

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	
Name [REDACTED] Address [REDACTED] City MOUNTAIN HOME State AR Zip Code [REDACTED]				Date Received 20-JUL-2020		Repository ☐		Reference No. 11340345	
				Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]		Evening Telephone Number [REDACTED]	
<i>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).</i>									
VEHICLE INFORMATION									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4UZAB2DC27C [REDACTED]				Make FCCC		Model XCM		Model Year 2007	
Date Purchased 2-10-08		Dealer's Name and Telephone Number OUT OF BUSINESS				Engine: No: Cylinders		Fuel Type:	
Original Owner ☐		Dealer's City		State		Zip Code			
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 31-JUL-2013			
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Code: 110000 ELECTRICAL SYSTEM						Failure Mileage 50000		Failure Speed 0	
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 2007 FREIGHTLINER (FCCC RV000042S) XCM RV. THE CONTACT STATED THAT THE INSTRUMENT CLUSTER WAS INOPERABLE. THE CONTACT STATED THAT AN UNKNOWN WARNING LIGHT ILLUMINATED AND AN AUDIBLE BUZZER WAS SOUNDED. THE VEHICLE WAS TAKEN TO THE TRUCK CENTERS, INC. - FREIGHTLINER WESTERN STAR LOCATED AT 2280 FORMOSA RD, TROY, IL 62294, WHERE THE JUMPER CABLES WERE REPLACED HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE HOWEVER, WAS UNABLE TO PROVIDE A PERMANENT FIX. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 50,000.									
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.									

Reference #11340345

In reply to the letter I received from you on
8/20/2020.

As of now problem has not been fixed, nor do I believe
It ever will. After many talks with freightliner
I've learned the problem is not just mine but many chassis
made by freightliner. Final explanation of the problem
Is a bad ground wire. The only fix is to replace all of the wiring
at the dash. This obviously will never take place
due to complication and extensive wiring. The cost would be
massive.

Thank you for your concern.

