INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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: JUL - 8 2011 01-JUN-2011

Repository ☐

Reference No. 10403989

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City LOCKPORT **State** LA **Zip Code** [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

E-mail Address N/A

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FDXE45328D[redacted]

Make: FORD

Model: ~~ECONOLINE~~ COM ECONOLINE

Model Year: 2008

Date Purchased

Dealer's Name and Telephone Number

Engine: No: Cylinders: V 10

Fuel Type: GAS

Original Owner ☑

Dealer's City

State

Zip Code

Transmission Type: AUTO

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure: 5

Incident Date(s): 15-MAY-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage: 7000

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: DOTMAL9ABC036)

☐ 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(s), 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).

TL*THE CONTACT OWNS A 2008 FORD ~~ECONOLINE~~. THE CONTACT STATED THAT WHEN SITTING IN IDLE THE BRAKES DON'T SEEM TO HOLD AND THE RPMS INCREASED UP TO 3500. THE VEHICLE WAS INSPECTED BY A DEALER WHO ADVISED HIM THAT WAS A NORMAL OCCURRENCE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND ADVISED HIM THAT THERE WERE NO RECALLS. THE FAILURE MILEAGE WAS APPROXIMATELY 7,000. THE VIN WAS UNAVAILABLE.

FORD V10 ENGINE WORKED WELL BEFORE VEHICLE WAS SENT TO JAYCO IN MIDDLEBURY IN. THE FORD ENGINE AND BRAKES MALFUNCTIONED AFTER THE CAMPER WAS RETURNED

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 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.

CUSTOMER # 139052
UNIT# MOTORHOM

[redacted]

LOCKPORT, LA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

435814

INVOICE

DUPLICATE 1
PAGE 1

Don Bohn Ford WESTBANK
3737 Lapalco Blvd. at Woodmere
Harvey, LA 70058
Phone: (504) 347-7000 Direct: (504) 347-7117

SERVICE ADVISOR: 637 AULTON N QUAVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE GRAY	08	FORD ECONOLINE	1FDXE45S28D[redacted]		4264/4264	B438MH

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN08 DD			12:06 19NOV09		105.00	COUPS	19NOV09

R.O. OPENED	READY	OPTIONS:
18NOV09	19NOV09	DLR:23I009 ENG:6.8_Liter_EFI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST REQ INSPECT SUSP AND CHASSIS COMPONENTS. (C/S COACH COMPANY
SHIMMED BODY TO SQUARE BOX AND IS CONCERNED OF CHASSIS DMG)
SRUCD @D NVH / SQUEAK,RATTLE, WATER LEAK DIAG.
6120 RANDALL,RYAN LIC#: 6120
CP 99.99 99.99

PARTS: 0.00 LABOR: 99.99 OTHER: 0.00 TOTAL LINE A: 99.99

4264 INSPECTION STS 1.00 INSPECTED THE CHASSIS AND SUSPESNION AND
ALL FORD COMPONENTS ARE FINE. ALL THE SHIMS ARE ON A NON-FACTORY
SECTION OF FRAME THAT IS WELDED ON IN ADDITION TO THE FORD FRAME. THERE
IS NO FORD ISSUES WITH THE FRAME.

****

CUSTOMER PAY ENVORNMENTAL FEE FOR REPAIR ORDER 5.00
CP $108.75 COUPS $5.43

PLEASE CALL 504-347-7117 WITH QUESTIONS OR CO
MMENTS. WE VALUE YOUR OPINION
---------THANKS FOR YOUR PATRONAGE!----------
AS APPLICABLE, SHOP FEES HAVE BEEN ASSESSED F
OR MISCELLANEOUS MATERIALS & SUPPLIES WHETHER
OR NOT SOME OR ALL OF THESE MATERIALS WERE U
SED IN CONNECTION WITH YOUR REPAIR ORDER.

THANK YOU! We Appreciate Your Business DON BOHN FORD, INC.

Pb
11-20-09
MW

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	99.99
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.00
TOTAL CHARGES	104.99
LESS INSURANCE	5.43
SALES TAX	9.19
PLEASE PAY THIS AMOUNT	108.75

CUSTOMER COPY

Legacy
Ford Lincoln Mercury

2102 Veterans Boulevard
McComb, MS 39648
Telephone: (601) 684-3970

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
6/22/10	6029799/1
R/O Close Date	**Status**
6/29/10	Final
Mileage In	**Mileage Out**
6699	6742
Service Advisor / Tag #	
Herman Moak/*W*	

[redacted]
LOCKPORT, LA [redacted]

Work Phone	Vehicle Identification Number
[redacted]	1FDXE45S28D[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2008	FORD	ECONOLINE COM	E-450 SUPER DUTY		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports:	
CHECK WHEN APPLY BRAKES ENGINE SPEED GOES UP WHILE DRIVING HAVE TO PUT IN NEUTRAL IDLE GOES UP TO 3, 000 RPM	
Work performed by CARL YOUNG(CY) 0.00hrs @ .00	
ROAD TESTED VEH. ON INTERSTATE TO WARM UP ENGINE DROVE ON 2 LANE ROADS STOP AND GO,UP AND DOWN HILL FOR 43 MILE. COULD NOT DUPLICATE CUSTOMER CON CERN	
Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)645-1028

Print Page Click Here

OASIS RESULT:
1FDXE45S28D[redacted]

USA
EN

06/22/2010
10:18:53
FCXWS447

© Copyright 2002-2010 Ford Motor Company. All rights reserved.

VEHICLE INFORMATION

VEHICLE DESCRIPTION
2008 E-SERIES

TRANSMISSION
TORQSHIFT

PAINT COLOR
OXFORD WHITE SOLID C/C

AXLE RATIO
4.56 FINAL DRIVE RATIO

BODY STYLE
E-450 COMM CUTAWAY

AXLE CODE
83

RADIO
LESS RADIO

WHEEL SIZE
6.0 X 16" STEEL WHEELS - WHITE

ENGINE
6.8L EFI SOHC

ENGINE CALIBRATION
8E418N0A

GROSS VEHICLE WEIGHT
14,500 LB. GVW

FRONT TIRE
LT225/75R-16E BSW A-S

WARNING MESSAGES

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

Click here for CUDL

ARN MESSAGES

GENERAL WARRANTY INFORMATION

WARRANTY START DATE
06/08/2009

BUILD DATE
02/12/2008

SALE MILEAGE
01010

New Vehicle Base Warranty

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

Click Here for Full Warranty History

SYMPTOM CODE INFORMATION

619400 - DRIVEABILITY IDLE - FAST IDLE

SPECIAL SERVICE MESSAGES

21103 2007-2010 MODEL YEAR GAS ENGINE VEHICLES - HIGHER THAN NORMAL IDLE SPEEDS
SOME 2007-2010 MODEL YEAR VEHICLES EQUIPPED WITH A GAS ENGINE, WITH LESS THAN 50 TOTAL STARTS, OR LESS THAN 5 CONTINUOUS MILES OF DRIVING BETWEEN STARTS, MAY EXHIBIT HIGHER THAN NORMAL ENGINE IDLE SPEEDS. PLEASE INFORM THE CUSTOMER THIS IS A NORMAL CHARACTERISTIC. SERVICE SHOULD NOT ATTEMPT REPAIR. AFTER 5 CONSECUTIVE MILES OR 50 STARTS, THE IDLE SHOULD RETURN TO NORMAL.
EFFECTIVE DATE: 11/20/2009

20001 SOME VEHICLES MAY EXPERIENCE A NO CRANK, NO START OR NO COMMUNICATION CONCERN AFTER REPROGRAMMING THE ECM, TCM, OR IC.
REPROGRAMMING CONCERNS MAY BE CAUSED BY THE DLC OR VCM BECOMING DISCONNECTED, LOW BATTERIES ON THE IDS, OR THE IDS GOING INTO ANY TYPE OF SLEEP MODE. IF THERE WAS AN INTERRUPTION DURING REPROGRAMMING, MAKE SURE THE ORIGINAL IDS SESSION THAT WAS CREATED FOR THE VEHICLE IS NOT DELETED. IF THE ORIGINAL VEHICLE SESSION IS NOT USED OR DELETED BEFORE THE MODULES ARE COMPLETELY REPROGRAMMED, FURTHER REPROGRAMMING ERRORS CAN OCCUR. THE MODULE RECOVERY PROCEDURE IS NO LONGER AVAILABLE AND IT IS CRITICAL THAT MODULE SWAPPING IS NOT PERFORMED FROM VEHICLE TO VEHICLE. TO REGAIN COMMUNICATION WITH A MODULE THAT HAS BEEN ERASED DURING REPROGRAMMING, RESUME THE ORIGINAL SESSION ONCE THE IDS IS RE-BOOTED.
EFFECTIVE DATE: 10/10/2007

THERE ARE NO TSBS FOR SYMPTOM ENTERED

Request Hotline Assistance | Prior Approval | Cost Cap Tool | SuperDuty/Econ CLP | On-line 1878

END OF OASIS REPORT FOR **1FDXE45S28D[redacted]**