INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

AUG 19 2014

U.S. Department of Transportation
National 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 ☐
06-JUN-2014	Reference No. 10596601

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	NOEMAIL@UNK.GOV
City PRESCOTT	State AZ	Zip Code [redacted]	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	Make	Model	Model Year
4UZAAHDC24C[redacted]	WINNEBAGO	JOURNEY	2004

Date Purchased	Dealer's Name and Telephone Number			Engine: C7 Cat No: Cylinders 6	Fuel Type:
	private sale				diesel
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s)
				01-JUN-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 091000 FUEL SYSTEM, OTHER: STORAGE	Failure Mileage	Failure Speed
propane tank weld failed	47000	55mph

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: DOTMAL9ABC036)	☐ 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 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 2004 WINNEBAGO JOURNEY MOTOR HOME. THE CONTACT STATED THAT THE MOTOR HOME EMITTED A STRONG PROPANE ODOR. THE CONTACT ALSO NOTICED THAT THE PROPANE TANK HAD A HOLE IN THE BRACKET MOUNTING AREA DUE TO DEFECTIVE WELDING. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE LP TANK NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND STATED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 04V114000 (EQUIPMENT). THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 47,000.

~~The~~ (see attached supplement)

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.

August 4, 2014

Dear NTSA Representative,

As the report states, a weld on the external propane tank of our Winnebago Journey RV broke which allowed all of the propane in the 30 gal tank to vent into the interior of the coach and the surround area while we were driving on the interstate highway. We had to pull over to the side of the road and vent the coach interior for several hours before we could proceed.

After 2 months of phone calls and emails, I have been unable to get the necessary Recall Kit parts to correct this problem which is described fully in Winnebago's recall bulletin #90. Winnebago said recall #90 only covered RVs made through Sept 2003 and I was not covered as my RV was built in January 2004. The tank manufacturer, Machester, said their tanks are covered under warranty for only one year; so, they could not help me.

Winnebago refused to sell me or an authorized dealer the Recall Kit #90 parts because I was not covered under the recall. After numerous phone calls from my dealer, Winnebago finally gave the dealer permission for me to buy the parts. After the order was place, Winnebago then said they could not ship the Recall Kit parts because they were out of stock and had no plans to order more.

My plan is to call other Winnebago dealers in the hope one of them has a Recall Kit #90 in stock.

It has been very frustrating trying to fix Winnebago's flawed design for mounting the propane tank. I would greatly appreciate any help you can provide.

[redacted]

Sincerely,

[redacted]

Prescott, AZ [redacted]

From: GS Action Line [IS6392_49927@is.instantservice.com]
Sent: Friday, June 13, 2014 1:15 PM
To: [redacted]
Subject: RE: GSC - Action Line (#6179-426953527-0732)
Thank you for contacting the Good Sam Action Line, our main purpose is to try and open the lines of communication between our members and the company that they have a dispute with, that being said we can send Winnebago a letter of petition on your behalf; Below is an explanation of our petition process and a copy of the letter sent to Winnebago;

? After sending the first petition, if we don?t hear back from the company in up to 30 days, we will send a second petition on your behalf.

? After another 21 days, if the company does not respond, we close the file.

? Regardless of the company?s decision or if they have chosen not to respond, it is our policy to close the file and proceed no further.

Thank you for giving us the opportunity to serve you.

Good Sam Club Action Line
actionline@goodsamclub.com

June 13, 2014

Winnebago Ind.
[redacted]
Forest City, IA [redacted]

Claims Review

To Whom It May Concern,

This letter comes to you from Action Line, the Good Sam Club?s member advocacy program. We have been contacted by one of our members regarding a dispute with your company. It is our hope that we may be able to help resolve this dispute by opening the lines of communication between you and our member.

Please review the enclosed documents and kindly respond within 30 days of the date of this notice. If you chose to contact our member directly please also copy Action Line on any correspondence.

Action Line resolutions may be published in Highways, our official club magazine. Highways is

distributed to a circulation of 1.35 million member households. If this letter is chosen for publication it may be edited for length and style. Not all resolutions are selected for publication.

Thank you for your assistance in this matter and I look forward to hearing from you soon.

Sincerely,

Good Sam Club ? Action Line
actionline@goodsamclub.com

-----Original Message-----
From: [redacted]
Sent: Jun 5, 2014 8:24:54 PM
Subject: GSC - Action Line

Message regarding Action Line
Username: General Public
Name [redacted]

Message:
We have a 2004 Winnebago Journey class A motorhome. We have a defective propane tank for which Winnebago issued a recall notice. However, Winnebago says we are "outside the recall period" for recall # 90. The problem is that, because of the defect, the propane tanks leaks gas. This is a substantial safety issue. According to the forum of Winnebago Journey owners, Winnebago has a history of making this same claim even though its later shown to be false. Can someone for the Action Line assist us on this issue?

Additional Information:
URL Referrer: http://www.goodsamclub.com/Contact.aspx
Browser: Chrome
PersonID: 0

NOTE: The information in this email is confidential and may be legally privileged. If you are not the intended recipient, we request that you (i) not read, use or disseminate the information, (ii) advise the sender immediately by reply email and (iii) delete this message and any

attachments without retaining a copy. Although this email and any attachments are believed to be free of any virus or other defect that may affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by FreedomRoads, LLC or any of its affiliates for any loss or damage arising in any way from its use.

From: [redacted]
Sent: Monday, June 09, 2014 1:35 PM
To: 'Carrie Martin'
Subject: Propane tank mounting kit
Carrie

The picture you sent of part 120867-01-02b shows the original part that is already on my RV. Rod at Winnebago Service said the mounting bracket kit that addresses the problem described in recall bulletin #90 (broken propane tank welds) consists of two parts -
1. RC7661-04-790 chassis bracket with nuts/bolts that connects bracket #2, shown below, to the RV frame
2. RC7660-04-790 LP tank bracket with nuts/bolts that holds any 16" diam tank, shown in the picture below

This kit provides great flexibility to mount any 16" diam tank of proper length to my Journey. Would you please get a price quote and a delivery time for these two parts. I plan to get a surplus tank and have 3 Ts mount it.

Thank you for your help,
[redacted]

From: Winnebago Industries Service Administration [mailto:or@winnebagoind.com]
Sent: Monday, June 09, 2014 1:15 PM
To: [redacted]
Subject: FW: 10E82784

Rod Schlingmann
Service Administration
Winnebago Industries
PH: 1-800-537-1885
or@winnebagoind.com

WinnebagoIND_red

LP Tank bracket