



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: 04-AUG-2015
SEP 21 2015
Repository:
Reference No.: 10746075

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ~~WASHINGTON~~ Novi State: ~~DC~~ MI Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
E-mail Address: [Redacted]
Evening Telephone Number: [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: 1F66F5DY5C0 [Redacted]
Make: NEWMAR Model: CANYON STAR 3920 Model Year: 2012
Date Purchased: May 4, 2012 Dealer's Name and Telephone Number: A+S RV Center
Original Owner: Dealer's City: Auburn Hills State: MI Zip Code: 48326 Engine: No: Cylinders: 10 Fuel Type: Gasoline
Transmission Type: Automatic Antilock Brakes: Powertrain: Ford Multiple Failure: Incident Date(s): 20-JUL-2015
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 980000 UNKNOWN OR OTHER, 980000 UNKNOWN OR OTHER Failure Mileage: 13000 Failure Speed: 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

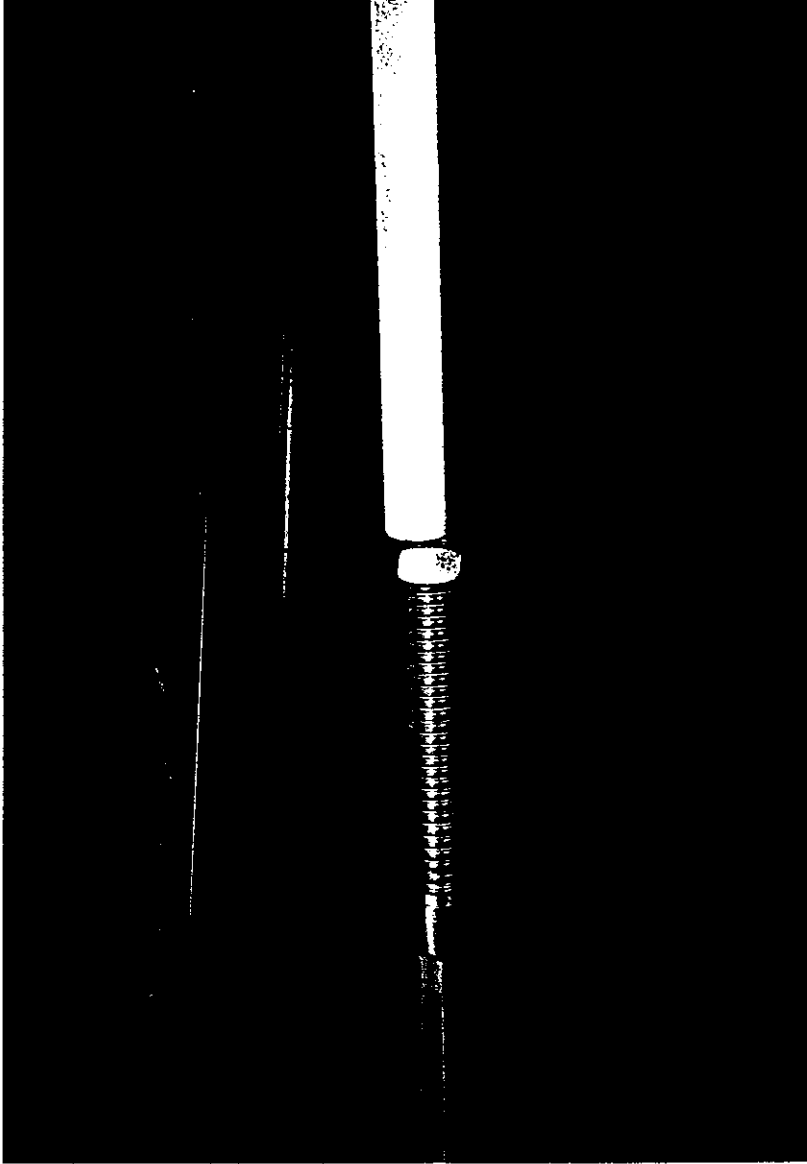
Crash: Yes No Fire: Yes No Number of Persons Injured: 1 Number of Deaths: 0 Reported to Police: N

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).

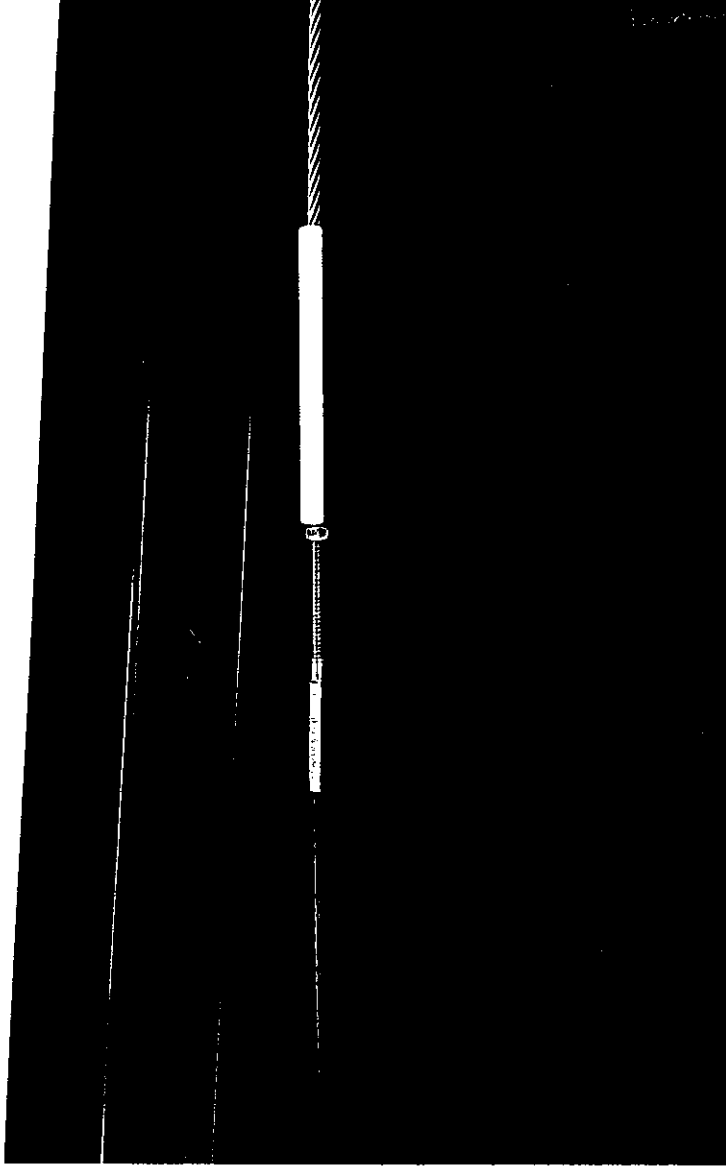
2012 NEWMAR CANYON STAR CLASS A RV MODEL 3920
ONE OF TWO REAR TAILGATE CABLES SEPARATED ALLOWING THE REAR RAMP TO FREE FALL AT THE FORCE PROVIDED BY ITS SEVERAL HUNDRED POUND WEIGHT. THE TAILGATE NEARLY CRUSHED ME, STRIKING MY FACE, KNOCKING ME BACKWARDS ONTO THE GROUND, STRIKING MY LEFT FOOT BREAKING SEVERAL BONES. I ALSO SUFFERED A BLACK EYE. I LATER DETERMINED THAT THE THREADED CABLE BOLT COUPLING DID NOT HAVE ANY THREAD LOCK APPLIED TO THE CONNECTION ALLOWING THE COUPLING TO EVENTUALLY DETACH.
I unlatched the rear ramp and was attempting to lower the ramp when the incident occurred.
I applied thread lock (blue) to the cable couplings and reconnected both cables to the rear ramp cable secure devices.
Photos of the cable couplings are included with this report.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

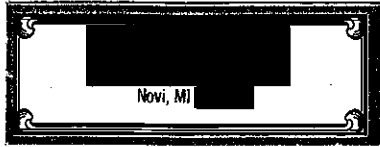
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.



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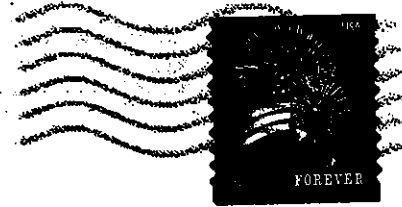


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METROPLEX MI 460

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U.S. Department of Transportation
National Highway Traffic Safety Administration
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Washington, DC
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RE: 10746075

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