



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 <input type="checkbox"/>
18-JUL-2018	Reference No. 11112225
SEP 21 2018	

Daytime Telephone Number	E-mail Address
[REDACTED]	[REDACTED]
Evening Telephone Number	

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]		
Address [REDACTED]		
City TIJERAS	State NM	Zip Code [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 1F65F5DY5H0 [REDACTED]		Make THOR	Model ACE	Model Year 2018
Date Purchased 04/27/2018	Dealer's Name and Telephone Number CAMPING WORLD (888) 630-8978		Engine: No: Cylinders 10	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City ALBUQUERQUE	State NM	Zip Code 87121	
Transmission Type AUTO	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 27-APR-2018

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

Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 010000 STEERING, 060000 ENGINE (PWS)	Failure Mileage <del>22300</del> 2300	Failure Speed All
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 2018 THOR ACE. WHILE DRIVING VARIOUS SPEEDS, THE STEERING WHEEL WAS EXTREMELY LOOSE, THE AUXILIARY BATTERY OVERHEATED, AND THE VEHICLE DECELERATED. IN ADDITION, THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. UPON OPENING THE HOOD, THE CONTACT NOTICED ACID EMERGING FROM THE AUXILIARY BATTERY. THE VEHICLE WAS TAKEN TO CAMPING WORLD OF ALBUQUERQUE (14303 CENTRAL AVE NW, ALBUQUERQUE, NM 87121 (888) 630-8978) WHERE IT WAS DIAGNOSED THAT THE STABILIZER FOR THE FRONT AND REAR NEEDED TO BE REPLACED ALONG WITH THE AUXILIARY BATTERY. THE CONTACT STATED THAT THE VEHICLE WAS AT THE DEALER AWAITING REPAIRS, BUT WAS INFORMED THAT HE WOULD HAVE TO PURCHASE THE STABILIZER PARTS. THE THOR MANUFACTURER WAS NOTIFIED OF THE FAILURE AND ADVISED THE CONTACT TO CALL THE FORD MANUFACTURER. THE CONTACT CALLED THE FORD MANUFACTURER AND WAS INFORMED THAT ONCE THOR MADE MODIFICATIONS, THE FORD WARRANTY WAS VOID. THE FAILURE MILEAGE WAS 22,300. THE VIN WAS UNKNOWN.

2300

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.