



DOT Auto Safety Hotline

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 100145

Date Received
2003 NOV 17
08-OCT-2003

Repository

Reference No.
100145-3

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	
City	STEGER	State	IL	Zip Code	[REDACTED]
				Evening Telephone Number	SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT disclose your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/20/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3FCMF5361TJA01053	Make COACHMEN	Model CATALINA	Model Year 1996
Date Purchased 3-26-96	Dealer's Name and Telephone Number TERRY'S LEISURE LIVING - RY + VAN CENTER 708-344-3480		Engine: No: Cylinders 8
Original Owner <input checked="" type="checkbox"/>	Dealer's City ORLAND PARK	State IL	Zip Code [REDACTED]
Transmission Type <input type="checkbox"/> Automatic <input type="checkbox"/> Cruise Control	Powertrain FORD	Vehicle Component Code 072100 FUEL SYSTEM, GASOLINE: DELIVERY; FUEL PUMP	
Multiple Failure: 1			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 27-SEP-2003	Failure Mileage 20417	Failure Speed	
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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: DOTM19ABC038)	<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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

FUEL PUMP FAILED, CAUSING VEHICLE TO STALL. *AK

SEE ATTACHED SHEETS

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

Oct. 22, 2003

The first time the Ford engine wouldn't run right was in Durango, Colorado, after driving for approximately eight hours into the Rocky Mountains, we drove into town. I had to stop at several stop and go lights. Each time the engine would quit running and was difficult to start. When the engine would run it had very little power which required full throttle to get it to go 10 MPH. We limped along to the north end of town to the campground that we had made reservations at. We checked in at the office and as I tried to move the motor home to the campsite the engine stopped six times. I boarded the town shuttle bus and went back into town to an auto parts dealer called Checker. Thinking maybe that there might be water in my gas tank I purchased 6 cans of Heet and returned to the campground. Poured the 6 cans of Heet into the gas tank and had supper. After supper I started the engine and it sounded great. We took it for a test drive and put 12 miles on it and determined that the engine was running normal again. Two days later we drove back thru the mountains on Route 160 to interstate 25 North to Colorado Springs. We exited at exit 149 East and had to stop at the stop and go light at Woodman Road. The engine quit. When I got the engine running it had no power and would stop running. This about the 5th or 6th time I had to stop for stop and go lights after driving approximately 8 hours from Durango. It was the height of rush hour and my 32' long motor home was blocking the right lane. I expected to be rear ended at any moment. I placed my road hazard signs and called my insurance for a tow truck. It took two hours for the tow truck to arrive and he towed me to a repair facility. The facility was closed by the time we got there so we spent the night there. The next morning (Saturday) Auto tech Plaza was open for business at 7:00 am. I told the manager what had happened and he asked me if my Ford powered motor home had a F-53 chassis. I said I didn't know. He checked my VIN number and stated that Ford has had a problem with electric fuel pumps failing in the F-53 chassis. He also stated that his shop had changed at least 6 to 8 fuel pumps in the last three months on Ford F-53 chassis motor homes. He assigned a mechanic to check out the engine. He hooked up his instrument to the engine computer and started the engine. The engine ran normal and the computer didn't tell him what had failed. He also said Ford has had a problem with electric fuel pumps in the F-53 chassis. He went on to say that Ford had revised the fuel pump and electric harness. I authorized him to change the pump which would be a 4 hour job when he gets the revised pump. Fortunately a local Ford dealer had the parts in stock. The mechanic said a couple of years ago Ford wasn't making replacement fuel pumps fast enough for the demand. One of his customers drove his pull behind car down to New Mexico to get a replacement pump and brought it back so that they could fix his motor home so that he could get back on the road again. The mechanic showed me the difference in the fuel pumps. Actually the new one looked a lot different and was about 2" longer with a spring mechanism that would allow the pump to bottom out in the gas tank. The old pump was suspended from the top of the gas tank. He had to lower the 80 gallon gas tank down about 2' to get the fuel pump out. There was about 35-40 gallons of gas in the tank while he did the work. After the new revised pump was installed and I paid the nearly 1000.00 repair bill we were on our way. We drove 1400 miles before returning home without another engine failure.

I reported what had happened to Terry's Ford Service Center in Peotone IL. The service manager there did state that they have had a number of electric fuel pump failures in the F-53 chassis but to his knowledge there has not been a recall on them. He ran a computer check on my vehicle to make sure. Nothing was stated on it about fuel pumps. I have enclosed a copy of it.

I think Ford Motor Company is aware of this problem and is avoiding the cost of a recall. This cost me nearly \$1000.00 unexpectedly and fortunately for us we were not rear ended and nobody got hurt. I think Ford is taking advantage of us motor home owners and hoping we won't complain! Remember my engine only had a little over 20000 miles on it when the fuel pump failed. My engine is out of warranty. My insurance did not cover the cost of the repair parts.

Sincerely,

[REDACTED]

**OASIS RESULT:
3FCMF53G1TJA01053**

10/04/2003

12:54:19

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 1996 F-SERIES	BODY STYLE SUPER DUTY MOTORHOME BARE	ENGINE 7.5L EFI	ENGINE CALIBRATION
TRANSMISSION 4 SPD AUTO E40D	AXLE CODE 73		

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 03/26/1996	BUILD DATE 09/12/1995	SALE MILEAGE 00010
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▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

▶ FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 3FCMF53G1TJA01053

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**