



U.S. Department of Transportation

National Highway Traffic Safety Administration

**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-JAN-2018

Reference No.

MAR 23 2018

11065912

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

City WINTER SPRINGS

State FL

Zip Code [REDACTED]

Evening Telephone Number [REDACTED]

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

5B4MP67G853 [REDACTED]

Make FOUR WINDS

Model WINDSPORT

Model Year 2005

Date Purchased

5-31-2005

Dealer's Name and Telephone Number

FLAGSHIP R.V.

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

Dealer's City

CLERMONT

State

FL

Zip Code

34711

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

19-OCT-2016  
22

Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

53000  
60,500

Failure Speed

65

**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 2005 FOUR WINDS WINDSPORT RV. WHILE DRIVING 65 MPH, THE RV STALLED WITHOUT WARNING. THE RV WAS TOWED TO AN INDEPENDENT MECHANIC WHO WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS THEN TAKEN TO VALDOSTA RV (7427 SONNY ROGERS MEMORIAL DR, HAHIRA, GA 31632, (229) 561-9591) WHERE IT WAS DIAGNOSED THAT THE BATTERY CONTROL CENTER RELAY BECAME DISCONNECTED. THE RV WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 53,000.

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.

3-7-18

To NHTSA,

On Oct22,2016, we were driving east on I-10 about 50 miles west of I-75 in the Florida panhandle when we had a complete system shutdown. Without any warning, We lost all power, the dashboard went dark, no power steering, no power brakes, no blinkers, no flashers, no nothing. Thankfully we were in a area of small rolling hills and only doing 65 mph, I was able to stop safely without hitting the upcoming guardrail.

After regaining my composure and thinking about it, it looked like I had turned off the battery! I went to the switch over the exit door and the indicator light was off. I pushed the rocker switch towards connect and the dash lights came back on. I restarted the engine with no problem. I checked the charging voltage, it was 14.2, normal. We sat there idling for a few minutes and decided to try again. I put it in gear and waited for traffic to clear. When I hit the gas to pull out, we moved about 2 feet and it shut down again, same thing.

We called good sams club to get it towed. About 3 hr later they arrived and towed it to there shop in Madison, fl. We unhooked our tow car and finished our trip home to central Florida. The next day my wife started searching online for information. she found some rv sites where owners had also had this problem, and that there had already had a recall on the intellic bcc but it did not cover our year.

On

Monday I called Thor and asked them about my problem and if there was another recall covering my year? I was told that things wear out. I have since looked in my owners and nowhere does it say to replace the bcc. I didn't even know what a bcc was until it broke.

After reading more online it seemed that they were adding a jumper across the relay and adding a battery disconnect switch. I called Thor tech support again. They explain where it is located and a brief description of it, I called the shop in Madison but they were not comfortable doing that. They are more cars and light trucks, not RVs. I drove to Madison on Wednesday to try myself, after getting the PC board out of the way, it didn't look the way Thor described to me, so I put it back together and called Goodsams again. Good sams authorized the tow up to Valdosta RV.

I made contact with them and they told me it would be a few weeks before john could work on it. That was OK because we were home and safe. When he did have time to work on it, he said he had checked everything he could think of that could cause the failure. Charging system all terminals, ground wires but he was unable to find a exact, definitive reason for the shut down. he did fix a connection that I messed up in Madison.

I ask if he would add the jumper across the relay and add a disconnect switch, because I will not drive it again until it can not shut down like that again. I value our lives more than that. he did as requested and we picked up the RV on Nov.29,2016. It has operated good since then.

In closing, I have to ask, Why is this not a fail/safe circuit instead of a fail/deadly circuit? I know emotion is not a part of safety but I think of what could of happened, if this failure had happened when we were coming out of the Rockies into Salt Lake city. someone would see a article about 2 dead after loosing control of motorhome. It was hard enough to stop on the little hills of north Florida let alone a 6or8% or steeper grade in the mountains

thank you  
[REDACTED]  
[REDACTED]

P.S. even in hindsight I can not think of any early warning signs of this failure.

**Valdosta RV, LLC.**

7400-B Highway 122W  
Hahira, GA 31632

Phone # 229-561-9591

john@valdostarv.com

Fax #

valdostarv.com

Date	Invoice #
11/23/2016	[REDACTED]

Bill To
[REDACTED] Windsport

Ship To

P.O. Number	Terms	Rep	Ship	Via	F.O.B.	Project
			11/23/2016			

Quantity	Item Code	Description	Price Each	Amount
1	Parts	Battery Disconnect Switch	49.99	49.99
1	Parts	Jumper Wire	14.22	14.22
4	Labor	Labor per hour	95.00	380.00
		Sales Tax	7.00%	4.49

Thank you for your confidence in Valdosta RV.

**Total**

\$448.70

