

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

U.S. Department
of TransportationNational 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

Repository ☐

13-MAY-2013

SEP 23 2013

Reference No.
10511733**OWNER INFORMATION (Type or Print)**

Name

Address

City

MADEIRA BEACH

State

FL

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

3FCLF53G7VJ

Make

COACHMEN

Model

CLASS-C A

Model Year

1997

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

Powertrain

Multiple Failure:

Incident Date(s)

06-MAY-2013

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 162000 STRUCTURE: BODY

Failure Mileage

16000

Failure Speed

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 1997 COACHMEN CLASS-C RV. THE CONTACT STATED THE EXTERIOR DOOR LOCK BECAME STUCK AND FAILED TO RELEASE. THE CONTACT STATED THAT THE ENTIRE LOCKING MECHANISM WAS FRACTURED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 16,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

unlock the only door on my motorhome with my key. The door was not engaged. Key did not unlock the door; I had to enter through an unlocked window. I attempted to dislodge the latch from the inside by unscrewing the back plate. The mechanism was totally jammed. I could not break out of the only door on my motorhome. The door had to be pried open with a crowbar. See the repair invoice (\$206.00) attached. I still have the broken lock/latch as proof that it failed unable to exit or enter. I have communicated to Coachman and also to Tri Mark Corp, maker of the latch/lock as indicated on attachments.

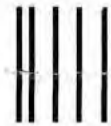
ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



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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**



safercar.gov

**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



Subject Safety Issue on RV latch model #60-650BLK
Sender [REDACTED]
Recipient trimarkparts@trimarkcorp.com <trimarkparts@trimarkcorp.com>
Date Sep 11, 2013

Please know that I have reported a safety issue to NHTSA for the only door latch on my 1997 Coachman Mirada Motorhome. I tried to enter on May 6, 2013. I was unable to unlock the door latch with my key. The deadbolt lock was not engaged. The door lock was totally jammed. I needed to enter, so luckily I had access through an unlock window. I tried to dislodge the lock from the inside. Even after unscrewing the back plate and attempting to solve the problem by dislodging the jammed mechanism, I could NOT break out of the locked door. It is the only door on my motorhome: The door had to be pried open with a crowbar. I had the lock/door latch replaced on Aug 6, 2013. The replacement part cost \$106.23 with \$100 for labor. The door remains damaged. I have the broken part; please let me know if you are willing to reimburse me for any of these costs to make my motorhome safe. I can be reached on my cell [REDACTED] Thank you.

[REDACTED], Madeira Beach, FL [REDACTED]

Filter: All

Folders	Subject	From	Date	Size
Inbox (2)	(no subject)	yodelman@juno.com	03/05/13 11:32 AM	2.4 MB
Drafts	(no subject)	yodelman@juno.com	03/13/13 10:54 AM	268 KB
Sent	Coachmen Coachmen Latches Locks Linkages - 1997 COACHMEN COACHMEN Problems With Latches Locks...	[REDACTED]	05/06/13 07:43 PM	3 KB
Junk	Re: Continue on the First Story	[REDACTED]	Thu 09:23 PM	8 KB
mypics	FRII Invoice - 6/1/2013	FRII	05/28/13 11:17 AM	10 KB
Trash	Re: Hello	gilberto vigil	03/05/13 02:15 PM	8 KB
	Re: Meadow Lake	SBKlehne@aol.com	04/17/13 10:15 AM	6 KB
	Re: Michelle Stiles	[REDACTED]	05/23/13 03:11 PM	2 KB

Select: Threads: Show preview pane: ☒

Messages 1 to 19 of 19

Subject: Your Letter

From: Ron Levitz

To: [REDACTED]

Date: 05/20/13 09:53 AM

Good Morning [REDACTED]

I hope this email finds you well. I received your letter today and wanted to write you back. I'm sorry for the lock issue you seem to be having and wanted to point you in the direction of our parts department.

Dwayne Johnson - 574-825-8317

Ron Levitz at Coachmen told me I would have to talk to the manufacturer of the lock to request reimbursement of the cost to replace the door lock/latch.

May 13, 2013

To: Coachmen
Recreational Vehicle Co.
Po Box 1000
Middlebury, Indiana 46540

From: [REDACTED] Cell [REDACTED]
[REDACTED]
Madeira Bch, FL [REDACTED]

RE: 1997 Coachmen Mirada 30GB CLASS A
VIN # 3FCLF53G7VJ [REDACTED]
Latches Locks Linkages Problem
2nd Owner since Aug 2006

Please know that I have reported on
this day a safety issue ^{to NHTSA} with the only
door latch on my 1997 Coachman Mirada
Motorhome. I came home at an evening, 5/6/13,
unable to unlock the door latch with my
key. I do not engage the deadbolt lock.
I lock only the regular key lock. It was
totally jammed. I needed to enter, so
luckily, had access ~~ed~~ through a window
that was not locked. I tried to dislodge
the lock from the inside. Even after
unscrewing the plate ^{back} and attempting

to solve the problem by dislodging the jammed mechanism, I could not break out of the locked door, ^{It is} ~~The~~ only door on my motorhome. I have not replaced or done anything to the door since the incident.

The door had to be pried open.

I have the defective door latch, please let me know if you will replace ~~this part.~~ ~~I~~ ~~can~~ or will help me with ~~this~~ the defective part & consequently the resulting damage to my motorhome.

Thank You,

Email: [REDACTED]