



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: 05-SEP-2017
JAN 11 2018
Repository
Reference No. 11021462

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: TUCSON State: AZ Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
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: 4UZACWDT4GC [REDACTED]
Make: FREIGHTLINER Model: XC-M Model Year: 2016
Date Purchased: Dealer's Name and Telephone Number: Engine: Fuel Type:
Original Owner: Dealer's City: State: Zip Code: No: Cylinders:
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 07-AUG-2017
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY Failure Mileage: 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: DOTM19ABC036): Original Equipment Failure Location:
 Prior Repair
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 2016 (NA) FLEETWOOD PACE ARROW. THE CHASSIS WAS A 2016 FREIGHTLINER X LINE MOTORHOME. WHILE DRIVING THE RV AT A LOW RATE OF SPEED, THE CABINETS WERE STRUCTURALLY SOUND, BUT ~~FRACURED~~ WITHOUT WARNING. ONLY TWO OF THE SCREWS REMAINED ~~INACT~~. IN ADDITION, THERE WERE INTERIOR FAILURES. THE DEALER (LAZY DAYS RV, 3200 E IRVINGTON RD, TUCSON, AZ 85714, 1 (800) 806-4011) WAS NOTIFIED. THE RV WAS TAKEN TO THE DEALER FOR SERVICING AND WAS WAITING FOR THE APPROVAL FROM THE MANUFACTURER TO DETERMINE A SOLUTION TO REPAIR THE RV. THE CONTACT WAS UNCERTAIN IF THE DEALER AND THE MANUFACTURER WOULD BE ABLE TO PROVIDE A SOLUTION. THE FAILURE MILEAGE WAS NOT AVAILABLE.

holding the cabinetry from completely falling.

became detached

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.

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

My husband was taking our 2016 Fleetwood Pace arrow in for service. He was about 4 miles from our home. When starting to go forward after a stop light, the front cabinet fell. If not for 2 remaining screws the cabinet would have completely detached and fell on him. Despite my repeated concerns regarding the possible failure of remaining cabinets, we have received no assurances from REV RV Group that our safety concerns will be addressed in a proactive manner. If this had happened while we were traveling on the highway the results would have been catastrophic.

ATTACH ADDITIONAL SHEETS IF NECESSARY

PHOENIX

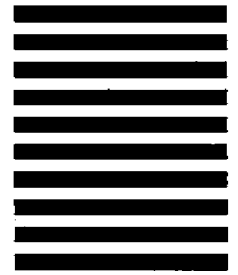
AZ 852

22 DEC '17

PM 4 L



NO POSTAGE
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UNITED STATES

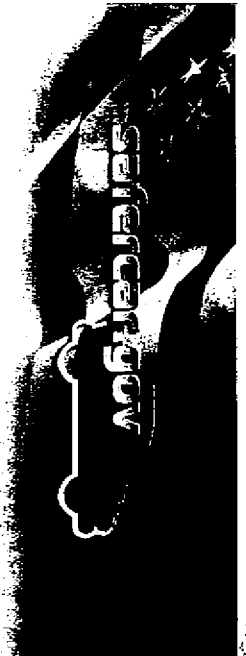


BUSINESS REPLY MAIL

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**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

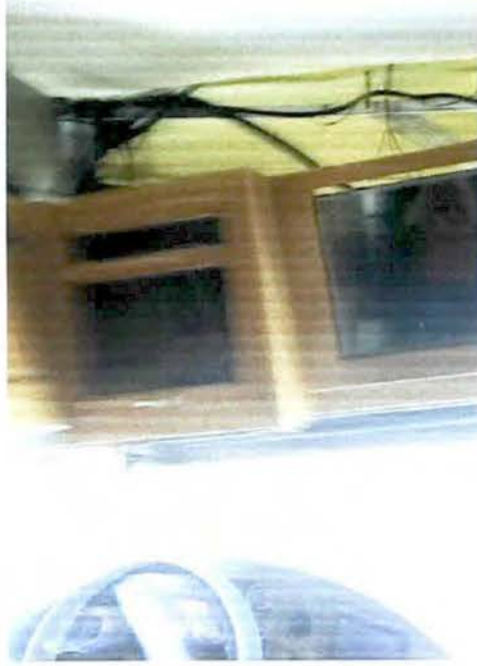
U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300

Exterior and interior of 2016 Fleetwood Pace Arrow
Cell phone photos taken by [REDACTED]
Taken August 16, 2017



Wednesday, December 20, 2017
1:44 PM

Interior photos of 2016 Fleetwood Pace Arrow
Taken by Lazy Days service department personnel
August 23, 2017

