



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 ☐

09-SEP-2014

Reference No.
10631909

Daytime Telephone Number

E-mail Address
NOEMAIL@UNK.GOV

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

MURRIETA

State

CA

Zip Code

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
1F65F5DY9B0

Make
THOR

Model
HURRICANE

Model Year
2011

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)

☐ Cruise Control

01-AUG-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 354400 EQUIPMENT: MECHANICAL: SLIDE-IN CAMPER

Failure Mileage
19000

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 2011 THOR HURRICANE RECREATIONAL VEHICLE. THE CONTACT STATED THAT THE AWNING MATERIAL WAS DEFECTIVE. THE AWNING FABRIC RIPPED AND THE SLIDE OUT RELEASED INDEPENDENTLY. THE DEALER REPLACED THE SLIDE OUT MECHANISM, BUT THE FAILURE RECURRED MULTIPLE TIMES. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 19,000.

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.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

I HAVE ALREADY FILL OUT THIS FORM
AND INCLUDED A MORE DETAIL DESCRIPTION
OF MY MOTORHOME PROBLEMS.

1200 New Jersey Avenue SE
Washington, DC 20590



Dear Consumer:

ENCLOSURE

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



[REDACTED]
MURRIETA, CA
[REDACTED]

DOT
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE., S.E.
WASHINGTON, D.C. 20590-0001

TO WHOM IT MAY CONCERN

THIS IS THE FOURTH MOTORHOME I HAVE OWNED. I HAVE HAD A MOTORHOME FOR APPROXIMATELY THIRTY-FIVE YEARS. I USE MY MOTORHOME AT LEAST ONE WEEKEND A MONTH. I HAD ONE MOTORHOME FOR FOURTEEN YEARS.

AWNING PROBLEM

ALL MY MOTORHOMES HAD AWNING. THIS WAS THE FIRST I EVER HAD A AWNING FALL OFF MY MOTORHOME.

I WAS DRIVING MY MOTORHOME ON I5 AT 60 TO 65 MPH WHEN THE FORWARD EDGE OF THE AWNING STARTED SEPARATING FROM THE MOTORHOME. I WAS IN THE #2 LANE. I QUICKLY PULLED INTO THE FAR RIGHT LANE (LANE #1) WHEN THE COMPLETE AWNING CAME OFF THE MOTORHOME AND ROLLED OFF THE HIGHWAY.

I HAD DRIVEN THE MOTORHOME OVER FIVE HUNDRED MILES SINCE THE AWNING WAS DEPLOYED. THERE WAS NOT ANY NOTICEABLE SIDE WIND EITHER OF THE TWO DAYS OF DRIVING. MY WIFE AND TWO OF HER DAUGHTERS WITNESS THE AWNING FALLING OFF. THE AWNING MANUFACTURE (DOMETIC) LIMITED WARRANTY IS TWO YEARS. I HAD THE ORIGINAL AWNING FOR OVER NINE YEARS ON ONE OF MY MOTORHOME.

I TALKED WITH THE PEOPLE REPAIRING MY MOTORHOME AND THEY TOLD ME THAT IT LOOKED LIKE THE THREAD ON THE AWNING HAD BECOME ROTTED DUE TO THE SUN. IF THIS IS TRUE THEN A LOT OF MOTORHOMES SOLD IN THE LAST FEW YEARS SHOULD BE LOSING THEIR AWNING.

SLIDE OUT PROBLEM

ENCLOSED IS AN E-MAIL I SENT TO BILL SAUER A CUSTOMER SERVICE REPRESENTATIVE OF THOR MOTORHOME CORPORATION.

McMAHON IS THE DEALER I BROUGHT THE MOTORHOME FROM IN NOVEMBER 2010. THE IRS SHUT THEM DOWN SEVERAL MONTHS AGO.

THE SLIDE OUT HAS COME OUT TWICE SINCE THE ENCLOSED E-MAIL WAS SENT (7-10-211) MY MOTORHOME IS IN A REPAIR SHOP NOW WAITING FOR A PART TO FIX THE DRIVE MECHANISM. THERE IS NO REASON FOR A SLIDE OUT TO COME OUT WHILE THE RV IS TRAVELING DOWN A HIGHWAY.

I AM A MEMBER OF A CAMPING CLUB THAT HAS APPROXIMATELY TWENTY-FIVE RV'S. MOST OF THESE RV'S HAVE MULTIPLE SLIDEOUTS. AS FAR AS I KNOW THEY HAVE NOT HAD ANY PROBLEM WITH THEIR SLIDEOUT COMING OUT ON ITS OWN.

SINCERLY YOURS

A solid black rectangular box used to redact the signature of the sender.

Murrieta, CA

SN BERNARDINO CA 924

31 OCT 2014 PM 3 L

USA
Equality
FOREVER

~~W48-304~~

W48-226

DEPT. OF TRANSPORTATION
N. H. T. S. ADIM
1200 NEW JERSEY AVE.
WASHINGTON, D. C. 20590-0001

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