



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

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

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

12-DEC-2014

Repository ☐Reference No.
10663951

OWNER INFORMATION (Type or Print)

Name

Address

City

COVENTRY

State RI

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

1F6NF53Y78

Make

FOREST RIVER

Model

GEORGETOWN

Model Year

2009

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)

12-JUL-2013

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage
11400Failure Speed
65

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 2009 FOREST RIVER GEORGETOWN. WHILE DRIVING AT APPROXIMATELY 65 MPH, THE VEHICLE'S SIDEWALLS BECAME UNSTABLE DUE TO BOLTS SNAPPING AND BREAKING, WHICH CAUSED A HALF INCH GAP BETWEEN THE SIDEWALL AND FIREWALL. ON DRIVERS SIDE I CONTACTED FOREST RIVER. THEY HAD ME TAKE IT IN TO THE DEALER FOR INSPECTION. THE DEALER UPON INSPECTION STATED THE COACH SHOULD BE RETURNED TO THE FACTORY FOR PROPER REPAIR. FOREST RIVER HAD THE DEALER INSTALL LARGER BOLTS INSTEAD AND NOW THE WINDSHIELD AND DASHBOARD HAVE A HALF INCH GAP BETWEEN THEM, CAUSING OUTSIDE AIR TO COME IN DURING TRAVEL. CONTACTED FOREST RIVER AND DEALER AND THEY STATE THAT THIS IS NOT AN ISSUE. CONCERN IS, ARE THOSE BOLTS USED THROUGHOUT THE MOTORHOME?

AFTER THE REPAIR, THE FAILURE IS NOW RECURRING ON NOW THE PASSENGER SIDE AND HAS NOT BEEN REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THIS ISSUE. THE FAILURE MILEAGE WAS 11,400.

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.

Subject: FW: NHTSA complaint edited form-ODI#10663951
Date: Tuesday, January 13, 2015 11:04:37 AM
Attachments: [NHTSA FORM.docx](#)

-----Original Message-----

Sent: Tuesday, January 13, 2015 10:29 AM

Subject: FW: NHTSA complaint edited form

Another questionnaire.

-----Original Message-----

From: [REDACTED]
Sent: Monday, January 12, 2015 4:47 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA complaint edited form

Photos can be furnished upon request.