

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

20-JUL-2015

Repository

Reference No.
10735331

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City EDGEWOOD State WA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [REDACTED]

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: 4UZFHCHCY4FC [REDACTED]
Make: NEWMAR Model: DUTCH STAR Model Year: 2015
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 Cruise Control Powertrain: Multiple Failure: Incident Date(s): 14-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage: 2235 Failure Speed: 0

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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).

VEHICLE WAS SITTING IN DEALER'S LOT AND CAUGHT FIRE IN THE MIDDLE OF THE NIGHT. INVESTIGATION BY FIRE MARSHALL, AND SUBSEQUENT INSURANCE ADJUSTERS BELIEVE THIS LOSS TO BE DUE TO AN ELECTRICAL PROBLEM IN THE COACH. THE COACH HAS BEEN DEEMED A TOTAL LOSS.

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.

From: [EVOQ \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ---10735331----
Date: Wednesday, September 30, 2015 10:03:47 AM
Attachments: [10735331.pdf](#)
[20068EF5F8414727A5869CEE29209234.gif](#)

From: [REDACTED]
Sent: Wednesday, September 23, 2015 7:45 PM
To: EVOQ (NHTSA)
Subject: RE: FW: NHTSA: Follow up to ODI Complaint: ---10735331----

Our complaint is as complete as we can give you as to the loss. It is still under investigation by the insurance companies involved as to the actual reason it caught fire. We bought this coach new from Fife RV Center in Fife Washington. Their phone number is [REDACTED] For Your information, the insurance companies involved represent the following parties: Newmar, Freightliner, Fife RV Center, and our insurance company Nationwide. Nationwide is handling subrogation for monies paid out in this loss against the other three companies. Thank you.

[REDACTED]

Sent from [Mail](#) for Windows 10

From: EVOQ@dot.gov
Sent: Friday, September 11, 2015 9:09 AM
To: [REDACTED]
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ---10735331----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

cid:image002.gif@01C9C1CE.1E5F5E00

