



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

21-MAY-2012

Repository

Reference No.  
10459161

**OWNER INFORMATION (Type or Print)**

Name

Address

City STAYTON

State OR

Zip Code

Daytime Telephone Number

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

5B4MP67G343

Make

FLEETWOOD

Model

SOUTHWIND

Model Year

2005

Date Purchased

1-5-05

Dealer's Name and Telephone Number

Beaudry RV 760 736-8800

Engine:

No: Cylinders

8

Fuel Type:

gas

Original Owner

Dealer's City

San Marcos

State

CA

Zip Code

92069

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Gm

Multiple Failure:

Incident Date(s)

14-MAY-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: ENGINE (PWS), 180000 VEHICLE SPEED CONTROL

Failure Mileage  
51000

Failure Speed

62

**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

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 2005 FLEETWOOD SOUTHWIND. THE CONTACT STATED THAT THE ENGINE FAILED WHEN THE CRUISE CONTROL WAS ENGAGED. THE CONTACT STATED THAT THE ENGINE FUNCTIONED AS NORMAL UNTIL THE CRUISE CONTROL WAS ACTIVATED. THE VEHICLE HAD NOT BEEN TO THE DEALER. THE FAILURE AND CURRENT MILEAGES WERE 51,000.

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 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.



JUL 23 2012

**POWER CHEVROLET**  
 500 Sublimity  
 Sublimity, OR 97385

(503) 769-7691  
 Fax (503) 769-4263

CUSTOMER NO. <b>45426</b>	ADVISOR <b>RANDY M STEWART</b>	TAG NO. <b>607</b>	INVOICE DATE <b>06/06/12</b>	INVOICE NO. <b>CVCS39135</b>
STAYTON, OR	LABOR RATE <b>93.00</b>	LICENSE NO.	MILEAGE <b>51,483</b>	COLOR <b>WHITE/</b>
	YEAR / MAKE / MODEL <b>04 / WORKHORSE / MOTORHOME</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>5 B 4 M P 6 7 G 3 4 3</b>			DELIVERY MILES
	F.T.E. NO. <b>0</b>			SELLING DEALER NO.
BUSINESS PHONE	COMMENTS		R.O. DATE <b>06/06/12</b>	PRODUCTION DATE

MO: 51483

LABOR & PARTS  
 #1 51CVZ BODY ELECTRICAL HOURS: TECH(S): 324 0.00  
 CUSTOMER STATES THAT WHEN THE CRUISE IS ON THE VEHICLE WILL  
 DIE. CHECK AND ADVISE  
 CHECKED FOR CONCERN. NEVER COULD GET TO DUPLICATE. CHECKED  
 FOR CODES AND BULLTINS AND NONE FOUND.  
 JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS  
 WAITER  
 TOTALS

* [ ] CASH	[ ] CHECK	[ ] DISCOVER	TOTAL LABOR....	0.00
* [ ] VISA	[ ] M/C	[ ] AMEX [ ] OTHER*	TOTAL PARTS....	0.00
*****			TOTAL SUBLET...	0.00
*****			TOTAL G.O.G....	0.00
*****			TOTAL MISC CHG.	0.00
*****			TOTAL MISC DISC	0.00
*****			TOTAL TAX.....	0.00

WE AT POWER CHEVROLET THANK YOU FOR YOUR BUSINESS! AND WANT  
 TO MAKE SURE YOU ARE COMPLETELY SATISFIED. YOU MAY RECEIVE A  
 SERVICE SURVEY IN THE MAIL. PLEASE MARK IT COMPLETELY  
 SATISFIED! IF YOU CAN'T, LET US KNOW SO WE CAN HELP YOU BE  
 COMPLETELY SATISFIED. THANKS AGAIN FROM THE GANG AT POWER!!!

**TOTAL INVOICE \$ 0.00**

BE SURE AND CHECK OUT OUR WEB SITE AT [www.powerchevrolet.com](http://www.powerchevrolet.com)  
 KEEPING YOUR VEHICLE WELL TUNED WILL SAVE YOU DOLLARS AT  
 THE FUEL PUMP!

CUSTOMER SIGNATURE

NOTE: SPECIAL ORDERS MUST BE PAID FOR IN ADVANCE AND ARE NOT RETURNABLE UNLESS DEFECTIVE.

MERCHANDISE RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS INVOICE COPY AND IS SUBJECT TO A 20% RESTOCKING CHARGE.

No return on electrical or special order parts. No goods accepted for return without invoice or after 30 days. A 10% handling charge on all parts returned after 10 days. No return without this invoice. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any, consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.  
 REFUND CHECKS WILL NOT BE ISSUED UNTIL COMPLETE VERIFICATION OF CLEARANCE OF ORIGINAL CHECK IS RECEIVED BY CUSTOMER BANK.

*We Thank You*

The Reynolds and Reynolds Company EPALZRNHE GMAR03S Q (09/06)