



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

FOR AGENCY USE ONLY 100148	
Date Received 07-AUG-2015	Repository <input type="checkbox"/>
	Reference No. 10747016

OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City OLD FORGE	State PA	Zip Code	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 4UZFHCHY0FC		Make TBD	Model TBD
Date Purchased		Dealer's Name and Telephone Number	Model Year 9999
Original Owner <input type="checkbox"/>	Dealer's City	State	Fuel Type:
Transmission Type	Antilock Brakes <input type="checkbox"/>	Powertrain	Engine: No: Cylinders
	Cruise Control <input type="checkbox"/>	Multiple Failure:	Incident Date(s) 07-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 010000 STEERING		Failure Mileage 4200
		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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).

THIS MOTORHOME WAS PURCHASED AT THE END OF MAY 2015. AFTER TAKING DELIVERY, I NOTICED THE STEERING WHEEL WAS OFF TO THE RIGHT WHILE DRIVING. AFTER SOME TIME IT WAS APPARENT THAT THE CONDITION WAS GETTING WORSE. I SCHEDULED THE MOTORHOME FOR A FRONT END ALIGNMENT. THE VEHICLE WAS BROUGHT IN THIS MORNING FOR THAT ALIGNMENT. IMMEDIATELY UPON INSPECTING THE VEHICLE, THE ALIGNMENT TECHNICIAN SHOWED ME THAT THE TIE ROD TUBE THAT CONNECTS THE FRONT WHEELS HAD NEVER BEEN TIGHTENED BY THE MANUFACTURER. SINCE THIS TUBE WAS ALLOWED TO FREELY ROTATE, GIVEN ENOUGH TIME, THE STEERING WOULD HAVE COMPLETELY FAILED ONCE THE TUBE HAD UNSCREWED TO THE END OF IT'S TRAVEL. THIS MAY BE A DEFECT ON OTHER VEHICLES OR IT MAY BE UNIQUE TO THIS VEHICLE. HOWEVER, THE OWNERS OF THESE VEHICLES SHOULD BE ADVISED OF THIS POSSIBLE PROBLEM.  
## VIN PASSED ## 2016 FOREST RIVER CHARLESTON MOTORHOME ##

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.



# McCARTHY

MAILING ADDRESS: P.O. BOX 1125, WILKES-BARRE, PA 18703-1125  
WEB SITE <http://www.mccarthytire.com> FAX # (570) 825-9669

WILKES-BARRE, PA	(570) 822-3151	CHARLOTTE, NC 6th St.	(704) 334-9789
ALLENTOWN, PA	(610) 837-5280	HIGH POINT, NC	(336) 434-8340
DICKSON CITY, PA	(570) 489-8846	MINT HILL, NC	(704) 545-2250
HARRISBURG, PA	(717) 939-8064	RALEIGH, NC	(919) 876-6346
HAZLETON, PA	(570) 455-4968	WILMINGTON, NC	(910) 791-0132
KINGSTON, PA	(570) 283-0521	WILSON, NC	(252) 991-5225
LANCASTER, PA	(717) 898-0114	ABSECON, NJ	(609) 641-3955
PROSPECT PARK, PA	(610) 461-3442	BUFFALO, NY	(716) 683-4800
READING, PA	(610) 777-6511	COBLESKILL, NY	(518) 234-3586
SCRANTON, PA	(570) 346-2037	DANSVILLE, NY	(585) 335-6018
SOMERSET, PA	(814) 445-4124	FEURA BUSH, NY	(518) 439-8740
WILLIAMSPORT, PA	(570) 326-1576	ONEONTA, NY	(607) 432-0601
WYSOX, PA	(570) 268-4008	ROCHESTER, NY	(585) 292-1200
YORK, PA	(717) 767-2551	CULPEPER, VA	(540) 825-2471
BALTIMORE, MD	(410) 288-9000	FRONT ROYAL, VA	(540) 635-9811
FEDERALSBURG, MD	(410) 754-3070	MANASSAS, VA	(703) 368-9288
HAGERSTOWN, MD	(301) 797-1600	RICHMOND, VA	(804) 749-4223
HUGHESVILLE, MD	(301) 870-3405	STERLING, VA	(703) 471-4943
LANDOVER, MD	(301) 772-5003	WINCHESTER, VA	(540) 662-6641
ASHVILLE, NC	(828) 696-4870	WINCHESTER, VA	(540) 662-8333
CHARLOTTE, NC	(704) 598-3500	MARTINSBURG, WV	(304) 263-1400

McCARTHY TIRE SERVICE COMPANY

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8/07/15

!CST: !;SLREP:MIKE FLYNN !TRUCK REPAIR: IN;INV [REDACTED] !10:22:28:

! TERMS : 0 NET 30 DAYS  
! WORK PH#:  
! HOME PH#:  
! P/O NO :  
! D/R NO :

! OLD FORGE, PA [REDACTED]  
! MAKE/YEAR OF VEHICLE: 2016 FOREST RIVER  
! UNIT# : HOURS: COLOR:

! LIC.NO# [REDACTED] PA MILEAGE: 4210 ! V.I.N: 4UZFCHCYOYFA [REDACTED]

! OTHER CHARACTERISTICS:  
! NOTE: TIE ROD TUBE BOLTS LOOSE, TUBE WAS TURNING.  
! TOE SETTING OUT, TIRES HAVE BAD WEAR PATTERN.

!QTY	!ITEM #	!SIZE	!DESCRIPTION	!PLY	!UNIT PR.	!EXT. PR	!INCH
!1.00	! 95669	!HEAVY TRK	!ALIGNMENT	!	! 129.95	! 129.95	! 41

! TAXABLE AMOUNT: 129.95 !BILL!  
 ! MERCHANDISE RECEIVED BY [REDACTED] SALES TAX: 7.20 !  
 ! X [REDACTED] NON-TAX AMOUNT: .00 !  
 ! (SIGNATURE) TIRE FEE: .00 !  
 ! X (PLEASE PRINT NAME) DEPOSIT: .00 !  
 ! INVOICE TOTAL: 137.75 !

! LEAVE VEHICLE  
! PAID !CASH ! 137.75 !01-67915!

! SCRAP TIRES RETURNED  
! REMAINING BRAKE LINING LF RF LR RR TIRE TREAD DEPTH

**340 RIDDER STREET  
WILKES-BARRE PA 18702  
570-822-3151**

Work Order: [REDACTED]  
 Company: [REDACTED]  
 Odometer: 4210  
 License: [REDACTED] PA  
 Year: 14  
 Technician: 61  
 Date: 8/7/15 9:54 AM

**Heavy Duty Vehicles : Freightliner Custom Chassis Corp : 1995- : C2/S2C Chassis  
 Front Centerline Alignment, 4 sensors**

**Front Axle 1 : Left**

Actual	Before	Specified Range
-0.2°	-0.3°	-0.4° 0.4°
4.7°	4.7°	1.5° 5.0°
0.02°	0.60°	0.00° 0.09°
14.7°	14.8°	
14.5°	14.5°	

**Front Axle 1 : Right**

Actual	Before	Specified Range
-0.4°	-0.4°	-0.4° 0.4°
4.9°	4.9°	1.5° 5.0°
0.04°	0.55°	0.00° 0.09°
14.4°	14.5°	
14.1°	14.1°	

Camber  
 Caster  
 Toe  
 SAI  
 Included Angle  
 Turning Angle Diff.

**Front Axle 1**

Cross Camber  
 Cross Caster  
 Cross SAI  
 Total Toe  
 Cross Turn Diff.  
 Set Back

Actual	Before	Specified Range
0.1°	0.1°	
-0.1°	-0.1°	-0.5° 0.5°
0.3°	0.3°	
0.07°	1.16°	0.00° 0.18°
-0.07°	-0.06°	