



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

MAR 03 2020
20-SEP-2019

Repository ☐

Reference No.
11256805

OWNER INFORMATION (Type or Print)

Name

Address

City CLEVELAND

State TN

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
4YBT27R26JS

Make
CROSSROADS

Model
ZINGER

Model Year
2018

Date Purchased
7-29-17

Dealer's Name and Telephone Number

Camping World of Chattanooga

Engine:
No: Cylinders

Fuel Type:

Original Owner
☒

Dealer's City

Chattanooga

State

TN

Zip Code

37412

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-JUL-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

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

☐ 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 2018 CROSSROADS ZINGER CAMPER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 18V121000 (ELECTRICAL SYSTEM). THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED CAMPING WORLD OF CHATTANOOGA (LOCATED AT 6728 RINGGOLD RD, CHATTANOOGA, TN 37412, 877-295-2202) WHO STATED THAT THE PART WAS UNAVAILABLE. THE DEALER WAS UNABLE TO PROVIDE AN ESTIMATED TIME FRAME FOR WHEN THE PARTS WOULD BECOME AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND OPENED A CASE. THE MANUFACTURER STATED THAT THEY WOULD CALL THE CONTACT BACK, BUT THE CONTACT HAD NOT HEARD BACK. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE VIN WAS INVALID.

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.

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

So far we have not got our Camper Fixed. We Contacted Keystone RV Co
a then G&G mobile early & said he was going to check with Keystone &
will call us back when he could fix it but never did
July 24 we called G&G mobile - did not call back - Called again July 24

Called 1-888-327-4236 to report to Keystone RV a girl stated he up to
Fix it in 2-4 weeks - Sept 20 - 2019.
we then again called G&G 2 or 3 times Oct 19 - 2019 - Nothing done

ATTACH ADDITIONAL SHEETS IF NECESSARY

CHATTANOOGA TN 37402

26 NOV 2019 PM



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**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

