INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Form Approved: O.M.B. No. 2127-0006

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 ☐ |
|---|---|
| 02-OCT-2018 NOV 16 2018 | Reference No. 11132840 |

## OWNER INFORMATION (Type or Print)

| Name | [redacted] | | |
|---|---|---|---|
| Address | [redacted] | Telephone Number [redacted] | E-mail Address [redacted] |
| City VENICE | State FL | Zip Code [redacted] | 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 | Model | Model Year |
|---|---|---|---|
| 1F66F5DY9D0[redacted] | TIFFIN | ALLEGRO | 2013 |

| Date Purchased | Dealer's Name and Telephone Number | | | Engine: | Fuel Type: |
|---|---|---|---|---|---|
| Sept 2012 | Colton RV / Tiffin Motorhomes | | | No: Cylinders 10 | Gas |
| Original Owner ☒ | Dealer's City Niagara Falls | State NY | Zip Code | | |

| Transmission Type | | Powertrain | Multiple Failure: | Incident Date(s) |
|---|---|---|---|---|
| | ☐ Antilock Brakes ☒ Cruise Control | REAR WHEEL DRIVE | 1 | 25-SEP-2018 |

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

| Vehicle Component Codes: 162000 STRUCTURE: BODY, 110000 ELECTRICAL SYSTEM | Failure Mileage | Failure Speed |
|---|---|---|
| | 27000 | |

## 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: DOTMAL9ABC036) | ☐ 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 2013 TIFFIN ALLEGRO 36LA MOTOR HOME. THE CONTACT STATED THAT SEVERAL DOORS ON THE MOTOR HOME WOULD NOT CLOSE PROPERLY. WHILE IN A SECOND VEHICLE DRIVING BEHIND THE MOTOR HOME, IT WAS OBSERVED THAT THE PASSENGER SIDE OF THE MOTOR HOME WAS LEANING LOWER THEN THE DRIVER SIDE. UPON INSPECTION, IT WAS DISCOVERED THAT THE WELDING ATTACHING THE RV SECTION TO THE CHASSIS OF THE VEHICLE WAS FRACTURED AND DAMAGED, CAUSING THE RV BODY TO LEAN AND BECOME IMBALANCED AND THE DOORS TO BECOME DIFFICULT TO SECURE. IN ADDITION, AN ELECTRICAL WIRE HARNESS WAS DAMAGED AND CAUSED SEVERAL LIGHTS NOT TO OPERATE. THE FAILURES WERE NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED, BUT THE LOCAL DEALER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 27,000. *DT *DT
CONSUMER STATED ON OCTOBER 4TH THE REPAIR SHOP SAID THAT THEY WILL FIX IT BUT WE HAVE NOT HAD ANY COMMUNICATION SINCE AND THEY HAVEN'T MAD ARRANGEMENTS TO PICK UP THE UNIT. APPEARS THAT BOX/RV FRAME TACKE TO CHASSIS BUT NEVER WAS FINAL WELDED. UPDATED 10/18/18*JB

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.**

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

RV Unit Dropped off Oct 16, 2018 at Lazydays RV in Tampa, FL. Was looked at and repairs started on ~~November~~ October 31ST. Dealer reports Tiffin Motorhomes paying for repair of frame. We are still waiting to hear about them paying for buckled floor and exterior body damage due to twisting of frame. Representative from Tiffin assured us by phone they would pay for all issues but they have not told dealer that. Tiffin representative acknowledged they were aware of these problems with multiple units/models. If they knew they should have notified owners as boken ATTACH ADDITIONAL SHEETS IF NECESSARY frame welds are unsafe!

TAMPA
FL 335
[illegible]


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

NO POSTAGE NECESSARY IF MAILED IN THE 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**

NHTSA

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