

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 2127-0008

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

MAY - 9 2013

04-MAR-2013

Repository ☐

Reference No.

10501223

OWNER INFORMATION (Type or Print)

Name

Address

City

SEDALIA

State

MO

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

4UZAADC65C

Make

GULF STREAM

Model

FRIENDSHIP

Model Year

2006

Date Purchased

5-11-2010

Dealer's Name and Telephone Number

PROFESSIONAL SALES

Engine:

No: Cylinders 6

Fuel Type:

Diesel

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ALLISON

Multiple Failure:

1

Incident Date(s)

31-OCT-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 080000 FUEL SYSTEM, DIESEL, FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage

33337

Failure Speed

60

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 2006 GULF STREAM FRIENDSHIP. THE CONTACT STATED THAT WHILE DRIVING 60 MPH, FUEL FUMES WERE EMITTED INTO THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN DIAGNOSED THAT THE FUEL LINE HAD FRACTURED IN SEVERAL DIFFERENT LOCATIONS AND ALL OF THE FUEL PRESSURE LINES NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 33,337 AND THE CURRENT MILEAGE WAS 35,767. *TR

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)

AS STATED PER ATTACHED EXHIBITS - I BELIEVE FUEL LINE
WILL FAIL AGAIN DUE TO METHOD OF REPAIR - NEW PLASTIC LINE
WAS INSTALLED INSIDE FRAME RAIL BY USING OLD LINE TO FUEL
MFR. DEFECT STILL EXISTS INSIDE FRAME HIDDEN FROM SIGHT.
DEFECT IS SAFETY OF FOLLOWING MOTORISTS LOSING CONTROL
DUE TO VEHICLE SPRAYING DIESEL FUEL ON HIGHWAY.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

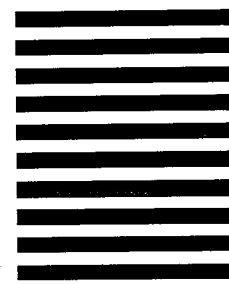
**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

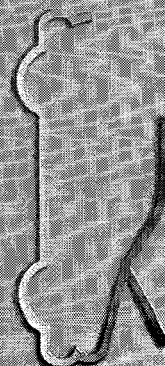
WASHINGTON, DC

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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

NHTSA
www.nhtsa.gov

FREIGHTLINER CUSTOM CHASSIS

To whom it may concern: Re: NHTSA Campaign #09V-141

PER CONVERSATION THIS AM HAVE FOLLOWING INVOICE
FROM COLUMBIA FREIGHTLINER FOR REPLACING FUEL LINES
BETWEEN FUEL TANK AND C7 CAT ENGINE ON MY 2006
GULFSTREAM FRIENDSHIP. FAILURE OCCURRED AROUND OCT 31, 2012
ENROUTE FROM LOUISVILLE, KY TO LOS ANGELES CREATING
SPILLED FUEL CONDITION ON HIGHWAY AS WELL AS DAMAGE
TO LUGGAGE IN LOWER COMPARTMENTS. VEHICLE TAKEN
TO COLUMBIA FREIGHTLINER AND REPAIRS PER INVOICE.

I SEE GULFSTREAMS REPORT OF APRIL 16, 2009 DESCRIBES
EXACT FAILURE ON SAME MODEL LISTING DETROIT DIESEL AS
PROBLEM. HOWEVER I BELIEVE CAT C-7 ENGINE WAS
OVERLOOKED AND NEEDS TO BE INCLUDED.

GULF STREAM COACH,
P.O. BOX 1005
NAPPANEE, INDIANA
PHONE (574) 773-77

REMIT TO
GULF STREAM COA INC.
SLOT 305
P.O. BOX 66973
CHICAGO, IL 606 973

SOLD TO: 60802 00

SHIP TO:

PROFESSIONAL SALES
1809 JOHN MCCAIN R
PO BOX 1018
COLLEYVILLE
TEXAS
USA

6034

PROFESSIONAL SA
1809 JOHN MCCAI
PO BOX 1018
COLLEYVILLE
TEXAS
760

RETAIL NAME: WARD

INVOICE DATE	INVOICE NO	ORDER DATE	ORDERED BY	SALES ORDER NO	CO.D
05/09/2005	58- 8401	0 /2005		H 711	NO
SERIAL NO	PU	DELIVERY	TERM	RECEIVED SOURCE	
		GULF STREAM		FIRST FINA-TX / APV#VERBAL	
SERIAL NO/CHASSIS NO	DECOR	FINISH	PAINT	BLK	
VIN# 58-6-A-8411FS7- 8401 4UZAHD65C	BLUE		11811	BLK	
DESCRIPTION					

DRAWING# 8411FS7

0' FRIENDSHIP G-7 W/FOUR S/O

23343	1	32,000GVWR/35	CHASSIS
23114	1	CHASSIS VALUE	CAT FRTLNR/1500 FUEL/ALUM WH
23116	1	LEECE NEVI	PACKAGE OPTIONS
23117	1	RAISED RAIL	KAGE
23118	1	ALUMINUM ALCOA WHEELS	ALTERNATOR
23119	1	FULL AIR BRAKES	ASSIS
22945	1	WHITE LAM INTERIOR W/CERAMIC TILE IN KIT & BA	DECOR
23075	1	RVA NATIONAL MARKETING CAMPAIGN	MISCELLANEDUS
23022	1	ENTRANCE DOOR AWNING	(REQUIR
23351	1	2-TONE 6-WAY PWR CO-PILOT BUDDY SEAT W/FTREST	FURNISHINGS
23366	1	(2) FOLDING CHAIRS	
23353	1	2-WAY/4-DR NORCOLD REFER W/IM&PURIFIER(1200LR1M)	APPLIANCES
09138	1	COMBO WASHER/DRYER	
21689	1	DESTINATION CHARGE(UNITS SHIPPED OVER 500 MILES)	*****

COLUMBIA FREIGHTLINER SALES

CUSTOMER #: 10657409

918776

1660 JADE ROAD
COLUMBIA, MO 65201
573-886-0188
800-888-0525REMIT TO:
P.O. BOX 418050
KANSAS CITY, MO 64141

INVOICE



SEDALIA, MO

PAGE 1

www.columbiafreightliner.com

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4105 NICOLE KARHOFF

BUS:		CELL:		SERVICE ADVISOR:		11/05/2012	
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/OUT	TAG
	05	FREIGHTLINER XC CHAS	4UZAADC650			33337/33337	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17MAY05 DD			17:00 05NOV12			CASH	08NOV12
R.O. OPENED		READY	OPTIONS: DLR:CPFD ENG:Cat_C7_DSL_7.2_Liter				

14:52 05NOV12	15:19 08NOV12	LIST	NET	TOTAL
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LINE OPCODE TECH TYPE HOURS

A CHECK FOR FUEL LEAKING ABOVE FUEL TANK WHEN IN OPERATION

99 FUEL LINES LEAKING FROM TANK TO ENGINE, LINES
RUN THROUGH BODY INSIDE FRAME RAIL

4099CPMHC

4125CPMHC

4128CPMHC

12 PH/213-8-300 HOSE

8 PH/213-6-300 HOSE

2 PH/20821-6-6 FITTING. 6 HOSE TO 6 SAE FEMALE

SWIVEL

2 PH/20821-8-8 FITTING - RUBBER HOSE.

50 PH/HTFL8BBRN500 HIGH TEMP. FUEL LINE

50 PH/1220-6B-BLU500 NYLON 12 TUBING

1 FRT FREIGHT

DOC #38110706 1353884

1 SPRAY SPRAY FOAM

2478.00 2478.00

5.12 4.50 54.00

4.69 4.13 33.04

16.35 14.15 28.30

6.49 5.29 10.58

1.51 1.40 70.00

0.85 0.81 40.50

28.25 28.25 28.25

9.05 9.05 9.05

PUT HOME UP ON JACK STANDS TO GAIN ACCESS TO REMOVE FUEL TANK AND
DRAINED ALL FUEL OUT AND UNHOOKED AND REMOVED TANK. REMOVED AND REPLACED
FUEL LINES FROM TANK TO ENGINE THAT RUN DOWN THROUGH FRAME RAIL AND
REINSTALLED FUEL TANK AND HOOKED ALL BACK UP AND PUMP FUEL BACK INTO
TANK. GOT ENGINE RUNNING AND LET SET OUTSIDE AND WARM UP AND TEST DROVE
TO CHECK FOR ANY FUEL LEAKS ALL OK AT THIS TIME.

B GREASE CHASSIS

99 GREASE FRONT END

4099CPMHC

GREASED FRONT END

59.00 59.00

SHOP SUPPLIES

150.00

PAID SERVICE

The Terms and Conditions of this transaction are set forth in the Terms and Conditions which may be viewed on the Web at www.columbiafreightliner.com ("Web Terms and Conditions"). The Web Terms and Conditions are incorporated by reference herein and are hereby made a part of the contractual relationship between Customer (you) and Dealer (us). If you do not have access to the Web, please ask our representative to print out a copy of the Web Terms and Conditions for your review *before* entering into this contractual relationship.

By signing this page, Customer hereby authorizes the repair work listed to be done (above) with the necessary materials.

(SIGNED) [REDACTED] (DATE) 11-8-12

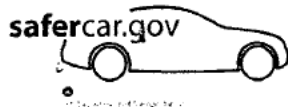
STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	2537.00
PARTS AMOUNT	273.72
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	150.00
TOTAL CHARGES	2960.72
LESS INSURANCE	0.00
SALES TAX	24.26
PLEASE PAY THIS AMOUNT	2984.98

CUSTOMER COPY



Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10501226.

The vehicle information you entered (the Make, Model, and Model Year) is not currently in our database. Accordingly additional time will be needed to review your complaint, so you should allow at least five business days before trying to view your complaint online at <http://www-odi.nhtsa.dot.gov/complaints/>

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): 4UZAADHC65C [REDACTED]

Make / Model / Year: GULFSTREAM FRIENDSHIP 2006

2. Incident Information

Approximate Incident Date: 10/31/2012
Vehicle mileage at time of incident: 33,337
Vehicle speed at time of incident: 60 (mph)
Affected Parts: Fuel/Propulsion System

Fire: No
Crash: No
Injury or Fatality: No

Tell us what happened:

On 10/31/2012 while in transit from Louisville, Ky to Los Angeles, Ca on highway 70 at Columbia, Mo. noticed that rear monitor fogged up and strong smell of diesel fuel was in cabin of RV, after stopping to check problem was approached by another motorist behind me who stated the road was slippery behind me, weather was misting at time. After inspecting under coach noticed diesel fuel was leaking from frame rails in rear of coach. upon opening luggage compartment found that luggage was diesel soaked also. No fuel lines in sight, removed vehicle from road and scheduled inspection by Freightliner Columbia. Diagnosed with multiple delivery line failures hidden inside frame rails requiring fuel tank removal and line replacement. Was obvious with the low mileage on this coach this should not be a normal wear and tear issue. On advise from my extended warranty carrier, was advised NHTSA had a recall on my model but on investigation both Gulfstream and Freightliner claim does not pertain to my engine. I believe both Gulfstream and Freightliner may know of the existence of this defect but are taking the "damage control" corporate stance by limiting the recall to specific engines, not having any information on how many of these vehicles are on the road with the Caterpillar C7 engine, and may have been repaired by owners previously, I believe to protect consumers from what is quite dangerous as the driver may have no idea he is spreading diesel fuel until accidents have occurred behind him, these vehicles need to be recalled also and any expense covered by the manufacturer.

File ref#516549

3. Personal Information

Name: [REDACTED]
Email: [REDACTED]
Daytime Phone: [REDACTED]
Evening Phone: [REDACTED]
Address1: [REDACTED]
Address2: [REDACTED]
City, State, Zip: Sedalia, MO [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

Sold To Dealer# : 60802 00
PROFESSIONAL SALES RV
PROFESSIONAL SALES RV
18090 JOHN MCCAIN RD
COLLEYVILLE TX 76034

Ship To :
PROFESSIONAL SALES RV
1809 JOHN MCCAIN ROAD
PO BOX 1018
COLLEYVILLE TX 76034

Phone. . . : 817-488-9542

Company. . . : 58 GULF STREAM (BUS DIVISION)

Serial#. . . : 8401 MH MOTOR HOMES - CLASS A

Drawing# . . : 8411FS7 40' FRIENDSHIP G-7 W/FOUR S/O

Long Serial: 58-6-A-8411FS7-008401

VIN#. . . . : 4UZAANDC65C

Model Year.: 2006

Sequence#.: 7115

Chassis Information- - - - -

Model & Yr: XC 5

Ordered . . : 2/23/2005

Decor. . . : BLUE

Make . . . : FRTL Air. . . : Y

On Line . . : 3/24/2005

Kitchen. . :

Whl Base . : 276 Cruise . : Y

Off Line. . : 4/04/2005

Bath . . . :

Em Ctrl. . : ALU Spare. . : N

Invoiced. . : 5/06/2005

Vertical . : BLK/SLVR

Eng Size . : 350 Tank . . : Y

Shipped . . : 5/06/2005

Trim . . . :

Dispatched : 5/06/2005

F3=Exit

F8=Claim Inq

F12=Cancel

F16=Unit Auths

F6=Part Orders

F9=D & D Inq

F13=New Trans

F18=Old Claims

F7=Owner Inq

F10=Detail

F14=Unit Trans

Comp Door

P#

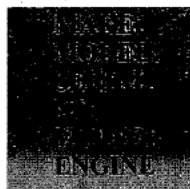
F#

ALS 2370
ALS 2371



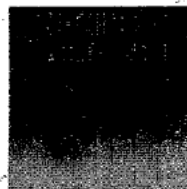
GULF STREAM COACH, INC.
503 S. OAKLAND AVE.
NAPPANEE, IN 46550
574-773-7761

VEHICLE DESCRIPTION



FRIENDSHIP G-7 BUS
8411FS7

58-6-A-8411FS7-008401
4UZAANDC6SC
FRTL 350



PROFESSIONAL SALES RV
PO BOX 1018
COLLEYVILLE, TX 76034

CHASSIS VALUE PACKAGE
RVIA NATIONAL MARKETING CAMPAIGN (REQUIRED) ENTRANCE DOOR AWNING
2-TONE 6-WAY PWR CO-PILOT BUDDY SEAT W/FTREST (2) FOLDING CHAIRS
2-WAY/4-DR NOFCOLD REFER W/IMPURIFIER(1200LRIN) COMBO WASHER/DRYER
WHITE LAM INTERIOR W/CERAMIC TILE IN KIT & BATH

BASE PRICE	OPTIONS	SUGGESTED RETAIL
\$230,951.00	\$12,509.00	\$243,460.00

MANUFACTURER'S SUGGESTED RETAIL PRICE DOES NOT INCLUDE STATE AND LOCAL TAXES, DEALER PREP AND/OR OPTIONS INSTALLED BY THE DEALER
GULF STREAM COACH, INC. RESERVES THE RIGHT TO CHANGE PRICES AND SPECIFICATIONS WITHOUT NOTICE OR OBLIGATION

REVISED: 2/27/97