

CL-10511005-2989

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

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 07-MAY-2013	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
CAPAC		MI			
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			Make		Model
5B4KP57G313			FOUR WINDS		HURRICANE
Date Purchased		Dealer's Name and Telephone Number		Model Year	
				2002	
Original Owner		Dealer's City		Engine:	
☐				No: Cylinders	
Transmission Type		Powertrain		Fuel Type:	
☐ Antilock Brakes ☐ Cruise Control				Incident Date(s)	
				28-APR-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 980000 UNKNOWN OR OTHER				Failure Mileage	
				Failure Speed	
				0	
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		Fire		Number of Deaths	
☐ Yes ☒ No		☒ Yes ☐ No		0	
				0	
				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).					
MICROWAVE, SAMSUNG MR5493G, BEGAN OPERATION BY ITSELF AND STARTED ON FIRE. THE MICROWAVE IS DAMAGED BEYOND REPAIR. THE COACH FILLED WITH SMOKE. I HAVE CONTACTED SAMSUNG ABOUT NHTSA CAMPAIGN NUMBER 03E044000. IT TOOK SEVERAL CALLS TO GET THEM TO AGREE TO REPLACE THE UNIT. THEY OFFERED \$200. TRANS 4119069438. THE COACH WAS SMOKE DAMAGED. I AM GETTING AN ESTIMATE TO REMOVE THE SMOKE DAMAGE. SAMSUNG AGREED TO PAY FOR THE SMOKE DAMAGE, TRANS 5105693753. I WAS CALLED, A VOICE MAIL LEFT AND SENT AN EMAIL WITH INSTRUCTIONS ON HOW TO OBTAIN THE \$200. I WAS THEN CALLED THE NEXT DAY AS IF THEY NEEDED TO GET AHOLD OF ME URGENTLY. ANOTHER VOICE MAIL WAS LEFT. I WAS TOLD I HAD 3 DAYS TO SEND IN THE PAPERWORK SENT IN THE EMAIL OR LOSE THE OPPORTUNITY TO HAVE THE MICROWAVE RECALLED. THE EMAIL SAID I HAD 2 WEEKS. I NEED TO WAIT FOR THE SMOKE DAMAGE ESTIMATE, WHICH SHOULD BE AT THE 3 DAY MARK. I FEEL SAMSUNG IS TRYING TO AVOID PAYING FOR ANY DAMAGES OR RECALL THIS MICROWAVE. I FELT I NEEDED TO REPORT THE INCIDENT AND SAMSUNG'S POOR HANDLING OF THIS RECALL. I WOULD LIKE TO KNOW WHAT SAMSUNG'S RESPONSIBILITY IN THIS RECALL IS. I HAVE OWNED THIS VEHICLE FOR 3 YEARS AND I WAS NEVER NOTIFIED OF THE RECALL.					
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.					

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