

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		DOT Auto Safety Hotline INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received 30-JUN-2015	Repository ☐ Reference No. 10731218		
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
VIBURNUM		MO			
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	
4CG634H1X57		FLEETWOOD	NEWPORT	2005	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
5-30-14	Bowen RV Center 573-732-5100		No: Cylinders		
Original Owner ☐	Dealer's City	State	Zip Code		
	Bowen	MO	65441		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			25-JUN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 162900 STRUCTURE: BODY: ROOF AND PILLARS				Failure Mileage	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: DOTM9ABC036)	☐ Original Equipment	Failure Location:			
	☐ Prior Repair				
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 2005 FLEETWOOD NEWPORT. THE CONTACT STATED THE TOP OF THE CAMPER DROPPED INDEPENDENTLY WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. It's unsafe. It's fell 2 times, The second time when I was going camping. second time, when I pick camper up and when I got home. There wasn't A pin in the hitch. They forgot to put pin in Hitch. I called them they mailed the pin to me. It took a week to get it					
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.					

NEW MOTOR VEHICLE REGISTRATION RECEIPT

STAPLE HERE



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OWNER INFORMATION

TELEPHONE #: () -

JEFFERSON CITY, MO

COUNTY: COLE

VEHICLE INFORMATION

MAKE	YEAR	VEHICLE ID NUMBER	KIND OF VEHICLE	BODY STYLE	FUEL TYPE	ODOMETER	HORSEPOWER
FLEE	2005	4CG634H1X57	TRAILER	CAMP			
TITLE NUMBER		PURCHASE DATE					
		05/27/2010					

REGISTRATION INFORMATION

CURRENT REGISTRATION TYPE	CURRENT NUMBER	EXPIRATION
PLATE STANDARD TRAILER REGULAR		12/2012

ISSUED INVENTORY INFORMATION

INVENTORY TYPE	INVENTORY NUMBER
TRAILER	
SINGLE TAB - 2012	

FEE INFORMATION

DESCRIPTION - CODE	AMOUNT
REGISTRATION FEE / TRAILER - 0066	\$20.63
PROCESSING FEE / HIGHWAY TRANS PROCESSING FEE - 0705	\$3.50
PLATE RE-ISSUANCE FEE / EMBOSS PLATE REISSUANCE FEE - 0709	\$1.39
TOTAL PAID:	\$25.52

NOTE: The Missouri Department of Revenue may electronically resubmit checks returned for insufficient or uncollected funds. Other restrictions may apply.

FOR OFFICE USE ONLY

PREVIOUS NUMBER	EXPIRATION DATE	VERIFICATION
		Personal Property Tax: Verified

I found these in camper, Charlie At-Bourbon RV told me it was A 1 owner, This shows he lied about that too,

JEFFERSON CITY CENTRAL BRANCH
222006
DU0730
WORKSTATION 3

Missouri Department of Revenue
PO Box 100
Jefferson City, MO 65105-0100
(573) 526-3669
www.dor.mo.gov/mvdl

285
05/28/2010
03:28:15 PM



ORIGINAL

TITLE NUMBER

FUEL :

DATE ISSUED
09/18/2009

MO

MO

Lien release - To release any lien shown on the face of this title, the lienholder must complete a **notarized Lien Release (DOR-4809)** to be attached to this title before the purchaser applies for a Certificate of Title.

LIEN DATE

LIEN DATE

Any person who knowingly and intentionally submits a separate document releasing a lien of another without authority to do so shall be guilty of a class C felony. (301.640 RSMo)

MILEAGE STATEMENT

EFFECTIVE 1/1/06 YOU MUST SUBMIT A NOTICE OF SALE
TO THE DEPARTMENT OF REVENUE WITHIN 30 DAYS OF
SELLING THIS VEHICLE.

MO 860-0331 (7-08)

ACTING DIRECTOR OF REVENUE DOR-387 (7-08)

ANY ALTERATION OR ERASURE VOIDS THIS TITLE

		PURCHASER NAME - LAST, FIRST (REQUIRED) (PRINTED)				DOR USE ONLY - CODE	
		ADDRESS (REQUIRED)					
		CITY (REQUIRED)			STATE (REQ.)	ZIP CODE (REQUIRED)	COUNTY
		DATE OF SALE ____/____/____			NET PRICE		
SIGNATURE OF PURCHASER			DRIVER LICENSE NUMBER OF PURCHASER			DATE OF BIRTH OF PURCHASER ____/____/____	
KOV	YEAR	MAKE	VEHICLE IDENTIFICATION NUMBER			TITLE NUMBER	
2005		FREEE	4CG634H1X57 [REDACTED]			[REDACTED] [REDACTED]	
SIGNATURE OF SELLER			DEALER NUMBER		PRINTED NAME OF SELLER		

MO 860-3043 (7-08)

SELLER MUST SUBMIT TO DEPARTMENT OF REVENUE. SEE REVERSE SIDE.

DOR-5049A (7-08)

NEW MOTOR VEHICLE REGISTRATION RECEIPT

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JEFFERSON CITY, MO

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JEFFERSON CITY CENTRAL BRANCH
222006
DU0730
WORKSTATION 3Missouri Department of Revenue
PO Box 100
Jefferson City, MO 65105-0100
(573) 526-3669
www.dor.mo.gov/mvdl285
05/28/2010
03:28:15 PM

Bourbon RV Center, Inc.

133 Old Springfield Road
PO Box 557
Bourbon, MO 65441
(573) 732-5100 (800) 343-5795

Repair Order

R/O Number: [REDACTED]

Date In: 8/11/2014

Today Date: 9/13/2014

Date Promised: 8/11/2014

Date Closed: 9/12/2014

Repair Order For:

Unit Name

Location

VIBURNUM, MO

h: [REDACTED] w: [REDACTED]

Units for this Repair Order

Service Writer:

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles In/Out
2005	FLEETWOOD	3934	4CG634H1X57 [REDACTED]				/

Job: CRANK

Job For: 2005 FLEETWOOD 3934 NEWPORT 4CG634H1X57 [REDACTED]

Description

1. UNIT WAS UP. SOMEONE WAS PUTTING DOWN & LOST CONTROL OF THE HANDLE & IT STARTED FREE WHEELING. NOW IT WON'T STAY UP.
2. RIGHT REAR JACK HAD TO BE WELDED BACK ON.
3. CHECK FOR SEWER HOSE TO FIT POTTY.

Parts

Part Number	Quantity	Description	Each Price	Extension
48462	1	BUTYL TAPE 1/8 X 1 #	\$8.29	\$8.29
28429	1	PRO FLEX RV BRIGHT WHITE	\$10.49	\$10.49
MISC	1	D/SHAFT ASSY.	\$300.00	\$300.00
MISC	1	FREIGHT ON DRIVESHAFT ASSY.	\$13.95	\$13.95
460292	0	T-STAT	\$93.59	\$0.00
15073	0	12V WHIT/GOLD ON/OFF RTL	\$4.49	\$0.00

Parts Subtotal \$332.73

Labor

Description	Job Code	Technician	Quantity	Line Total
R/R REAR CAP		Ham, Billy W.	2 Hours	\$195.00
DISASSEMBL WINCH ASSEMBLY		Ham, Billy W.	3.5 Hours	\$341.25
INSTALL SHAFT & PINS		Ham, Billy W.	2 Hours	\$195.00
ASSEMBLE LIFT JACK & SEAL		Ham, Billy W.	2 Hours	\$195.00
FRIGERATOR DIAGNOSTICS		Hill, Shaw n A.	0 Hours	\$0.00
INSTALLED T-STAT		Hill, Shaw n A.	0 Hours	\$0.00
R/R ON/OFF SWITCH		Hill, Shaw n A.	0 Hours	\$0.00

Labor Subtotal \$926.25

Job Subtotal \$1,258.98

1/13 Pd in full D.P.
This was the first time it broke down
When I went camping.

Customer Job Totals	
Parts	\$332.73
Labor	\$926.25
Total of Customer Jobs	\$1,258.98
Other Charges	
ShopSupplies	\$46.31
Repair Order Subtotal	\$1,305.29
Sales Tax	\$27.02
Repair Order Total	\$1,332.31
Previous Deposits	\$882.31
Total Amount Due	\$450.00

TERMS: STRICTLY CASH UNLESS WRITTEN ARRANGEMENTS MADE OTHERWISE

I hereby authorize the above repair work along with any necessary materials. The employees of Bourbon RV Center, Inc. may operate my vehicle for purpose of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on my vehicle to secure the amount of repairs thereto. Bourbon RV Center, Inc. will not be held responsible for loss or damage to my vehicle or articles left in my vehicle in case of fire, theft, accident, or any other cause beyond the control of Bourbon RV Center, Inc.

The factory warranty constitutes all of the warranties with respect to the sale of item(s) listed on this repair order. Bourbon RV Center, Inc. expressly disclaims all warranties, either expressed or implied, including any implied warranty, merchantability, or fitness for a particular purpose. Bourbon RV Center, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these item(s).

Bourbon RV Center, Inc. reserves the right to substitute parts for those currently unavailable. A storage fee of \$25.00 per day will be incurred on all units not picked up after notification that the service work has been completed.

Signed: _____

Date: _____

CUSTOMERS ARE NOT ALLOWED IN SERVICE AREAS DUE TO INSURANCE RESTRICTIONS.

Tell us how we did. Go to 

1

Second letter to Attorney General Chris Koster

I will start where I left off.
When I wrote you last, my CAMPER
broke down First time I took it
CAMPING. They had it three week's.
you have that letter. I went to
CLEAR water Lake 6/29/15 on
Thursday I droped my CAMPER
started to set it up. And it wouldn't
WORK. Again Two men at another
CAMP seite CAME OVER to help
me but they told me it was broke
I knew that but was glad they
try to help. ONE of the MEN WAS
talking about my CAMPER. SAID he
had one jnst like it. I told him I
was AfRAId of it becouse it fell
twice. And if me And my niecc
would have been it. It would probley
Killed us. He ask me where the Saftex
part's were. I told him it didn't have
Any. It was my first CAMPER I
didn't know Any thing about it.
SO I took it back to Bowborn RV.
And told them it was broke down
Again And wouldn't VAise. And I
ask about the Safty parts to keep
it from falling. They didn't know Any
thing about it. They said the people

they got the CAMPER from didn't give them any safty things.

I told them I wanted my money back or Another CAMPER. This one WAS UnSAFE And some one was going to get Killed in that CAMPER And I took it CAMPING 2 times And it's broke down twice. They keep it three week's first time, I jst left the CAMPER there the other day. I told them I Will Not touch that CAMPER Again. I had to MAKE Another trip to get All my thing's out of CAMPER. They had to RAise it for me to get into it. This CAMPER is 5,000 lbs. When I got CAMPER home I was trying to RAise it. It keep falling this was First time. My son came by he got A rope And tie it And stood there And held it tell I could get tent back where we could close CAMPER. He told me Not to put my hand's in that like I was doing he said it would cut my and's off if it fell on them.

I told Charlie I wanted my money
He said NO I wanted Another CAMPER
ed A Sale man show me And I

talking about. Jerry Counts said
 the people they got it from
 didn't give them any safety
 equipment. I left CAMper ther
 I told Charlie Counts I wanted
 my money back or Another
 CAMper. I took 2 Weeks Vacation
 I wanted to go CAMPing. He had
 a Saleman show me a CAMper. I
 thought he was going to let me
 have it. It was 2002 And it
 was 400.00 less than what I pd.
 for my CAMper. But I Would
 have took it. He kept me there
 all day and then Wouldn't let
 me have the CAMper. I left
 the CAMper with them. I told
 them I will not touch that
 CAMper again it was two dangers
 some one will get hurt bad
 or Killed. I had to go back on
 Monday to get my things out
 of CAMper. Beconse I couldn't
 get into CAMper. They had to
 raise.

I Sent ^{old} Part's to ~~Spunk~~ 
 Attorney General

They left the pin out. I pulled
camper 55 miles. With out a pin
to hook it up. I was in hooking
camper. I couldn't believe they
forgot to put pin on trailer hitch.
I called and told them about it.
They mailed pin to me. it
took about a week to get it.
I hate to think what would
have happen if that camper
would have come loose. I would
have lost the camper.