

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

156

Date Received

21-AUG-2000

 Od_or _____
 Rt_dt _____
 Od_Rt _____
 Up_Ltr _____

Reference No.

868197

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of vehicle, left of driver's seat)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1NL10ER21T1028166	GULF STREAM	CONQUEST	1986	

Purchase Date	Dealer's Name _____	Engine Size _____	☐ Turbo
☒ New ☐ Used	City _____ State _____ Zip Code _____	(CID/CCL _____)	☐ Diesel
		No. Cylinders _____	☐ Gas
			☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorcyclist ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13111000	Part Name(s) STRUCTURE:FRAME AND MEMBERS:ROLL BAR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 01-OCT-1999 Mileage at Failure(s) 20 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

1996 CONQUEST, DUE TO A DEFECTIVE CRACK FRAME WHICH IS CAUSING BOTH "SIDES" TO MOVE WHICH CAN CAUSE A LOSS OF CONTROL. PLEASE PROVIDE FURTHER INFORMATION.

CONTINUE ON BACK IF NEEDED

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.



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1017 Approved: OMB No. 2-27-0008
FOR AGENCY USE ONLY 158

Date Received

00 OCT 17 PM

21-AUG-2006

DEFECTS INVESTIGATION

od, a

rt, dt

od, rt

od, dt

Reference No.

868197

OWNER INFORMATION (Type or Print)

627855

Work Number

Home Number

same as work

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES

☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 4/29/96

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1N110ER21T1028166

Vehicle Make

GULF STREAM

Vehicle Model

CONQUEST

Vehicle Year

1996
1996

Current Odometer Reading

Purchase Date

Dealer's Name Adventure R.V.

Engine Size

(CID/CC/L)

☐ Turbo

☐ Diesel

☐ Gas

☐ Fuel Injection

☒ New ☐ Used

City Yorkton

State S.D.

Zip Code

No Cylinders

Transmission Type

☐ Manual

☐ Automatic

Antilock Brakes

☐ Yes

☒ No

Restraint System

☐ 3-Point Belt

☐ Motorbelt

☐ Driverside Airbag

☐ 2-Point Belt

☐ Passengerside Airbag

Cruise Control

☐ Yes

☒ No

Drive Train

☐ Front

☐ Rear

☐ 4-Wheel

Vehicle Type

☐ Car

☐ Van

☐ Minivan

☐ Other

☐ Sport Utl

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☐ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
13111000

Part Name(s)

STRUCTURE:FRAME AND MEMBERS:ROLL BAR

Location

☒ Left

☒ Front

☐ Right

☐ Rear

Failed Part(s)

☒ Original

☒ Replacement

No of Failures

Date(s) of Failure(s) 01-OCT-1999

Mileage at Failure(s) 20

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☒ No

NHTSA Previously

Contacted?

☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DUE TO A DEFECTIVE CRACKED FRAME WHICH IS CAUSES BOTH "SIDES" TO MOVE. THIS CAN CAUSE A LOSS OF CONTROL. PLEASE PROVIDE FURTHER INFORMATION. *AK See Page 1 - Page 10

I have inclose some correspondence between attorneys and Gulf Stream - hope this will help

CONTINUE ON BACK IF NEEDED

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.

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TELEPHONE: (712) 251-0028
FAX: (712) 251-0456

*LICENSED IN IOWA, KANSAS
MISSOURI AND SOUTH DAKOTA

March 8, 2000

Gulf Stream Coach, Inc.
P.O. Box 1005
Nappanee, IN 46550
Attn: Anthony Suddon, Dir. Of Consumer Affairs

re: [REDACTED] Gulf Stream Coach, Inc.
Unit Serial Number 51-28116

Dear Mr. Suddon:

Thank you for your response to my February 8, 2000, letter concerning the above trailer. I am happy to hear that two factory service technicians are currently working on addressing the sidewall problem that my client has experienced with his Gulf Stream trailer, and we appreciate the offer of the extended warranty on the sidewall repair, but there are some additional concerns. Your letter did not address the structural problems with the trailer. Specifically, where the 5th wheel hooks on, it is cracked and loose from the frame and the bracings are apparently all cracked. The Service Manager actually told my client that the trailer wasn't to pull and they didn't know how they could get it to Gulf Stream for repairs without pulling it. Will you please address these issues at once?

Additionally, your letter indicated that you were enclosing a copy of the work order received by Gulf Stream, but nothing was included. Would you please send that again, as well as any other information or documentation pertaining to my client's trailer?

I thank you for your attention and look forward to hearing from you in the very near future.

Sincerely,


Tina M. Sabag-Hodne
For the Firm

Cc: Adventure R.V.
West Highway 52
Yankton, S.D. 57078

Page 1



P.O. Box 1005 • Nappanee, IN 46550 • (219) 773-7761 • Fax (219) 773-5761

March 1, 2000

ATTN: Tina M. Sabag-Hodne
Berenstein, Moore, Berenstein, Heffernan, & Moeller L.L.P.
Firstar Bank Building, Suite 300
PO Box 3207
Sioux City, IO 51102-3207

RECEIVED

MAR 7 2000

BMBHM

RE: Your clients: [REDACTED]
Unit serial number 51-28116

Dear Ms. Sabag-Hodne:

Please be assured that Gulf Stream Coach, Inc. stands ready, willing, and able to address your clients concerns. As of the date of this writing, Gulf Stream has two factory service technicians at Adventure RV servicing your clients trailer as previously requested.

Gulf Stream is willing to offer extended service of the sidewalls due to the amount of time involved in this final repair. We are willing to provide 12 months of warranty coverage on the sidewalls from the date of our completion.

In regard to your request for copies of previous work orders, Gulf Stream has received only one prior work order related to sidewall repairs. If you are aware of others, perhaps the dealership has made a repair without our knowledge. A true and correct copy of the work order received by Gulf Stream is enclosed.

NOTHING
enclosed

If you have any further questions please give me a call at your convenience.

Very Truly Yours,

GULF STREAM COACH, INC.

Anthony Suddon
Director of Consumer Affairs

Ajs



P.O. Box 1005 • Nappanee, IN 46550 • (219) 773-7761 • Fax (219) 773-5761

March 20, 2000

ATTN: Tina M. Sabag-Hodne
Berenstein, Moore, Berenstein, Heffernan, & Moeller L.L.P.
Firstar Bank Building, Suite 300
PO Box 3207
Sioux City, IO 51102-3207

RECEIVED

MAR 24 2000

BMB:RM

RE: Your client [REDACTED]
Unit serial number 51-28116

Dear Ms. Sabag-Hodne:

Enclosed please find a copy of the warranty claim as requested. In regard to repairs performed, our factory technicians did address all issues with structural concerns on the trailer. The front hitch was inspected and repaired. In addition, we added more support in the front hitch area, which allows approximately only 1/4" of movement per specifications.

Enclosed also please find a Letter Agreement for extended service coverage. As you will see in the Letter Agreement, Gulf Stream respectfully requests that the Graves waive all out of service time *to date* as a basis for future claims. Trusting that this is acceptable, and that the repairs have been satisfactory, please have the Graves sign and return the originally signed copy to my attention.

Gulf Stream would like to thank the Graves for allowing us this opportunity to address this situation, and we sincerely hope that they enjoy using their fifth wheel for years to come.

Very Truly Yours,

GULF STREAM COACH, INC.

Anthony Saddon
Director of Consumer Affairs

ajs

Enclosures

Page 3



P.O. Box 1005 • Nappanee, IN 46550 • (219) 773-7761 • Fax (219) 773-5761

LETTER AGREEMENT

March 20, 2000

Donald and Dorothy Graves
24265 Concord Ave
Westfield, IA 51062

RE: Serial Number 51-6-F-C33FRLS-028166

Dear: Mr. and Mrs. [REDACTED]

As agreed, Gulf Stream Coach, Inc. will agree to service defects in Gulf Stream materials and workmanship of the sidewall structure of the above referenced Gulf Stream unit until March 20, 2001 or until the coach is sold, whichever comes first. Any defects resulting from abuse, misuse, neglect, failure to properly maintain, unauthorized modification, alteration or accidents are not covered by this Letter Agreement.

This letter Agreement is for the Gulf Stream upfit only and does not alter, extend, or modify the published warranties on components not manufactured by Gulf Stream Coach. Under this Agreement prior authorization must be obtained from Gulf Stream before any service is initiated. If prior authorization is not obtained from Gulf Stream, said service is not covered by this Agreement. However, in the case of an emergency, or if you are unable to contact a Gulf Stream factory representative, coverage will apply under the conditions of the original 12 month warranty.

As adequate consideration for providing you with this Letter Agreement, Gulf Stream Coach requests that you waive any out of service time and repairs to date as a basis for any future claims and accept this agreement as a full settlement of your current claims. This Letter Agreement is not an extension of the Gulf Stream warranty.

Donald and Dorothy represent, covenant, and agree that they will keep this Letter Agreement confidential and will not disclose same to anyone who is not a party to this Agreement.

Please signify your acceptance of this agreement by signing below and returning this signed Letter Agreement to my attention.

Sincerely,

GULF STREAM COACH, INC.

Anthony Suddon
Director of Consumer Affairs

Agreed to this _____ day of _____, 2000.

Donald Graves

Dorothy Graves

Page 4

BERENSTEIN, MOORE, BERENSTEIN, HEFFERNAN, & MOELLER L.L.P.

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TELEPHONE: (712) 252-0020
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*LICENSED IN IOWA, KANSAS
MISSOURI AND SOUTH DAKOTA

February 2, 2000

Gulf Stream Coach, Inc.
P.O. Box 1005
Nappanee, IN 46550
Attn: Dan Traxsal, Service Dept.

DRAFT

re [REDACTED] /Gulf Stream Coach, Inc.

Dear Mr. Traxsal:

My clients, Donald and Dorothy Graves, purchased a 1996 Conquest, Serial No. 1NL10FR21T1028166, on or about April 29, 1996, for \$29,995.00 from Adventure R.V. of Vermillion, South Dakota (now located in Yankton). It is my understanding from Mr. Graves that within the first year of ownership, and within the one-year limited warranty period, they began to have problems with their trailer, particularly with the sides coming off, which have had to be replaced at least two times. It is my further understanding that Gulf Stream has the service records pertaining to the same, a copy of which I am respectfully requesting. The reason for this letter is that the Graves' are once again having problems with their Conquest, and are not satisfied with the efforts of either Gulf Stream Coach, Inc. or Adventure R.V. to rectify this matter.

Specifically, the sides need replacing again. My clients contacted Adventure R.V. in October about this most recent problem, and were told to take it to Adventure R.V., where a Gulf Stream service representative would take a look at it and decide how best to remedy the problem. It is my understanding that although the Graves' Conquest has sat at Adventure R.V. since October, no Gulf Stream representative has actually looked at their trailer. Further, the Graves' have now been told that the Conquest has severe structural problems, and that the sides cannot be repaired.

My clients advise that they have never used their trailer in a manner for which it was not intended, nor have they done any other act which could be the cause of the structural problems. It is our position that the Conquest does not conform to the ordinary standards, grade, quality, and value of like trailers which are generally sold in stream of commerce in breach of the implied warranties of merchantability, quality, fitness and condition pursuant to Title 57A, the Uniform Commercial Code, of the South Dakota Code.

At this time, my clients have instructed me to make a reasonable effort to resolve this matter without the need to file suit. As their Conquest has proven to be faulty almost from the beginning, in addition to what they understand to be severe structural problems, you can understand why repair of

BERENSTEIN, MOORE, BERENSTEIN, HEFFERNAN, & MOELLER L.L.P.

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WRITER'S E-MAIL
TMHlawyer@aol.com

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(1997-1998)

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FAX: (712) 252-0656

*LICENSED IN IOWA, KANSAS
MISSOURI AND SOUTH DAKOTA

March 20, 2000

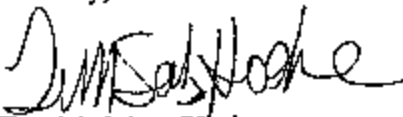
Gulf Stream Coach, Inc.
P.O. Box 1005
Nappanee, IN 46550
Attn: Anthony Suddon, Dir. Of Consumer Affairs

re: [REDACTED] Gulf Stream Coach, Inc.
Unit Serial Number 51-28116

Dear Mr. Suddon:

As I have received no response to my letter of March 8, 2000, my client feels that he has no other choice but to give you back his trailer and to sue you for money damages for the cost of the trailer. Therefore, please feel free to do as you wish with the trailer, as my client has no desire to keep it, as it is structurally unsound and whatever quick fix that your employees or agents may perform and an extended warranty will not serve to remedy the many problems with this trailer.

Sincerely,


Tina M. Sabag-Hodne
For the Firm

Cc: Adventure R.V.
West Highway 52
Yankton, S.D. 57078

[REDACTED]

Page 7

their particular trailer is no longer an option. Therefore, they request either 1) full reimbursement of the purchase price of their Conquest, or 2) a brand-new trailer with features similar to their Conquest. I am advancing my file 20 days for a response, at which time I will advise my client that we proceed with a lawsuit in the District Court in and for Union County, South Dakota.

I thank you for your attention and look forward to hearing from a representative of Gulf Stream Coach, Inc. in the very near future.

Sincerely,

Tina M. Sabag-Hodne
For the Firm

Cc: Adventure R.V.
West Highway 52
Yankton, S.D. 57078

Page 8



P.O. Box 1005 • Nappanee, IN 46550 • (219) 773-7761 • Fax (219) 773-5761

April 20, 2000

RECEIVED

APR 24 2000

BMBHM

ATTN: Tina M. Sabag-Hodne
Berenstein, Moore, Berenstein, Heffernan, & Moeller L.L.P.
Firstar Bank Building, Suite 300
PO Box 3207
Sioux City, Iowa 51102-3207

RE: Your clients [REDACTED]
Unit serial number 51-28116

Dear Mrs. Sabag-Hodne:

Gulf Stream has performed service requested and resolved any concern left with the fifth wheel. We are not in the business to perform less than professional work on our product, and our technicians have assured me that they tested the trailer after their work was performed. Perhaps your clients should inspect the trailer and test it to see that our work has been performed satisfactorily. Our position remains that we have met our warranty obligations.

Please contact at your convenience to discuss this matter further.

Very Truly Yours,

GULF STREAM COACH, INC.

A handwritten signature in dark ink, appearing to read 'A. Suddon', written over a horizontal line.

Anthony Suddon
Director of Consumer Affairs

ajs

Enclosures

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Circle R Frame Aligners, Inc.
733 W 21st
South Sioux City, NE. 68776
402-494-3711 Fax: 402-494-4988

March-2000

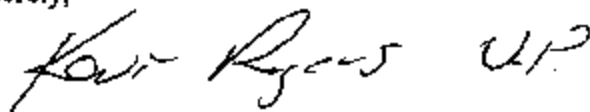
TINA

1996 33' 5th WHEEL CONQUEST CAMPER
DON GRAVES
WESTFIELD IA. 51062

SIDE MATERIAL IS BOWED OUT ON RIGHT SIDE IN THE
GOOSENECK. APPEARS TO HAVE A LOT OF MOVEMENT IN THE GOOSENECK
AREA. THERE HAS BEEN SOME REINFORCEMENT MODIFICATIONS DONE IN
THIS AREA. BUT IT DOES NOT APEAR TO BE SOLVING THE PROBLEM.

THIS TRAILER WAS JUST PICKED UP FROM THE DEALER-
ADVENTURE RV. IN YANKTON SD AND PULLED HERE APP. 75MILES TO
SOUTH SIOUX CITY NE. AND A BUCKLE HAS ALREADY OCCURRED.

Sincerely,

A handwritten signature in cursive script that reads "Kevin Rogers".

Circle R Frame Aligners

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