



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 OCT -1 14 8:40
24-OCT-2006

Repository
Reference No.
10171707

OWNER INFORMATION (Type or Print)

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

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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 _____ Date 1 / 1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4U26NFBCKWC [REDACTED]
Make: COACHMEN Model: SANTARA Model Year: 1998
Date Purchased: 15-APR-98 Dealer's Name and Telephone Number: _____ Engine: No: Cylinders: _____ Fuel Type: Diesel
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: REAR WHEEL DRIVE
Vehicle Component Code: 080000 FUEL SYSTEM, DIESEL
Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 10-AUG-2006
Failure Mileage: 40441
Failure Speed: 5

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: DOTMALSABC036): _____ Original Equipment 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, failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured: 0 Number of Deaths: 0 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 THE ENGINE STALLED WHILE DRIVING 5 MPH. THE VEHICLE WOULD NOT RESTART, AND WAS TOWED TO AN AUTHORIZED SERVICE DEALER, WHERE THE FUEL LIFTER PUMP WAS FOUND TO BE THE CAUSE OF THE STALLING. THIS WAS THE 6TH PUMP TO BE REPLACED IN 8 YEARS. THE CONTACT FOUND A NHTSA RECALL # 05V062000, FOR THE FUEL SYSTEM: DIESEL, FUEL LIFT PUMP THAT HAD SIMILAR CONSEQUENCES. THE MANUFACTURER INFORMED THE CONTACT THE PROBLEM WAS DUE TO DIRTY FUEL AND FUEL FILTERS.

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) The 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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

8/22/2006

[REDACTED]
Columbus, IN [REDACTED]

Dear [REDACTED]

I talked to Mr. Tom Williams on May 12, 2006 about our Cummins Engine serial no. 45641138 275 ISB and about our problems with it. He told us to write to you.

We have had to replace the fuel lifter pump 6 times in 8 years. I first called Cummins on November 25, 2005 and talked to Troy. First thing out of his mouth was, "We will have to refer this to our legal department".

I then called again and talked to Mike Kell on December 6, 2005 and December 12, 2005. He told me to call Joel Still at Cummins Power Systems in Bristol. Two weeks later he got back to me! He wanted to know who was going to pay for the work -- I said I wasn't! "Sorry" he said and hung up!

We also had some gaskets go bad and had to have them replaced!

I've done some checking on my own. I understand there was a bypass pump out for several years for emergency vehicles, public transportation and school busses. Mike admitted to that when I told him about it but it was not for people with RV's. As of this letter it has now been released to us. I have checked with other mechanics of other companies and people with knowledge and at 34, 573 miles on the odometer the gaskets should not have gone bad.

What we are asking for is to be reimbursed for the parts and labor for the gaskets, two of the fuel lifter pumps, and a bypass lifter pump system to be installed by Engines Incorporated.

All of the work done on the engine has been done by Cummins engine mechanics or Cummins Power Systems.

Sincerely,

[REDACTED]
[REDACTED]
Allentown, PA [REDACTED]
[REDACTED]



September 15, 2006

[REDACTED]
Allentown, PA [REDACTED]

Dear [REDACTED]

Thank you for your recent letter to Cummins Inc.

I understand your disappointment of engine transfer pump and injection pump failures on your 1998 Cummins engine in your Coachman RV.

The VP44 pump and lift pump are very susceptible, and are not tolerant of dirty fuel. The reason I bring this up is that care that needs to be taken in changing the fuel filter. When changing the fuel filter you need to be sure that you do not fill the fuel filter canister with fuel before reinstalling. This could lead to dirty fuel being sent to the transfer pump before filtered fuel is routed to the pump. This pump is extremely sensitive to dirty fuel and any dirt through the pump could cause it to fail. After the transfer pump would fail then the injection pump would fail due to debris from the transfer pump. Other factors could have, also, contributed to the pump failures other than maintenance practices. Fuel quality could also have had a bearing on pump life. In order to help eliminate these variables, Cummins Inc. requires that a prefilter, or fuel strainer, be installed by the chassis manufacturer and this was not present on the Freightliner chassis for some period of time. To help eliminate the progression of damage to the fuel pump from a failed transfer or lift pump, a new lift pump was designed with an internal fuel bypass valve. This pump has just recently been released and is available at our Cummins distributor locations.

As companies, we design our warranty policies to best serve our customers. I am proud that Cummins

Cummins Inc.
600 Jackson Street
Columbus, IN 47201 USA

Inc. has the best engine warranty in the industry. Keeping that in mind, it is also important to keep our warranty cost as low as possible in order that Cummins engines are affordable for our customers. We accomplish this by producing quality products and adhering to strict warranty policies and guidelines.

As I reviewed your letter, it is apparent that the failures you are describing occurred after the base engine warranty expired. Your RV went into service May 5, 1998 and the base engine warranty would have expired May 5, 2003.

I am sorry that Cummins Inc. can not participate in the cost of these fuel pump and gasket repairs due to the reasons that I have outlined.

Again, we do thank you for your letter. If you would like to speak to one of our Customer Service agents, please call 800-343-7357 or you may email us by going to www.cummins.com and filling out one of the comment forms.

Regards,

Preston Shera



Customer Advocate
Cummins, Inc.



National Highway Traffic Safety Administration
Washington, D.C 20590
Auto Safety Hotline
1- 888- 327-4236

SCHOOL BUS SAFETY ASSURANCE PROGRAM

Recall Listing

JANUARY 1998 THROUGH JUNE 2005



National Highway Traffic Safety Administration
Washington, D.C. 20590
Auto Safety Hotline
1-888-327-4236



MANDATORY CAMP. —

Production Dates: January 1998 – December 2002 **05V-062**
Model(s): 1998 through 2002 Blue Bird All American, TC2000 school **(R05JL)**
and transit buses, and Commercial Series buses equipped
with Cummins ISB diesel engines

Recall Description: The fuel pump could fail to transfer fuel appropriately creating an engine stall condition. Should the engine stall while the vehicle is in use, a possible vehicle crash could occur.

Remedy: Customers will be notified by Cummins to bring their buses to an authorized dealer to have the fuel lift pump replaced free of charge. For more information, customers should contact Cummins at 1-800-diesels.

Production Dates: March 2004 – January 2005 **05V-036**
Model(s): 2003 through 2005 Blue Bird Micro Bird and Conventional **(R05JG)**
school buses 2004 Blue Bird Vision school buses

Recall Description: These buses do not have the tire load range on both the tire information label and certification decal as required by Federal Motor Vehicle Safety Standard No. 120, "Tire Selection and Rims for Motor Vehicles Other Than Passenger Cars." Omission of the tire load range may lead to the installation of tires with load ranges not appropriate for vehicle use. A failure occurring in tires due to inappropriate load range may result in loss of control of the vehicle and a crash can occur.

Remedy: Blue Bird will mail final stage manufacturer certification decals with the tire load rating indicated to its customers.

Production Dates: 2/17/99 – 8/13/04 **04V-426**
Model(s): 1999-2005 All American, TC2000, Micro Bird, **(R04JB)**
Vision, Conventional, and Commercial Series school
buses equipped with sure-loc wheelchair securement systems.

Recall Description: In the event of a vehicle crash, the wheelchair may not be adequately secured possibly resulting in injuries.

Remedy: Blue Bird will notify its customers and replace the defective part free of charge.

Production Dates: 2/11/04 – 7/23/04 **04V-399**
Model(s): 2005 All American school buses equipped with
Cummins 8.3l and 8.9l ISC and ISL diesel engines P/N 3970750.

Recall Description: Oil can leak into the engine compartment from a crack in the cup plug.

Remedy: Blue Bird has notified the agency that Cummins Engine will notify Blue Bird customers and handle the repairs free of charge. Owners should contact Cummins Customer Assistance Center at 1-800-343-7357. (See Cummins recall 04E-099 – Cummins ID No. 0437)

Production Dates: 5/24/04 – 7/2/04 **04V-362**
Model(s): 2005 Blue Bird All American model school buses **(R04HV)**

Recall Description: These buses fail to comply with Federal Motor Vehicle Safety Standard No. 221, "School Bus Body Joint Strength." The rivet pattern may be incorrect in sections of the rear roof sheet joint that attaches to the rear roof cap. In the event of a crash, these panels could separate, exposing vehicle occupants to increased risk of injury.


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Engine Claim History - ESN 45641138

Click on failure point to view the claim narrative

Failure Date	Failure Point	Engine System	Component	Repair Location
27-JAN-03	22185	F-TRAN PMP	HOUSING	02004
27-JAN-03	22185	FUEL FLTR	WATER DRAIN VALVE	02004
16-JUL-02	22185	FUEL PUMP	FAULT CODE 368	02004
10-OCT-01	19678	F-TRAN PMP	HOUSING	02004
25-JUL-01	15435	THERM ASSY	THERMOSTAT	22856
22-JUN-99	5543	F-TRAN PMP	HOUSING	13660
22-JUN-99	5543	FUEL PUMP	ASSEMBLY	13660
22-JUN-99	5543	FUEL PUMP	ASSEMBLY	13660
09-MAR-99	5308	ECM	ELECT. CONTROL MODULE	03750
09-MAR-99	5218	SPECIAL	INTERMITTENT PROBLEM	13660

If you have any problems/questions with this site, or wish to obtain your user Id and Password, please email us at rapidserve@cummins.com

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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).**