



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received
15-NOV-2016
FEB 17 2017

Repository
Reference No.
10926143

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City NIPOMP State CA Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number

E-mail Address

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: 1F65F5DY7E0 [Redacted]
Make WINNEBAGO Model ITASCA Model Year 2015
Date Purchased 3-28-15 Dealer's Name and Telephone Number Sky River RV
Original Owner Dealer's City Pismo Beach, CA State CA Zip Code [Redacted]
Engine: No: Cylinders Fuel Type:
Transmission Type Automatic Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 17-AUG-2016
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY Failure Mileage 13000 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 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 Yes No Fire Yes No Number of Persons Injured Number of Deaths 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).

TL* THE CONTACT OWNS A 2015 WINNEBAGO ITASCA. WHILE DRIVING VARIOUS SPEEDS, THE FRONT PASSENGER SIDE SLIDE WOULD INDEPENDENTLY OPEN. THE CONTACT WAS CONCERNED THAT A POTENTIAL CRASH COULD OCCUR. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE MOTOR AND THE CONTROL BOARD WERE REPLACED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 13,000.

Manufacturer's only remedy was to provide slide lock bars, an adjustable bar that needs to be installed each time the slide is retracted and then removed each time the slide is extended or the bar will damage the slide.

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.

PC MECHANICAL INC.
 2803 INDUSTRIAL PKWY
 SANTA MARIA CA 93455
 805-925-2888

10/11/2016 7:34 AM

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Repair Order # [REDACTED]

Day Phone [REDACTED]

[REDACTED]
 Nipomo CA [REDACTED]

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Vehicle : 2014 Ford Truck ITASCA F53 SUNSTAR 6.8 L 415 CID
 VIN : 1F65F5DY7E0 [REDACTED]
 Created : 9/19/2016 6:55:16 AM
 Complete : 10/10/2016 2:29:40 PM
 Srv Writer : MG

Tag/State : [REDACTED]
 Last Mileage : 13648
 Odometer In : 13701
 Odometer Out : 0

Labor/Notes

Code/Tech*	Reference	Description	Price
MS*	LABOR	LABOR	\$250.00

P/S SLIDE ROOM KEEPS CREEPING OUT. CONTACTED LIPPERT TECH. CAUSE IS THE MOTOR IS BAD. REMOVE OLD MOTOR, INSTALL NEW MOTOR AND RE TIME SYSTEM. STILL CREEPING OUT, INSTALL NEW MOTOR. SYSTEM IS FUNCTIONING AS DESIGNED.

PART ORDERED ON 9-19-16 EASYCARE 1-800-538-4181 AUTH# [REDACTED]

*****\$25.11 SHIPPING CHARGE AND \$100.00 DEDUCTABLE TO BE PAID BY CUSTOMER.*****

WARRANTY TO PAY \$782.14* AUTH [REDACTED]

90 DAY LABOR WARRANTY
 1 YEAR PART WARRANTY

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	COG	[REDACTED]	VELOCITY SLIDE CONTROLLER		\$426.63	\$426.63
			ORDERED ON 9-28			
1	-	FREIGHT	FRT		\$11.29	\$11.29
1	COA	[REDACTED]	SHWINTEC SLIDE MOTOR		\$157.33	\$157.33
1	-	FREIGHTFRGT	FREIGHT		\$13.82	\$13.82

Sublet/Misc.

Qty	Code/Tech*	Reference	Description	Unit Price	Price
1	-	FREIGHT	FREIGHT	\$0.00	\$0.00

\$25.11 FREIGHT TO CUSTOMER

Labor		\$250.00
Parts	\$659.99	less discount : \$76.03
Sublet/Misc.		\$0.00
Other Charges		\$0.00
Charges		\$25.11
Sales Tax		

PC MECHANICAL INC.
 2803 INDUSTRIAL PKWY
 SANTA MARIA CA 93455
 805-925-2888

9/8/2016 2:32 PM

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Repair Order # [REDACTED]

Day Phone [REDACTED]

[REDACTED]
 Nipomo CA [REDACTED]

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Vehicle : 2014 Ford Truck ITASCA F53 SUNSTAR 6.8 L 415 CID
 VIN : 1F65F5DY7E0 [REDACTED]
 Created : 9/7/2016 9:19:38 AM
 Complete : 9/8/2016 2:32:27 PM
 Srv Writer : MG

Tag/State [REDACTED]
 Last Mileage : 13648
 Odometer In : 13648
 Odometer Out : 13648

Labor/Notes

<u>Code/Tech*</u>	<u>Reference</u>	<u>Description</u>	<u>Price</u>
	LABOR	LABOR	\$150.00
JACK CONTROL PANEL HAS ERROR CODE. VERIFIED CODE, CALLED LCI FOR RESET PROCEDURE. RESET CONTROL PAD AS DIRECTED BY LCI. CODE RESET AND OPERATE JACKS ACCORDING TO PROCEDURE.			
P/S SLIDE ROOM CREEPS OUT. RE-TIME SYSTEM, TEST DRIVE. SLIDE ROOM DID NOT CREEP OUT AT THIS TIME.			
CALLED EASYCARE TO START CLAIM. NOT COVERED BY WARRANTY.			

Labor	\$150.00
Parts	\$0.00
Sublet/Misc.	\$0.00
Other Charges	\$0.00
Charges	\$0.00
Sales Tax	Tax @ \$0.00 * 8.2500%	\$0.00
	Repair Total	\$150.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. 90 Day Warranty On Repairs.

Customer Signature _____