



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 ☐

12-OCT-2017

Reference No.
11033139

DEC - 7 2017

OWNER INFORMATION (Type or Print)

Name

Address

City

WOOSTER

State

OH

Zip Code

Daytime Telephone Number

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
4UZACHDT9HC

Make
THOR

Model
ARIA

Model Year
2017

Date Purchased

01/13/17

Dealer's Name and Telephone Number

General RV

Engine:

No: Cylinders

Fuel Type:

diesel

Original Owner

☒

Dealer's City

Canton

State

OH

Zip Code

Transmission Type

☐

Antilock Brakes

Powertrain

☒ Cruise Control

Cummins

Multiple Failure:

Incident Date(s)

10-OCT-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 162000 STRUCTURE: BODY

Failure Mileage

~~45000~~
2,500

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
☐ 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 2017 THOR ARIA. THE CONTACT STATED THAT THE VEHICLE'S SIDE VIEW MIRRORS WERE DETACHING FROM THE VEHICLE. THE CONTACT TOOK THE VEHICLE TO THE DEALER (TRAVEL TRAILER CENTER INC, 1001 LITTLE KANAWAH RIVER RD, PARKSERBURG, WEST VIRGINIA; 304-428-8203) WHO REPLACED THE SCREWS AND BOLTS USED TO ATTACH THE SIDE VIEW MIRRORS TO A SIZE BETTER EQUIPPED TO HOLD THE WEIGHT OF THE MIRRORS. THE MANUFACTURER WAS NOT AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS ~~45,000~~ 2,500

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)

Was in W.VA on Rt 77 noticed side mirrors were loose and moving as we drove. Found an R.V. Repair Shop. Shop owner removed both mirrors was only 4 screws on each mirror they were all loose and one or two had came completely out. R.V. Repair man reinstalled both mirrors with bolts & lock nut to insure they would not come loose again. Each mirror weight was about 20 lb each.

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



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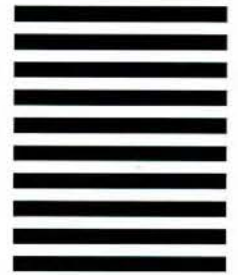
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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)
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