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

Form Approved: O.M.B No. 2127-0008

National Highway Traffic Safety Administration

1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

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Date Received: 24-NOV-2020
MAR 17 2021

Repository ☐

Reference No. 11376108

OWNER INFORMATION (Type or Print)

Name: [redacted]
Address: [redacted]
City: Marion ~~UMATILLA~~ State: ~~FL~~ KY ZIP Code: [redacted]
Daytime Telephone Number: [redacted] Email Address: [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	MAKE	Model	Model Year
1FABS0BRXK2[redacted]	TBD Starcraft	TBD	~~2009~~ 2019

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
2-16-2019	Camping World			N/A	N/A
Original Owner ☑	Dealer's City: Belleview	STATE: FL	ZIP Code		

Transmission Type		Powertrain	Multiple Failure	Incident Date(s)
NA	☐ Antilock Brakes ☐ Cruise Control NA	NA	NA	01-OCT-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 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: DOTMAL9ABC036)	☐ Original Requirement ☐ 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), 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), 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 2019 JAYCO STARCRAFT RV. THE CONTACT RECEIVED NOTIFICATION REGARDING NHTSA CAMPAIGN NUMBER:19V699000(ELECTRICAL SYSTEM) HOWEVER THE PARTS NEEDED TO REPAIR THE DEFECT WERE NOT YET AVAILABLE. THE LOCAL DEALER CAMPING WORLD LOCATED AT 14200 US-441, SUMMERFIELD, FL 34491 WAS CONTACTED. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE VEHICLE HAD NOT EXPERIENCED THE FAILURE LISTED IN THE RECALL. THE MANUFACTURER WAS NOT YET CONTACTED. THE VIN TOOL PARTS DISTRIBUTION DISCONNECT. JFT ## VIN FAILED ## 2019 JAYCO STARCRAFT#VPIC# 1 - CHECK DIGIT (9TH POSITION) DOES NOT CALCULATE PROPERLY; 5 - VIN HAS ERRORS IN FEW POSITIONS; 14 - UNABLE TO PROVIDE INFORMATION FOR ALL THE CHARACTERS IN THE VIN.; 400 - INVALID CHARACTERS PRESENT #VPIC# ##

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)

Salesman insisted our GMC Sierra 1500 4X4 would have no problem pulling this camper. We pulled it camping one time and it got our transmission hot. I also questioned the noise the water heater made that shook the whole camper and nothing was done. 2 months later the water heater quit working. Camping world had the part but no one to fix it. We were told if we fixed it, our warranty would be voided. Their response to the recall was to hang up on me, repeatedly. I gave up. Then I got the

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U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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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

(3) [redacted]

pay for the jack which was over $350. It was not covered by the warranty or the extended warranty. We did some research on all of this.
The price of the camper was $19,900.
The Bank price was $22,000
The Principal Balance is $32,431.70
That is ten thousand more than the Bank stated amount on the original papers.
We are trying to sue them to reverse this absurd amount.

As for safety, the overload on our truck was a safety hazard. The hot water heater was a safety hazard and the fire hazard from a faulty fuse in the converter box is a safety hazard.

Also, when we went to pick up the camper, the jack would not work and it was a new jack. The jack post was bent where it rolled across the parking lot. We left the camper there.