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

DOT Auto Safety Hotline

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	Repository
30-JUN-2017 AUG 22 2017	Reference No. 11002552

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City: NORTH FORT MYERS	State: FL	Zip Code:	

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
1FCNF53S020	FOREST RIVER	GEORGETOWN	2002

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) 01-JUN-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)	Failure Mileage 31000	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: 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☒ Yes ☐ No	0	0	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 2002 FOREST RIVER GEORGETOWN MOTOR HOME. WHILE OPERATING THE MOTOR HOME, A BURNING ODOR WAS PRESENT COMING FROM THE BRAKES. WHEN ATTEMPTING TO STOP, THE BRAKE PEDAL EXTENDED TO THE FLOORBOARD AND THE VEHICLE DID NOT IMMEDIATELY STOP. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE FOUR BRAKE CALIPER ASSEMBLIES WERE FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED AND THE FAILURE WAS REMEDIED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, BUT NO ASSISTANCE WAS OFFERED. THE CONTACT WAS INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 09V110000 (SERVICE BRAKES), ALTHOUGH THE FAILURES WERE IDENTICAL. THE LOCAL DEALER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 31,000.

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

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

6-1-17: While driving around the Washington D.C. area slow pace traffic - stop & go at approximately 2-2½ hours. Georgetown - (Forest River 2002) started ~~S~~ with soft/spongy pedal (Almost to floor); smoking brakes: Checked brake fluid it turned to gel. Looked On line shows recall # 09V11000 (Exact SAME is what happened). Called FORD to report (#case [redacted]. Told to call local FORD - NO ASSISTANCE offered. Called Back FORD CORP MOTORHOME - NO ASSISTANCE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use $300

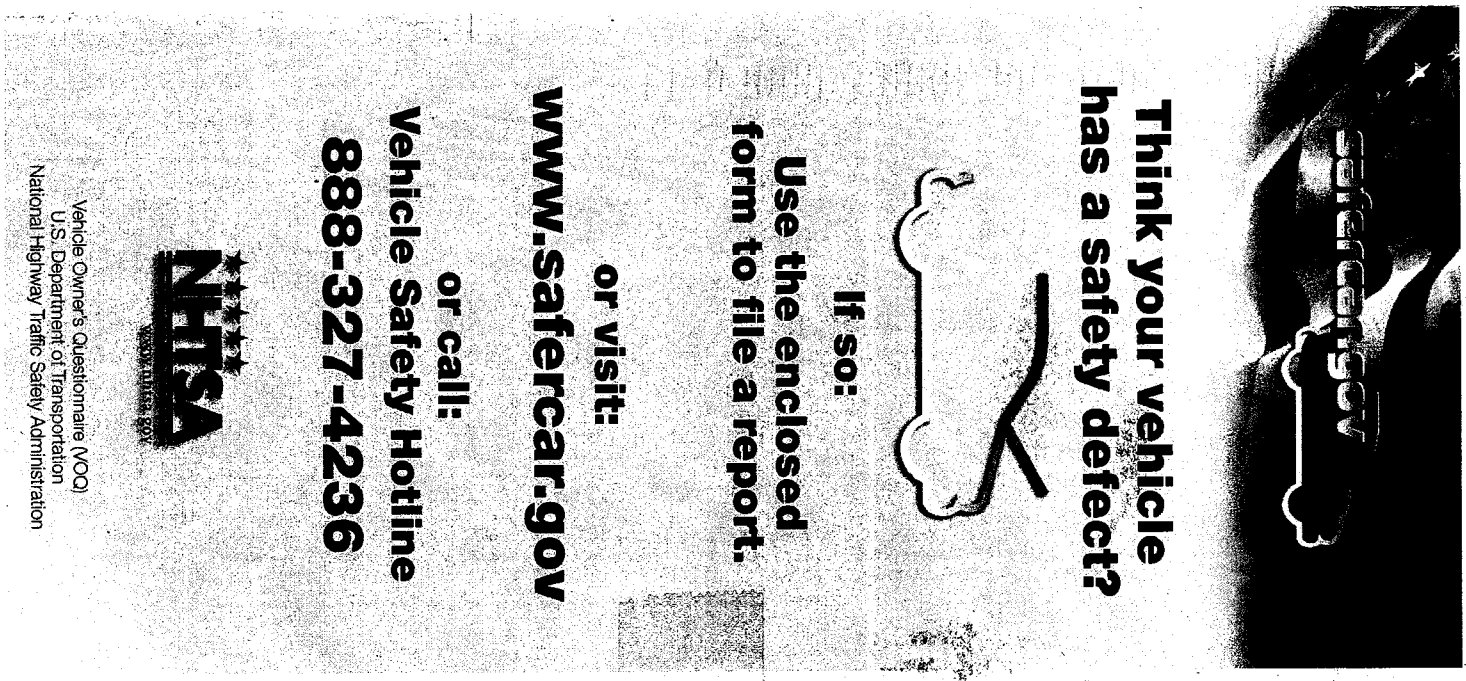
TAMPA
FL 335
05 AUG '17
PM 5 L

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



G. JEFFRIES SERVICES .LLC

T/A BG SERVICES
1107 Severnview Drive
Crownsville MD 21032

Invoice

Date	Invoice #
6/2/2017	[redacted]

Bill To

[redacted]

P.O. No.	Terms	Project
GEORGE TOWN		

Quantity	Description	Rate	Amount
	REPLACE LEAKING REAR BRAKE CALIPERS AND PADS. REPLACE FRONT BRAKE CALIPERS AND PADS. REPLACE MASTER CYLINDER. FLUSH BRAKE LINES AND ABS SYSTEM. FILL WITH NEW FLUID AND BLEED.	1,650.00	1,650.00

Total $1,650.00

G. JEFFRIES SERVICES .LLC
T/A BG SERVICES
1107 Severnview Drive
Crownsville MD 21032

06/02/2017

SALE Total: $1,650.00

Visa xxxxxxxxxxxx[redacted]
Exp. Date: xx / xx
Name: [redacted]

Auth. Code: [redacted] QuickBooks Trans. No:
Trans. ID: PI0101657550 Merchant No.: 5247710009869009

Thank you for your business

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