



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 ☐

06-SEP-2018

Reference No.

FEB 01 2019

11124698

OWNER INFORMATION (Type or Print)

Name

Address

City SANFORD

State FL

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

Make NATIONAL RV

Model DOLPHIN

Model Year 2007

5B4MPA7G473

Date Purchased 6/2017

Dealer's Name and Telephone Number

Engine: No: Cylinders

Fuel Type:

Original Owner ☐

Dealer's City

Houston / Katy

State TX

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

05-SEP-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 110000 ELECTRICAL SYSTEM

Failure Mileage 68000

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

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 2007 NATIONAL DOLPHIN RV. THE CONTACT STATED THAT THE LOCK SYSTEM MALFUNCTIONED AND SHE BECAME LOCKED INSIDE THE RV FOR OVER FIVE HOURS. A LOCKSMITH HAD TO DRILL OUT THE ENTIRE LOCKING MECHANISM TO FREE THE CONTACT FROM THE VEHICLE. THE NATIONAL MANUFACTURER HAS GONE OUT OF BUSINESS; HOWEVER, THE MANUFACTURER FOR THE LOCK SYSTEM (TRIMARK) REFUSED TO TAKE A COMPLAINT FROM THE CONTACT. THE CAUSE OF THE FAILURE WAS NOT DIAGNOSED. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 68,000. *TT *BF

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.