



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

USE ONLY 100148

Repository

Reference No.
10392608

2 2011

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: PORT CHARLOTTE State: FL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

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: 3FCMF53S1X [REDACTED]
Make: NATIONAL RV Model: DOLPHIN Model Year: 1998
Date Purchased: 5/18/98 Dealer's Name and Telephone Number: CASEY'S RVCA 3034222001 Engine: No: Cylinders 10 Fuel Type: GAS
Original Owner: [REDACTED] Dealer's City: WHEATRIDGE CO 80033 State: CO Zip Code: 80033
Transmission Type: [REDACTED] Antilock Brakes: Cruise Control: Powertrain: FORD Multiple Failure: Incident Date(s): 23-MAR-2004

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 131000 VISIBILITY: WINDSHIELD Failure Mileage: 77000 Failure Speed: 5

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).

TL*THE CONTACT OWNS A 1998 NATIONAL DOLPHIN RV MOTOR HOME. THE CONTACT STATED THAT THE RUBBER SEALING AROUND THE DUAL PANE WINDOWS IN THE VEHICLE WERE SEEPING OUT. THE SEAL WAS BROKEN WHICH CAUSED THE WINDOWS TO FALL OUT. THE COMPANY THAT MADE THE WINDOWS WILL NOT SEAL OR REPAIR THE WINDOWS. THE MANUFACTURER WAS CONTACTED AND REFUSED TO REPLACE THE WINDOWS EVEN WHEN THEY WERE UNDER WARRANTY. THE FAILURE MILEAGE WAS 77,000. NOW IT IS BEING FAILING SINCE 2002.

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)

THE ONLY INCIDENTS I CAN REPORT IS WHEN I CHANGE LANE'S EITHER LT OR RT I CAN BARELY SEE IF TRAFFIC IS COMMING SO MY PASS HAS TO DO THE LOOKING OUT. EVERY YEAR IT GETS WORSE IT IS ALSO VERY EXPENSIVE TO REPAIR

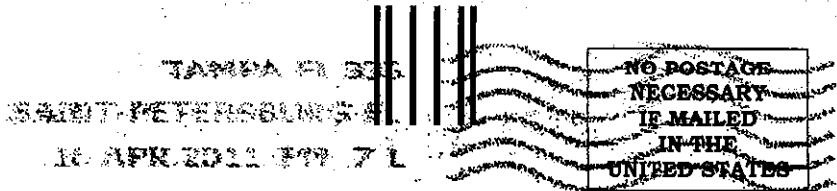
ATTACH ADDITIONAL SHEETS IF NECESSARY

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?

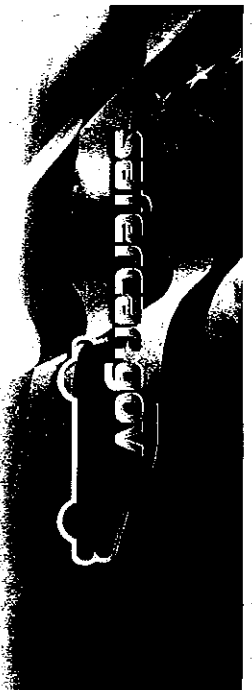
If so:
Use the enclosed form to file a report.

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



CASEY'S RECREATIONAL

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

Repair Order

R/O Number: 9797
Date: 9/26/2001
Date Promised: 8/8/2001

Repair Order For:

Unit Name

Location

DOLPHIN

AURORA, CO

Job: IGNITION SWITCH

Job For: 1998 NATIONAL RV DOLPHIN 3FCMF53S1XJ [REDACTED]

INTERMITTENT

Recomendations

Resolution

NPF

Job Subtotal \$0.00

Job: DRAWERS

Job For: 1998 NATIONAL RV DOLPHIN 3FCMF53S1XJ [REDACTED]

DRAWERS UNDER CLOSET WONT STAY LATCHED

Parts

Part Number	Quantity	Description	Each Price	Extension
318989	1	CATCH CONCEALED BRASS B	\$6.39	\$6.39
Parts Subtotal				\$6.39

Labor

Description	Job Code	Technician	Line Total
DRAWERS		JERRY GIFFORD	\$47.40
DRAWERS		JERRY GIFFORD	(\$47.40)
Labor Subtotal			\$0.00

Recomendations

Resolution

REPLACED THREE LATCHES

Job Subtotal \$6.39

Job: FRONT CAP

Job For: 1998 NATIONAL RV DOLPHIN 3FCMF53S1XJ [REDACTED]

WATER LEAK DRIVERS SIDE WINDOW

Labor

Description	Job Code	Technician	Line Total
FRONT CAP		JERRY GIFFORD	\$15.80

DATE
NOW
7/12/11

4/24/99

Now what's wrong with the motor home?

* DATE NOW
4/11/99

- 1) Passenger window leaking + driver side still (from top)
- 2) Back air conditioner leaking water w/ rain
- 3) Back fan leaking + broke off of the hinge bar.
- 4) Bedroom window ^(cover w/) left upper corner still has large opening lots of air coming through + gets the the wall + end of mattress wet w/ rain.

Manual Control on fan screwed up.

Can we get a straight drawer. (Bottom drawer right side of refrigerator.)

Latch for right drawer under table seat. →

Slide out fuse has popped 3 times?.



