358689	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City GREENVILLE		State ME	Zip Code	Evening Telephone Number	
<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>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1NFCK322470		Make NEWMAR	Model CYPRESS	Model Year 2007	
Date Purchased 9/12/08	Dealer's Name and Telephone Number Harvey RVs. 207-990-5081		Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City Glenburn	State Me.	Zip Code 04401		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 30-SEP-2010	
	☐ Cruise Control				
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: 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). OWNER REPORTS THAT THE WHEEL MOUNTING STUDS APPEAR TO BE TOO SHORT FOR THE WHEEL ASSEMBLY. REPORTEDLY, THE SERVICING MECHANIC PERFORMING ROUTINE PREVENTIVE MAINTENANCE OBSERVED THAT INSTALLATION REQUIRED ONLY 5 TO 5-1/2 NUT TURNS TO FULLY SEAT THE NUT. THE NUT IS CLOSE-ENDED SO THE STUD CANNOT BE SEEN BY THE INSTALLER AND CANNOT PROTRUDE THROUGH THE NUT. OWNER CONTACTED DEXTER AXLE WHO ADVISED THE OWNER THAT 10 NUT TURNS SEEMED MORE APPROPRIATE. OWNER CONTACTED NEWMAR WHO ADVISED THAT REPLACING THE INSTALLED STUDS WITH LONGER STUDS.					
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)

1/5/11 Thank you for the follow up. I, the Dealer + manufacturer checked with Dexter Axle + found that that particular axle would not accommodate longer studs. They Newmar supplied replacement rims that would give full thread on a standard nut. The dealer owner, Don Harvey + his tech tried a standard nut on a replacement rim before doing a rement. Full thread plus, was achieved. We found the manufacturer + dealer to be very accomodating. my wife + I are fortunate that this problem was found + addressed before what could have been a serious accident. I would hope that there is a way to make this problem known to the industry so that current + future owners of all vehicles may travel safely.

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

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**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.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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