

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (EOIA), 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 311	
		Date Received 15-DEC-2016		Repository ☐ Reference No. 10935748	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City		State	Zip Code	Evening Telephone Number	
NEEDVILLE HOUSTON		TX			
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	
1F66F5DY1E0		THOR	CHALLENGER 37KT	2015	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
6 OCT - 2014	CAMPING WORLD 281-574-1335		No. Cylinders	GAS	
Original Owner	Dealer's City	State	Zip Code		
☒	KATY	TX	77494	10	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTOMATIC	☒ Cruise Control	FORD	NO	08-MAY-2016 16-APRIL-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 136300 VISIBILITY: WINDSHIELD WIPER/WASHER: LINKAGES				Failure Mileage	Failure Speed
				3500	50MPH
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: DOTM19ABC036)		☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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).					
WHILE DRIVING DOWN THE SMOKEY MOUNTAIN INTERSTATE ONE EVENING DURING A HEAVY DOWN POUR, MY PASSENGER SIDE WINDSHIELD WIPER DISAPPEARED FROM THE WINDSHIELD AND WITH MOMENTS, THE DRIVERS SIDE QUIT WORKING. DUE TO LACK OF VISIBILITY, IT WAS IMPOSSIBLE FOR ME TO PULL TO THE SHOULDER. FORTUNEATELY, THERE WAS A TRACTOR TRAILER IN FRONT OF US AND I WAS ABLE TO SEE ITS REAR LIGHTS AND FOLLOWED IT DOWN THE MOUNTAIN. AT THE BOTTOM I PULLED OFF TO THE SHOULDER AND INSPECTED THE WIPERS. THE PASSENGER SIDE HAD LODGED ITSELF INTO THE DRIVERS SIDE CAUSING LOSS OF WIPERS. I HAD TO REMOVE THE PASSENGER SIDE INORDER FOR THE DRIVERS SIDE TO WORK AND WAS ABLE TO CONTINUE DRIVING. I TOOK IT TO A DEALER AND THE WIPER MOTOR ASSEMBLY WAS REPLACED.					
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.					

Fogle, Brenda CTR (NHTSA)

From: Abbew, Margaret CTR (NHTSA)
Sent: Tuesday, January 17, 2017 2:29 PM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW: Follow up to ODI Complaint: ----10935748
Attachments: WIPER1.pdf; WIPER2.pdf

Sent: Tuesday, January 17, 2017 10:59 AM

Subject: FW: Follow up to ODI Complaint: ----10935748

[Questionnaire.](#)

From: [REDACTED]

Sent: Saturday, January 14, 2017 12:18 PM

To: DataQuality, DataQuality (NHTSA)

Subject: Follow up to ODI Complaint: ----10935748

Updated information on VOQ and copy of repair order attached.

[REDACTED]
[REDACTED]
Houston, TX [REDACTED]
[REDACTED]

Total Value Recreational Vehicles of IND., Inc.
25610 County Road 4 East
Elkhart, Indiana 46514

Parts & Service (574) 262-4460 Fax (574) 264-9334

www.totalvaluerv.com

Warranty

Estimate

R/O #: [REDACTED]

Phil Houser - Thor
574-584-2122

Service Advisor: Miranda Lindwedel
R/O Opened: 05/13/2015
R/O Complete:

Customer Information

[REDACTED]
[REDACTED]
Needville TX [REDACTED]
Primary: [REDACTED]

Vehicle Information #124

2015 Thor Challenger
VIN: 1F66F5DY1E0 [REDACTED]
Mileage: 0
License: [REDACTED]

Item No.	Description	Quantity	Price Per	Tax	Total
	*COMPLAINT: P/S windshield wiper goes 180 degrees *CORRECTION: R/R Windshield Wiper Motor. Test Ok				
	*COMPLAINT: Toilet bowl is not holding water *CORRECTION: Reset toilet bowl parameters. Test Ok				
Sub-Total Parts					
Sub-Total Labor					\$0.00
Sub-Total Other:					\$0.00
Sub-Total					\$0.00
Tax 7.00%					\$0.00
Invoice Total					\$0.00
Warranty Approved:					\$0.00
Customer Paid:					\$0.00
Customer Due:					\$0.00

Customer Signature: X

**VEHICLES CANNOT BE
RELEASED AFTER SERVICE
DEPARTMENT HOURS**
M-F: 8am - 5pm
Sat: Closed
Sun: Closed
**Come in as strangers, leave as
friends**

Additional Repairs Authorized

Date	Time	Manner of Authorization	Description	Additional Amount
		☐ In Person By Phone ☐ ☐ By Fax By Email ☐		
		☐ In Person By Phone ☐ ☐ By Fax By Email ☐		

I acknowledge and approve of an increase in the original estimated price. Customer Signature: X

WARRANTY INFORMATION- The only warranties applying to any part(s) are those which may be offered by the part's manufacturer. We hereby expressly disclaim all warranties, either express or implied for merchantability or fitness for a particular purpose, and neither will we assume nor authorize any other person to assume for it any liability in connection with the sale of any part(s) and/or service. You shall not be entitled to recover from the damages to property, damages for loss of use, loss of profits, time, or income, or any other incidental damages. **TO OUR CUSTOMERS:** Our usual charges for labor are not based on additional mechanic's time, but are simply our prices for particular jobs. I understand any costs quoted heretofore are an estimate only. If we discover that different or actual repairs are indicated, you will be contacted for your advance approval of a revised estimate. Items not covered by warranty will be customers responsibility including diagnostic charges.

IMPORTANT NOTICE: I, the undersigned, authorize you to perform the repairs and furnish necessary parts. I give you and your employees permission to operate said vehicle for inspection, testing and delivery at my risk. You will not be held responsible for loss or damage to vehicle left more than 48 hours after notification that repairs are completed. An express mechanics lien is acknowledged on said vehicle to secure the amount of repairs, to include those from prior work or repair contracted on this vehicle. In the event of having to foreclose this lien or bring suit for collection of any fees due, I agree to pay costs of collection and any reasonable attorney fees.