

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET:www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received 27-MAY-2014 <b>OCT 23 2014</b>	Repository <input type="checkbox"/> Reference No. 10594182
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	
BULLHEAD CITY	AZ		
<p>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).</p>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
		COUNTRY COACH	INSPIRE
Model Year		2004	
Date Purchased	Dealer's Name and Telephone Number		Engine:
FEB. 13, 2013	PRIVATE OWNER		No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>			350 CUMMINS
Fuel Type:	DIESEL		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
ALLISON	<input checked="" type="checkbox"/> Cruise Control		YES
Incident Date(s)		02-MAY-2014	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
NORCOLD 1200 SERIES REFRIGERATOR		Failure Mileage	Failure Speed
		50,000	NOT MOVING
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
Reported to Police		N	
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 2004 COUNTRY COACH INSPIRE RV EQUIPPED WITH A NORCOLD REFRIGERATOR 1200LRIM. THE CONTACT STATED THAT THE COIL UNIT ON THE REFRIGERATOR WAS LEAKING CAUSING IT TO OVER HEAT. THE REFRIGERATOR WAS INSPECTED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE REFRIGERATOR WAS NOT REPAIRED. THE VEHICLE FAILURE MILEAGE WAS 50,000.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			

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

REFRIGERATOR WOULD NOT COOL SHUT IT OFF FOOD SPOILED  
RETROFIT DEVICE INSTALLED BY HOROLD DEALER THIS  
DEVICE FAILED REFRIGERATOR SHUT DOWN WOULD NOT RESTART  
BLENDED SMALL FRIDGE TO KEEP FOOD COLD, HOROLD DEALER  
INSTALLED NEW RETROFIT DEVICE AND NEW CIRCUIT BOARD  
NOTE! DEALER SAID THE NEW RETROFIT WAS PROBABLY THE CAUSE  
OF THE BOARD FAILURE, I HAD TO PAY FOR CIRCUIT BOARD LAB'S  
HARD TO SLEEP KNOWING YOUR FRIDGE MIGHT OVERHEAT  
AND CATCH FIRE, THANKS [REDACTED]

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



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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



Vehicle Owner's Questionnaire (VCO)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

