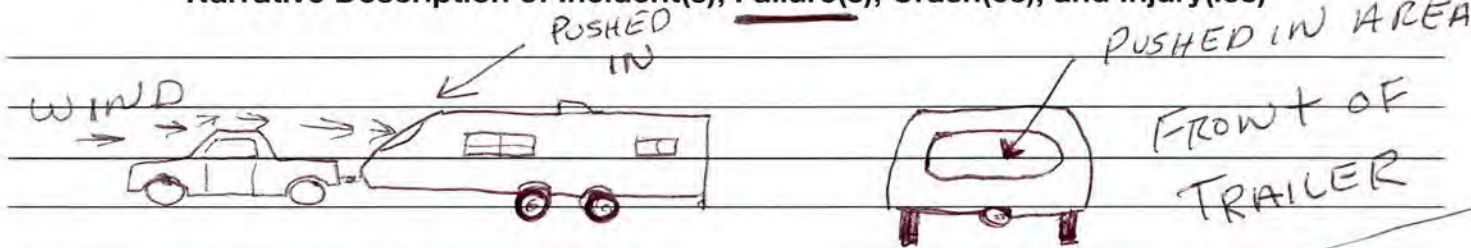


 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		Date Received 02-JUL-2013 AUG 1 2013		Repository ☐ Reference No. 10522785	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
DRYDEN	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	Model Year	
5ZT2FEVB3DA		FOREST RIVER	EXPRESS	2013	
TRAILER		R.V.			
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
12-15-2012	GILLETTE'S INTERSTATE RV 3398271		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
☐	EAST LANSING	MI	48823		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			01-FEB-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage	Failure Speed
					55
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		Failure Location:		
	☐ Prior Repair				
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 Persons Injured	Number of Deaths	Reported to Police	
☐ 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).					
TL* THE CONTACT OWNS A 2013 FOREST RIVER FREEDOM EXPRESS TRAILER. THE CONTACT STATED THAT THE FRONT END FIBER GLASS PUSHED INTO THE FRONT END OF THE VEHICLE, CREATING A SPOON THAT CAUSED THE WIND TO BE UNSTABLE. THE FAILURE ALSO CAUSED THE TRAILER TO SWAY BACK AND FORTH WHEN DRIVING 55 MPH OR ABOVE. THE DEALER REPLACED THE FIBER GLASS; HOWEVER THE FAILURE WAS NOT CORRECTED. THE TRAILER DID NOT GENERATE A MILEAGE READING.					
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.					

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



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



GILLETTE'S INTERSTATE RV, INC.

7210 East Saginaw Street
East Lansing, Michigan 48823
(517) 339-8271 • Fax: (517) 339-1830
www.gillettesinterstaterv.com

027972

BUYER(S): [REDACTED]		E-mail: [REDACTED]		COUNTY	
ADDRESS: [REDACTED] DRYDEN, MI [REDACTED]		RES. PHONE: [REDACTED]		BUS. PHONE: [REDACTED]	
SALESPERSON: GAREY		LIC. NO.		DATE: 12/15/2012	
YEAR: 2013 MAKE: FREEDOM EXPRESS		MODEL: 3018LDS		STOCK NUMBER: 8323	
CHASSIS MAKE & MODEL		SERIAL NUMBER		YEAR	
☒ NEW ☐ USED		COLOR: Retail		SERIAL NUMBER: 5ZT2FEVB3DA	
PROPOSED DELIVERY DATE		ODOMETER READING		GROSS VEHICLE WT.	
INSURANCE AGAINST LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE TO OTHERS IS NOT INCLUDED IN THIS TRANSACTION.				TITLE APPLICATION INFORMATION	
OPTIONAL EQUIPMENT, LABOR AND ACCESSORIES				PRINCIPAL BUYER	
2001 Dodge Diesel \$ 0.00				DATE OF BIRTH: 7/20/1983	
CONVENIENCE PACK \$ 0.00				DRIVER'S LIC. #	
Transfer Customers Hitch Equipment \$ 0.00				SOCIAL SEC. #	
COPPER INTERIOR \$ 0.00				BASE PRICE OF UNIT \$ 24135.47	
EXTERIOR PKG \$ 0.00				OPTIONAL EQUIPMENT \$ 0.00	
INTERIOR PKG \$ 0.00				SUB-TOTAL \$ 24135.47	
FREEDOM POWER PKG \$ 0.00				ADMINISTRATIVE PROCESSING 190.00	
5 SPOKE ALUMINUM WHEELS \$ 0.00				Title / License Fee 215.00	
HAPPYJAC DINETTE W/ TABLE \$ 0.00				SALES TAX (If State Required) 1459.53	
COACHNET ROADSIDE ASSISTANCE \$ 0.00				CASH PURCHASE PRICE \$ 25000.00	
RVIA \$ 0.00				TRADE-IN ALLOWANCE \$ 0.00	
NOTHING ELSE PROMISED				LESS BAL. DUE ON ABOVE \$ 0.00	
				NET ALLOWANCE \$ 0.00	
				CASH DOWN PAYMENT \$ 500.00	
				CASH AS AGREED \$ 0.00	
				LESS TOTAL CREDITS \$ 500.00	
				SUB-TOTAL \$ 25500.00	
				NON-TAXABLE ITEMS 0.00	
				VARIOUS FEES AND INSURANCE 0.00	
				(Explain)	
				SALES TAX (If Not Included Above) 0.00	
				UNPAID BALANCE OF CASH SALE PRICE \$ 25500.00	
BALANCE CARRIED TO OPTIONAL EQUIPMENT \$ N/A					
DESCRIPTION OF TRADE-IN		SIZE		MAKE	
MODEL & YEAR		COLOR		CHASSIS MAKE	
ODOMETER READING		UNIT SERIAL NO.		TITLE NO.	
AMOUNT OWING TO WHOM		ANY DEBT BUYER OWES ON TRADE-IN IS TO BE PAID BY ☐ DEALER ☐ BUYER			
IT IS MUTUALLY UNDERSTOOD THAT THIS AGREEMENT IS SUBJECT TO NECESSARY CORRECTIONS AND ADJUSTMENTS CONCERNING CHANGES IN NET PAYOFF ON TRADE-IN TO BE MADE AT THE TIME OF SETTLEMENT.					
Buyer is purchasing the above described Unit, the optional equipment and accessories, the insurance has been voluntary; the Buyer's trade-in is free from all claims whatsoever, except as noted.					
THE REVERSE SIDE of this Agreement contains ADDITIONAL TERMS AND CONDITIONS , including, but not limited to, provisions regarding WARRANTY, EXCLUSIONS AND LIMITATIONS OF DAMAGES.					
Dealer and Buyer acknowledge and certify that such (the) additional terms and conditions printed on the other side of this Agreement are agreed to as part of this Agreement, the same as if printed above the signatures.					
The Agreement contains the entire Agreement between the Dealer and Buyer and no other representation or inducement, verbal or written, has been made which is not contained in this Agreement. Buyer(s) acknowledge receipt of a copy of this Agreement (order) and that Buyer(s) have read and understand the back of this Agreement.					
DEPOSIT NON-REFUNDABLE					
GILLETTE'S INTERSTATE RV, INC. DEALER				SIGNED X [REDACTED] BUYER	
Not Valid Unless Signed and Accepted by an Officer or Authorized Agent of the Company					
SIGNED X [REDACTED]				BUYER	

Gillette's Interstate R.V., Inc.
7210 E. Saginaw Hwy
East Lansing MI USA 48823
Phone #:(517) 339-8271
Fax #: (517) 339-1640
F151460

Invoice Number: 109708

Tag Number:

Date and Time In: 4/22/2013 - 9:50 AM

Date and Time Out: 4/22/2013 - 9:50 AM

Promised Date - Time: 4/22/2013 - 9:50 AM

Cashed Out Date:

Date Appointment Initiated: 4/22/2013

Service Advisor: (222) Joseph Freeman



59575

Veh Info: 8323 13 Freedom Express 301BLDS TT COPPER

Serial Numbers: 5ZT2FEVB3DA

In-Srv: 1/10/2013 Miles/Hrs In: NA Out: NA Plate #:

Dryden MI

Home: (

Work: (

Repair	VIN	Requested Repair Description	Mech #	Type	Labor	Discount	Total
1	DA	CUSTOMER STATES THAT THE FRONT WALL HAS PUSHED IN RIGHT AROUND THE BIG DECAL IN THE CENTER CAUSE: WAITING ON AUTHORIZATION FOR NEW FRONT WALL CLAIM # CORRECTION: REMOVED ALL TRIM AND AND DIAMOND PLATE AND FRONT WALL INSTALLED NEW WALL, TRIM, DIAMOND PLATE AND DECALS	180	Warranty	INC	INC	INC
2	DA	CUSTOMER STATES THAT THE FRAMING IN THE FRONT DOOR SIDE CLOSET HAS COME APART CAUSE: COVER FOR OUTLET BOX IN CLOSET BROKE APART BECAUSE IT WAS TO SHORT AND NOT ATTACHED SECURELY CORRECTION: REBUILT BOX AND LENGTHENED IT SO IT SITS ON THE FLOOR OF CLOSET AND RESECURED	180	Warranty	INC	INC	INC
3	DA	CUSTOMER STATES THAT THERE IS A SCREW OR SOMETHING UNDER THE RUBBER ROOF AROUND THE ENTRY DOOR AREA CAUSE: FOUND DEBRIS UNDER RUBBER. WAITING ON AUTHORIZATION FOR REPAIR CLAIM # CORRECTION: PEELED BACK RUBBER ROOF AND FOUND A CHIP IN THE OSB AND A ROUGH CUT SPOT ON THE EDGE SANDED BOTH SPOTS REINSTALLED RUBBER ROOF	180	Warranty	INC	INC	INC

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$50.00. I REQUEST A WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DOES NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. I DO NOT REQUEST A WRITTEN ESTIMATE. WINTERIZATION WARNING: Gillette's Interstate RV recommends that your camper be winterized prior to leaving it for repair to prevent damage from freezing pipes. We can perform this service at a charge of \$99.95 plus tax for you. GIRV holds no responsibility for damage due to freezing if unit is left unwinterized. I was made aware of the possibility of freezing and elect to have or not to have Gillette's winterize my camper.

Parts Total:	\$0.00
Core Total:	\$0.00
Freight Total:	\$0.00
Sublet Total:	\$0.00
Labor Total:	\$0.00
- Labor Discount:	\$0.00
Other Charges:	\$0.00
Shop Supplies:	\$0.00
Sub Total:	\$0.00
- Parts Discount:	\$0.00

Ext Price:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00
- Deductible:	\$0.00
- Deposits:	\$0.00
Amount Due:	\$0.00
Amt Tendered:	\$0.00
Chg Returned:	\$0.00