



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393

DC METRO AREA (202) 366-0123

INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue
or black ink pen only.

CORRECT MARK:

FOR AGENCY USE ONLY

Date Received

5/1/01

Reference No.

Order _____

Page _____

File No. _____

Up-It _____

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)		VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
4VOTC3C22Y1000486		CROSS ROADS	30' FKS II		2000
VEHICLE MANUFACTURER					
☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☒ Other ☐ DaimlerChrysler ☐ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW					
PURCHASE DATE		DEALER'S NAME	CITY	STATE	ZIP CODE
☒ New ☐ Used		WEBB'S RV	BANGOR	ME	
ENGINE SIZE (CID/CC/L)	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES	RESTRAINT SYSTEM
N/A	☐ Turb. ☐ Diesel ☐ Fuel Injection ☐ Gas	☐ Manual ☐ Yes ☐ Automatic ☐ No	☐ Yes ☐ No	☐ Driver's Side Airbag ☐ 2-Point Belt ☐ Passenger Side Airbag ☐ Motorcyclist ☐ 3-Point Belt	☐ Yes ☐ No
NO. CYLINDERS	VEHICLE TYPE		DOORS	BODY STYLE	
N/A	30' TRAVEL TRAILER		☒ 2-Door ☐ 4-Door	☐ Hatchback ☐ Sedan ☐ Pick Up Truck ☐ Station Wagon	
DRIVETRAIN					
☐ Front ☒ 4-Wheel ☐ Car ☐ Minivan ☐ Truck ☐ Other ☐ Rear ☒ TAG ALONE ☐ Van ☐ Sport Utility ☐ Motorcycle					

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT ☐ Cl. & Seal ☐ Electrical Lights & Alarm ☐ Engine & Cooling System ☐ Equipment ☐ Fuel System, Exhaust ☐ Heater, Defrost, Ventilation ☐ Interior ☐ Parking Brake ☐ Power Train ☐ Service Brakes ☐ Steering ☒ Structure ☒ Suspension ☐ Visual Systems ☐ Other	NO. OF FAILURES 2	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
	INCIDENT DATE 2-8-01	TIRE NAME N/A	COMPLETE TIRE SIZE N/A
	MILEAGE AT INCIDENT APPROX 18,000	TIRE BRAND MFG. CROSS ROADS	1115 WEST LAKE RD. PO BOX 40 TOPEKA, IN. 46571
	VEHICLE SPEED AT INCIDENT N/A	☐ BF Goodrich ☐ Cooper ☐ Firestone ☐ Goodyear ☒ Kelly Springfield ☐ Michelin ☐ Yokohama ☒ Other	
FAILED PART(S) ☐ Original ☐ Replacement	☐ Original ☐ Replacement		
HANDICAPPED ADAPTIVE ☐ Yes ☒ No	FAILED PART(S) AVAILABLE? ☒ Yes ☐ No ON TRAIL	NHTSA PREVIOUSLY CONTACTED? ☐ Yes ☒ No	

APPLICABLE 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	NUMBER OF PERSONS INJURED ☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9	CAUSE OF INCIDENT ☐ Wear/Corrosion/Rust ☐ Wear/Poor Fit/Loose ☐ Cut/Tam ☐ Disconnected/Fell Off ☐ Erratic/Poor Performance ☐ Excessive Effort ☐ Noisy ☐ Leaks ☐ Short ☐ Loose/Sticks/Grabs ☐ Stability/Vibration ☐ Harmonic	RESULT OF INCIDENT ☐ Explosion/Fire ☐ Loss of Control ☐ Poor Visibility ☐ Inadvertent Start ☐ Roll over ☐ Stalls ☐ Sudden Acceleration
	FIRE ☒ Yes ☐ No	NUMBER OF FATALITIES ☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9		

PLEASE DO NOT WRITE IN THIS AREA



02354

TO: ATTENTION OF
KATHLEEN DEMETER DIRECTOR
OFFICE OF DEFECTS INVESTIGATION

WHILE DRIVING TO FLORIDA WE STOPPED AT A TRAILER
PARK IN HIGH POINT NC. CAROLINA, THE LOT WAS SUCH THAT
I HAD TO CRAWL UNDER THE TRAILER TO LOOK UP THE
SEWAGE LINE, WHILE UNDER THE TRAILER I NOTICED THE
SIDEWALLS OF THE TIRES ON THE PASSENGER SIDE
WERE BENT SHINNY WHERE THEY HAD RUBBED AGAINST
THE SHOCKS, UPON FURTHER OBSERVATION I NOTICED
THAT ALL THE U SPRING HANGER BRACKETS WERE BENT
TOWARD THE DRIVERS SIDE, THIS ALLOWED THE TIRES
TO RUB AGAINST THE SHOCK WHICH WOULD CAUSE
HEAT BUILD UP AND CAUSE THE TIRES TO BLOW,
I CALLED THE MFG (CROSS COUNTRY TRAVEL TRAILERS) AND
THEY TOLD ME TO GET IT FIXED.

THE NEXT DAY I TOOK IT TO A TRAILER REPAIR SHOP
WHERE THEY STRAIGHTEN THE BRACKETS AND CORRECTED
ANGLE FROM TO SUPPORT THE BRACKETS.

I FEEL THIS IS A DESIGN PROBLEM AND A SAFETY
Hazard ESPECIALLY WITH THIS KIND OF WEIGHT
GVWR 11,140 LBS.

THIS TRAILER HAS NEVER BEEN IN AN ACCIDENT
AND I THINK THE HANGERS ARE JUST TO LIGHT
TO HANDLE SUCH A LOAD, THE LATERAL STRESS WHEN
TURNING PLUS THE WEIGHT MUST BE TOO MUCH FOR THE
DESIGN.

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