

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	
OWNER INFORMATION (Type or Print)		Date Received 06-AUG-2020		Repository <input type="checkbox"/> Reference No. 11343662	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]		[REDACTED]	
City BOISE		State ID		Zip Code [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 [REDACTED]		Make KEYSTONE		Model BULLET	
Model Year 2020		Date Purchased Dec 2019		Dealer's Name and Telephone Number Bish's RV (300 W Overland Rd. 208-888-1111)	
Original Owner <input checked="" type="checkbox"/>		Dealer's City Boise Meridian 83642		Engine: No: Cylinders	
State ID ID		Zip Code 83642		Fuel Type:	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure: 1	
Incident Date(s) 15-JUN-2020					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 162000 STRUCTURE: BODY				Failure Mileage 0	
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)		<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 checked="" type="checkbox"/> Yes <input type="checkbox"/> 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 2020 KEYSTONE BULLET CROSSFIRE TRAVEL TRAILER. THE CONTACT STATED THAT THE DEMOTIC WATER HEATER CAUGHT ON FIRE, BURNING ALL THE ELECTRIC WIRES COMPLETELY. THE FIRE EVENTUALLY BURNED OUT ON ITS OWN. THE RV WAS TAKEN TO BISH'S RV - BOISE AREA (1300 W OVERLAND RD, MERIDIAN, ID 83642) WHERE HE WAS INFORMED THAT THE GAS PRESSURE WAS LOW, WHICH THEY LINKED TO THE FAILURE. THE CONTACT CALLED THE MAKER OF THE WATER HEATER AND THEY BLAMED THE FIRE ON THE PROPANE TANK. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND THEY EXPLAINED THAT THEY ARE NOT RESPONSIBLE FOR THE FAILURE. THE VEHICLE HAD YET TO BE REPAIRED. THE FAILURE MILEAGE WAS 0. THE VIN WAS NOT AVAILABLE. *DT*JB Note - Damage was caused by propane flame coming out of burner Assy. Side ways instead of going thru heat exchanger and out exhaust flue. Faulty burner design (cover)					
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)

Domestic Water Heater # [REDACTED]

Toilet DOMETIC 350 Series

AFTER getting Zero Satisfaction from DOMETIC on water heater it's been sitting on floor of Bishops RV since Sept. and biohazard sewage leaking toilet, I spent \$700 of MY OWN money on new heater & Toilet. DOMETIC has Poor Customer Service and warranties are worthless - They blame everyone else on their faulty products. I hope noone has their RV Burned up because of fire Hazard water heater

ATTACH ADDITIONAL SHEETS IF NECESSARY

CAPITAL DISTRICT 208 836

10 DEC 2020 PM 3 4



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

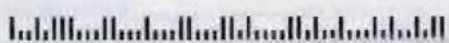


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration