



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

DOT Auto Safety Hotline
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

Date Received
2006 03 -6 11 9: 23
22-MAR-2006

Repository
Reference No.
10153429

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PHOENIXVILLE State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [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 provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3FCMF53S3XJ [REDACTED]
Make FLEETWOOD Model BOUNDER Model Year 2000
Date Purchased 01-MAY-00 Dealer's Name and Telephone Number MEDIA CAMPING CENTER Engine: No: Cylinders 10 Fuel Type: Gas
Original Owner Dealer's City HATFIELD State PA Zip Code 19440
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE
Vehicle Component Code 072100 FUEL SYSTEM, GASOLINE; DELIVERY; FUEL PUMP
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-MAR-2006 Failure Mileage 46385 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM15ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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).

DT*: THE CONTACT STATED WHILE DRIVING AT VARIOUS SPEEDS THE VEHICLE SLOWS DOWN AS IF IT IS LOOSING POWER. THE DEALER WAS ALERTED. THEY HAVE REPLACED THE FUEL PUMP TWICE HOWEVER THIS DID NOT CORRECT THE PROBLEM. THE MANUFACTURER WAS ALERTED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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)

This is an update on the attached information. We took the motor home back to Yocum Ford because they did the previous repair work on Wed. 3/29/06. I also called Ford Motor again 866-436-7332 customer service they also told me when they replaced the first fuel we had installed at LaFever's and that one had gunk hanging on it when they showed it to us they should have checked the fuel tank for deterioration. I called to see how they were doing with it and they didn't start yet. When I told them what Ford Motor ATTACH ADDITIONAL SHEETS IF NECESSARY said, they said they don't know what they're talking about.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



March 31, 2006

██████████
Phoenixville, Pa.
██████████

Dear Sir,

I purchased my Bounder Motor Home in the spring of 1998, it is a 1999 model and listed as a 2000 on other papers. I have been giving a lot of trouble with it and have had it serviced numerous times with the same problems over and over, therefore I'm writing to you with my concerns.

Bounder Motor Home, VIN - 3FCMF53S3XJ ██████████
Media Camping Center, 215-822-1345
1631 Bethlehem Pike, Hatfield, Pa. 19440

Referred to Yocum Ford for maintenance and repair
322 E. Main St. Lansdale, Pa. 19446 214-855-1153
Service Manager Dave

Nov. 30, 1998 - Engine stalls when stopping won't idle.
Yocum Ford - Warranty

Jan. 29, 1999 - World Ford, Homestead, Fla. 305-247-5112
Had to be towed, wiring fuse line to P13 burnt etc. warranty.
Lost three days vacation

June 2, 1999 - Yocum Ford recall differential assy., calipers etc. warranty.

May 17, 2004 - On way to Charlott, N.C., having trouble called Ford they sent us to Mr. Engine in Raliegh, N.C. they on it changed all filters etc., then we didn't have any trouble until we started back home Approx. \$99.00

May 31, 2004 - Left Charlotte same thing losing power, slowing down to 30-40 Miles, had to shift it by hand and going up hills it would shimmy, we would go in rest area and check all it says to do in the service manual. After 45 Minutes we started out again drive until it would start up again and went in a rest area in Carson, Va. there was a man from Lafavers Service Center working on another Mtr. Home, he came over to us to help we told him what it was doing and he said it sounded like the fuel pump. We followed him to his GARAGE

WE HAD TO LEAVE IT THEIR FOR A WEEK THEN GO BACK FROM Penna.
to get it after he had put a Ford Motor Fuel Pump in it.
\$934.84

Feb. 4, 2005 - Went to Florida same thing all over again,
while their ... took it to Daves Autotomotive Repair they changed
some filters checked things out but were not equip'ed to work
on large vehicles. Cost \$167.54

Came home early same thing all the way home took it to Yocum
Ford told them about all the problems and the new fuel pump
they said they would check it out and see what was wrong, we
left it their on 4-13-05 they called on 4-20-2004 said to come
pick it up Cost was \$978.75 we left for home didn't get one mile
and it started all over again, took it right back put another
fuel pump in it and said we wouldn't have to pay for the pump
but we would have to pay the labor because we didn't go to a
Ford dealer we mentioned the fuel tank to them and they said
they cleaned it out as best they could. Cost \$411.06.

Oct. 25-05 - Took to Yocum Ford for complete check up before we
left for Florida, picked it up the tail pipe fell off \$1,721.29

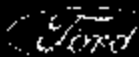
Left for Florida Jan. 26, 2005 about one third of the way down
it started all over again stayed in campground for a month then
started home again same thing over and over all the way home.

We called the Hot Line they said they would send me forms but I
should call Ford Motor. - 800-392-3673 they referred me to Ford
Motor Home Div. 800-444-3341 - I talked to Ed Tropp He said we
had to take it back to Yocum Ford because they did the work on
it., he also said they should have looked further when they knew
this was the second fuel pump, and if I didn't get any satisfact-
ion from them I should call District Operation Manager.

I called Dave Svc. Mgr. at Yocum Ford and he said we'd have to
bring it in I mentioned talking to Ed Tropp and what he told me
and he said they were just college kids and didn't know what they
were talking about We're taking it back to Yocum Ford with little
faith after spending \$3,111.10 from 4-13-04 to 11-07-05.
We haven't been able to find a phone No. for DOM but are still
looking. We would appreciate any help you could be with this

Respectively yours,





GENUINE PARTS & SERVICE

Multi-Point Inspection Report Card As Recommended by Ford Motor Company

Customer Name: _____

Year/Model: 99 F-S-D

Date: 10-31-05

ROY Tag: _____

Mileage: 44441

REWORKED AND GRAY AT THIS TIME

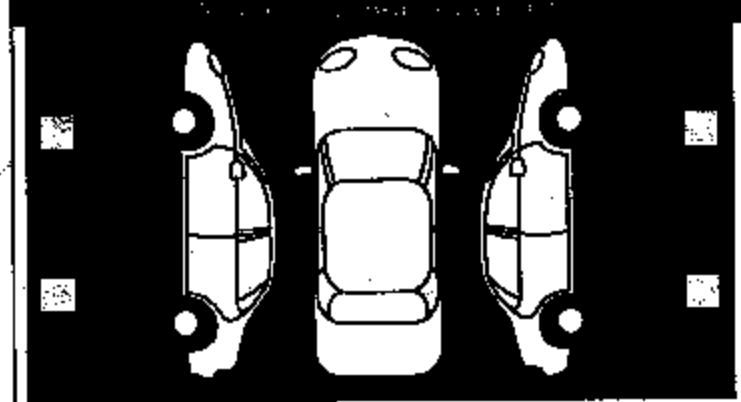
MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

<input checked="" type="checkbox"/>	Engine Oil	<input checked="" type="checkbox"/>	Power Steering
<input checked="" type="checkbox"/>	Transmission (if equipped with dipstick)	<input checked="" type="checkbox"/>	Coolant Recovery Reservoir
<input checked="" type="checkbox"/>	Brake Reservoir	<input checked="" type="checkbox"/>	Window Washer

<input checked="" type="checkbox"/> Good	Factory Spec Cold Cranking Amps <u>880</u>	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Bad
<input type="checkbox"/> Recharge		Battery Terminals (Clean if necessary)	
<input type="checkbox"/> Bad	Actual Cold Cranking Amps <u>830</u>		

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield washer spray, wiper operation and wiper blades
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Radiator, heater, and air-conditioning hoses for leaks and damage
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Engine air filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Inspect cabin air filter (if equipped)
<input type="checkbox"/>	<input type="checkbox"/>	Oil and/or fluid leaks
<input type="checkbox"/>	<input type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)
<input type="checkbox"/>	<input type="checkbox"/>	Exhaust system (leaks, damage, loose parts)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)
<input type="checkbox"/>	<input type="checkbox"/>	Steering and steering linkages
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Shocks/struts and other suspension components for leaks and/or damage
<input type="checkbox"/>	<input type="checkbox"/>	Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise
<input type="checkbox"/>	<input type="checkbox"/>	Engine Cooling system, hoses and clamps
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Accessory drive belt(s)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Blatch operation (if equipped)



Check for oil or fluid leaks on Drive Axle and if applicable

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

Less than 3mm or 4/32" (Disc) or 1.01 to 2mm (Drum)

Comments: _____

State Inspection Due (If Applicable) 11/13/06

Comments: rear tires are worn a little on edges

LF	<u>14</u>	TREAD DEPTH	<u>14</u>	RF
<input checked="" type="checkbox"/>	7/32 or Greater		<input checked="" type="checkbox"/>	7/32 or Greater
<input type="checkbox"/>	4/32 to 6/32		<input type="checkbox"/>	4/32 to 6/32
<input type="checkbox"/>	3/32 or less		<input type="checkbox"/>	3/32 or less
<input checked="" type="checkbox"/>	<u>13</u>		<u>12</u>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	7/32 or Greater		7/32 or Greater	<input type="checkbox"/>
<input type="checkbox"/>	4/32 to 6/32		4/32 to 6/32	<input type="checkbox"/>
<input type="checkbox"/>	3/32 or less		3/32 or less	<input type="checkbox"/>
LR				RR

Comments: _____

Service Advisor: _____

Technician: 029

Customer Signature: _____



VEHICLE DESCRIPTION	VIN 3FCMF5363	A02375
F-SERIES	F550 MOTORHOME STRIP CHASS DRW 190" WHEELBASE 6.8L EFI V-10 ENGINE ELECTRONIC 4-SPD AUTO TRANS	EXTERIOR INTERIOR LESS TRIM

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

- FUNCTIONAL**
- 225/70R19.5F A/S BSW (6)
 - ARGENT STEEL WHEELS
 - SPEED CONTROL/TILT STEER
 - 6.8L EFI V10/ELEC 4SPD AUT

PRICE INFORMATION Manufacturer's Suggested Retail Price

STANDARD VEHICLE PRICE

OPTIONAL EQUIPMENT

1992 MODEL YEAR
 SPD CONTROL/TILT STEERING HIL
 6.8L EFI V-10 ENGINE
 ELECTRONIC 4-SPD AUTO TRANS
 225/70R19.5F BSW ALL-TERRA
 3.90 RATIO REGULAR AXLE
 18000# GVWR PACKAGE
 50 STATES EMISSIONS LABEL
 NOT FOR AMBULANCE USE * USING
 THIS VEHICLE TO PRODUCE AN
 AMBULANCE VOIDS FORD WARRANTY.

 * VEHICLE NOT FOR SALE *

TOTAL VEHICLE & OPTIONS
 DESTINATION & DELIVERY

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG



HIGHWAY MPG

NOT APPLICABLE TO THIS UNIT

Estimated Annual Fuel Cost: \$

Actual mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between
 and mpg in the city and between

For Comparison Shopping all vehicles described in have been tested with mpg ratings ranging from to mpg city and to mpg highway.



TOTAL

**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).**