

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 AUG 29 2011 17-JUN-2011		Repository ☐ Reference No. 10407256			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name		Address		City		State		Zip Code	
CLERMONT		FL				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 2B6JB21Y51K				Make HOME AND PARK		Model ROADTREK		Model Year 2001	
Date Purchased		Dealer's Name and Telephone Number				Engine: No: Cylinders		Fuel Type:	
Original Owner ☐		Dealer's City		State		Zip Code			
Transmission Type		☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) June 3, 2011	
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Code: 130000 VISIBILITY						Failure Mileage 89000		Failure Speed 40	
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 2001 HOME AND PARK ROADTREK 170. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 40 TO 45 MPH THE LOWER PART OF THE REAR WINDOW DETACHED FROM THE VEHICLE AND SHATTERED ONTO THE HIGHWAY. THE CONTACT DIDN'T MENTION IF THERE WERE ANY INJURIES. THE VEHICLE WAS NOT BEEN INSPECTED BY A DEALER NOR REPAIRED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 89,000.									
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.									

[REDACTED]
[REDACTED]
Clermont, Florida [REDACTED]
[REDACTED]

July 13, 2011

Mr. Randy Reid Chief
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Mr. Reid,

Enclosed with this letter is an attachment of support. While on vacation the rear passenger window fell out of its frame. After research on the Roadtrek Yahoo users group, I found out there was a recall on this window manufactured by the CR Laurence Company.

I contacted Peter Lange, service manager of Roadtrek. He informed me that there was a recall but it did not include my vehicle.

He also gave me a contact number to the manufacturer but they were not helpful at all.

I have since learned that they manufacturer no longer makes the type of window used in my Roadtrek, but Roadtrek has several still in stock, but wants \$1065.00 for the window and they dealer wants an additional \$200-400 for installation.

I believe the recall needs to be opened again and include at least up to 2001 units built with this window. The window was discontinued in 2003.

This product still presents a highway safety issue. I am thankful no one was injured by the defective window.

Sincerely,
[REDACTED]
[REDACTED]

[Print - Close Window](#)

Subject: Re: [roadtrek] All was well until...
From: Mike Morse (lists-addr@morsemail.com)
To: roadtrek@yahoogroups.com;
Date: Fri, 03 Jun 2011 17:26:54

At 04:46 PM 6/3/2011, ll3272 wrote:

>
>
> My wife and I are currently visiting Yellowstone, Grand Tetons, Utah's
> Canyonlands. We are having a great time, but experienced a serious
> problem with the passenger rear side window. While on I75 my wife
> opened the rear awning window and the glass fell out on the interstate.
>
> Luckily no one was injured. My question is does anyone know the
> manufacturer, I can not find any logos on window and glass.
>
> My Roadtrek is a 2001 D170P. I do not know if others have experience
> a similar problem.

Did the window separate from the hinge? If so, it sounds like the C.R. Laurence window for which there was a recall. I have a 2000 190 P with the same problem. I'm not sure how you can confirm this, maybe Roadtrek can help you. I think C.R. Laurence may know the VIN numbers of the vans that had the windows installed. C.R. Laurence sent me a new window, free of charge, but that was back in 2005, and while they were nice, it took quite a while because they said they hadn't sent out a recalled window in 4 years (back then) and they claimed they actually had to set up the equipment to manufacture one for me. It's very easy to install with the parts they give you, but they were also willing to pay a glass shop to do the work. Still, it may be difficult to find someone there who knows about the recall. The woman I worked with was Ceci Gonzales, and if she's still there, she might remember it.

I was really impressed by their customer service, but it's been a few years.



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Find useful articles and helpful tips on living with Fibromyalgia. Visit the Fibromyalgia Zone today!

attachment #1

From: service@roadtrek.com (service@roadtrek.com)
To: [REDACTED]
Date: Wed, June 15, 2011 3:39:30 PM
Cc:
Subject: Re: window fell out

Hello [REDACTED]

The recall on the windows was put out by CR Laurence, manufacturer of the windows. According to our database that particular recall did not apply to your vehicle. CR Laurence has closed the recall at this point, but you can contact them for information. Their number is (800) 421-6144 (in California).

We have not used those particular windows since 2003 and so do not have any replacement parts. Our inventory shows that we do have several complete windows in stock which you can purchase through any Roadtrek dealer. The window should be a CR Laurence model FW904L. Roadtrek's part number for the window is 42011001. You can call Maureen Prentiss at Leisure Time RV in Winter Garden, FL to get pricing and to order the window. Her number is 1-800-800-1662.

Regards,
Peter Lange
Service,
Roadtrek Motorhomes Inc.

Price Quoted from Leisure Time
Window - \$1,065
Labor - \$200 - 400

NOTE: Unless otherwise stated, the information contained in this document is considered a private communication between the sender and receiving party and is not to be made public.
IMPORTANT: Please INCLUDE ALL PRIOR E-MAILS with your reply. I manage hundreds of email messages and need all information in front of me. Thank you.

[REDACTED]
06/15/2011 02:01 PM

To service@roadtrek.com
cc
Subject window fell out

Please help,

On June 4th while on vacation the passenger rear side window fell out on I475. I found out through research that there was a safety recall on the windows.

The Roadtrek is a 2001 170 Dodge. Vin. # is * 2B6JB21Y51K [REDACTED] *

Window unit dimensions are:

33 3/4" wide x 19 1/2" high

The lower glass (awning vent style) is the portion that fell off the van.

Please help with the repair.

attachment
#2