



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

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

06-MAY-2019

Reference No.
11205894

OWNER INFORMATION (Type or Print)

Name [REDACTED]			Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Address [REDACTED]			Evening Telephone Number [REDACTED]	
City	State	Zip Code		
BAKERSFIELD	CA	[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 1F64F5DY9[REDACTED]		Make THOR	Model ACE 27.2	Model Year 2018
Date Purchased 27 NOV 2018	Dealer's Name and Telephone Number SKY RIVER RV (805) 779-7700		Engine: FORD No: Cylinders 10	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City PISMO BEACH	State CA	Zip Code 93449	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FORD 6.8 V-10 TRITON	Multiple Failure:	Incident Date(s) 22-DEC-2018 10 MAY 2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY/WIPER (PWS)	Failure Mileage 300	Failure Speed
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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	Number of Deaths	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 MOTOR HOME. THE CONTACT STATED THAT THE WINDSHIELD FLUID SPRAYER DID NOT SPRAY THE FLUID HIGH ENOUGH TO CLEAN THE ENTIRE WINDSHIELD. THE FAILURE CAUSED A BUILD-UP OF DEBRIS ON THE WINDSHIELD. THE VEHICLE WAS TAKEN TO CAMPING WORLD OF BAKERSFIELD (888-409-0053, LOCATED AT 5500 WIBLE RD, BAKERSFIELD, CA 93313) WHERE THE LINES WERE CHECKED TO MAKE SURE THEY WERE NOT CLOGGED. THE TECHNICIAN ALSO CHANGED THE WIPER BLADES, BUT THE FAILURE RECURRED. THE TECHNICIAN TOOK A PICTURE OF THE POSITION OF THE SPRAYER AND SENT IT TO THE MANUFACTURER. THE MANUFACTURER STATED THAT A MODIFICATION MAY BE A SOLUTION, BUT COULD NOT RECOMMEND IT DUE TO LIABILITY CONCERNS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 300.

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.