

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET:www.nhtsa.dot.gov/hotline</b></p>		FOR AGENCY USE ONLY 100148	
		Date Received 15-JUN-2015 <b>JUL 21 2015</b>	Repository <input type="checkbox"/> Reference No. 10725301
<b>OWNER INFORMATION (Type or Print)</b>			
Name	[REDACTED]		Daytime Telephone Number
Address	[REDACTED]		E-mail Address
City	PROVIDENCE FORGE	State	VA
		Zip Code	[REDACTED]
<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
1FGLF53Y2B0 [REDACTED]		THOR	WINDSPORT
Model Year		2010	
Date Purchased	Dealer's Name and Telephone Number		Engine:
21 MAR 2013	DIXIE RV SUPERSTORE 888-880-3208		No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
	NEWPORT NEWS	VA	23606
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
AUTO	<input checked="" type="checkbox"/> Cruise Control		Incident Date(s)
			30-MAY-2015
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage	Failure Speed
		54050	65
<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	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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>			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0
Reported to Police		N	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>  <b>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).</b></p>			
<p>TL* THE CONTACT OWNS A 2010 THOR WINDSPORT. THE CONTACT HEARD A POPPING NOISE AND THE VEHICLE SUDDENLY LOST POWER. THE CONTACT INDICATED THAT THE INSTRUMENT PANEL GAUGES SHUT OFF WHILE THE ENGINE WAS STILL RUNNING. THE CONTACT TURNED THE KEY AND THE VEHICLE WAS NOT ABLE TO BE RESTARTED DUE TO THE FAILURE. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO WAS UNABLE TO DIAGNOSE AND REPAIR THE VEHICLE. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 13V265000 (ELECTRICAL SYSTEM) AND THE DEALER COMPLETED THE RECALL REPAIR. THE CONTACT WAS NOT NOTIFIED OF THE SAFETY RECALL. THE VIN WAS NOT AVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNAVAILABLE.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b></p>			
<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>			

██████████  
Providence Forge, VA ██████████

On 21 March 2013 I bought a 2010 THOR Windsport (VIN #1F6LF53Y280 ██████████) from DIXIE RV Superstore in Newport News, VA.

Here is the long story: In June 2013 THOR motor coach issued a SAFETY DEFECT recall on many models of their motor coaches; my VIN was included in the recall. However, I never received any notification that said recall was in effect. I am Active Duty Navy and live in my RV during the week and go home on the weekend due to the distance involved.

On the 30<sup>th</sup> of May, my wife, son, his girlfriend and 3 dogs piled into the RV to go to Arkansas (from Providence Forge, VA) to see family. We made it as far as the vicinity of Wytheville, VA when I heard a "pop" from the hood area; my speedometer and tachometer went to zero and my dash indicators flashed. I gave the RV a little gas, and the engine responded, gauges came back up. We had to stop for gas at the Pilot© in Max Meadows, VA. When I went to start back up, I put the key in the ignition, turned it, and NOTHING happened. After several minutes of troubleshooting, I realized my situation was not going to be good and called Good Sam Roadside Service. I explained to them what happened; they dispatched a tow truck to my location. The RV was towed to TJ's Truck and Auto Service in Dublin, VA. Knowing my family was going to have to wait (I went with the RV), we got a room at the Super 8 motel right by the gas station. At TJ's, the technician told me that he told Good Sam he could look at the RV but "probably wouldn't be able to fix it today." Hearing this, I got a ride back to the motel. By now it's 3 in the afternoon. We started calling car rental agencies to see about getting a car (since we were on foot at this point); the only place we could find open was a U-Haul rental that had a pickup truck. My son and I walked to it and rented the pickup. Did more research on Sunday trying to find a rental minivan that we could fit in. Found one (finally) in Princeton, WV. Rented the mini van. By now it's after 2 on Sunday, and we were already on the hook for another day in the motel. I called TJ's (to see if I could get some items out of the RV even though they were closed) and the owner happened to be there looking at my RV. He said they'd try and fix it on Monday. I had called Ford Customer care in the meantime, and received from them a copy of the chassis wiring diagram. I forwarded this to TJ's. Monday morning, TJ's calls me and says they can't fix it, but they had talked to the Virginia Truck Center in Roanoke and they said they could fix it. So TJ's was going to tow it to Roanoke (for \$550). Thank goodness Good Sam Roadside Service paid for this tow as well. Realizing our trip to Arkansas was not going to happen, we did more

research and found Hungry Mother State Park in Marion, VA. We rented a cabin there for the week since our week was shot (and we still didn't know how long it would take to get the RV).

RV gets towed on Tuesday (2 June) to the Truck Center. I call to verify it's there. The tech says it's there, and he should be able to look at it by Thursday.

On Friday (5 June) the tech calls me and asks if I know about a recall on my RV. I tell him I have no idea. He says he is still working on the RV and will let me know. On Friday, we all drive from Marion, VA back to Providence Forge to get two of our personal vehicles (because the rental minivan is due back). Drive all the way back to Marion Friday night, returning the minivan on the way back. On Sunday (7 June) (still with no rv) we go home. Fortunately for me, I had put in for two weeks of leave, anticipating I would take Monday the 8<sup>th</sup> off and go back to work on the 9<sup>th</sup>. But, since I didn't have a place to live, I had to eat a whole extra week of vacation that I was not planning on taking (I'd rather sell it back when I retire). On the 10<sup>th</sup> of June the tech calls me and says the RV is ready. He says the bill is \$938. On the 12<sup>th</sup> of June my wife and I drive all the way back to Roanoke and pick up the RV.

I filed a complaint with the National Highway Traffic Safety Administration (NHTSA), Federal Trade Commission (FTC), and the Better Business Bureau.

On 10 July I was contacted by THOR MotorCoach. They informed me that they would cover the \$938 repair bill.

As of today (13 July) DIXIE RV's stance is that they are not responsible for any of the expenses I incurred.

I realize the majority of this letter is not relevant to my complaint with the NHTSA, but I wanted you to see the whole story.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.