



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 22-MAR-2012 MAY 07 2012	Repository <input type="checkbox"/>
	Reference No. 10452650

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
MT. HOLLY	NJ	[REDACTED]	

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

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 4S7MT9K00SC [REDACTED]	Make FLEETWOOD	Model AMERICAN DREAM	Model Year 1995
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 16-JUN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 356000 EQUIPMENT ADAPTIVE, 010000 STEERING	Failure Mileage 100916	Failure Speed 30

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: DOTM19ABC036)	<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				
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
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

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 1995 FLEETWOOD AMERICAN DREAM RV WITH A SPARTEN CHASSEY, MODEL NUMBER: 2242 (MOUNTAIN MASTER). THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 30 MPH, THE POWER STEERING FAILED AND DRIVING BECAME DIFFICULT. THE CONTACT STATED THAT THE FAILURE WAS CAUSED BY THE AIR COMPRESSOR PUMP. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC TWICE FOR REPAIRS TO THE POWER STEERING AND THE AIR COMPRESSOR PUMP BUT THE FAILURE RECURRED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 100,916.

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.

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To Whom It May Concern,

?

2010 power steering doing 65 mph on Route95 South in Kenly NC with mileage 100,916. From October 6, 2010 to June 16, 2011 mileage at 101,973 power steering and brakes failed while making a turn from Route 38 onto the street which I live on.. Towed to Cummins in Harrisburg, PA and was repaired for the second time but this time the air compressor for the brakes was broken. What you should understand is the air compressor is designed for the power steering pump to bolt to the back side of the air compressor that runs the power steering pump. Therefore when you lose your air compressor you also lose power steering. From the first breakdown in 2010 to the second breakdown in 2011 it was 8 months 10 days and 10,057 miles. March 2012 while on 95 N lost power steering again 105,629 while doing 65 mph another power steering failure which put myself and my wife in harms way for the third time. From Oct 6, 2010 4,813 miles were put on the power steering pump. I think air compressor/power steering pump design together is a dangerous design. I have shipped the power steering pump to Spartan Chassis in Charlotte, MI 48813 they received the part 3/26/12 at 16:05 contact number is 1-800-722-3025 and the contact person is Todd in parts. The pump is to be inspected and we are waiting for the report. If you could speed up the report, it would be a big help. They shipped it to the company that manufactures the pump for inspection. I am a retired over the road truck driver and never had anything of this nature happen to me. I am concerned about the safety of other motor home owners that don't have the driving experience that I have to keep them safe when a problem of this nature occurs or other innocent people driving next to them on the highway. This air compressor/power steering pump combination is a bad design and should be recalled and fixed to a safer design.

[REDACTED]

P.S. IF YOU NEED ANY MORE INFORMATION

PLEASE CALL ME [REDACTED]



Atlantic

SHOW THIS INVOICE NUMBER. ALL MATERIAL RETURNED FOR CREDIT SUBJECT TO 15% HANDLING CHARGE. OLD UNITS ELIGIBLE FOR EXCHANGE MUST BE RECEIVED WITHIN 30 DAYS. FEDERAL ID# 20-5870527

KENLY
350 CUMMINS DRIVE
KENLY, NC 27542-
(919)2849111

INVOICE NO

006-56597

REMIT TO: P.O. Box 741295
Atlanta, GA 30384-1295

BILL TO

MT. HOLLY, NJ

OWNER

MT. HOLLY, NJ

PAGE 2 OF 2

*** COD ***

DATE	CUSTOMER ORDER NO.	DATE IN SERVICE	ENGINE MODEL	PUMP NO.	EQUIPMENT MAKE
06-OCT-2010			C8.3-300	62037675	FLEETWOOD
CUSTOMER NO.	SHIP VIA	FAIL DATE	ENGINE SERIAL NO.	CPL NO.	EQUIPMENT MODEL
2611514		04-OCT-2010	45048281		AMERICAN DREAM
REF. NO.	SALESPERSON	PARTS DISP.	MILEAGE/HOURS	PUMP CODE	UNIT NO.
95578	452		100916		1

QUANTITY ORDERED	BACK ORDERED	QUANTITY SHIPPED	PART NUMBER	DESCRIPTION	PRODUCT CODE	UNIT PRICE	AMOUNT
			4SMT9K00SC				
1		1	0579-KK1	POWER STEERING PUMP	NONSTOCK	591.36	591.36
1		1	4988280	GASKET, HYDRAULIC PUMP	CECO	2.51	2.51
1		1	FREIGHT IN	Freight in	NONSTOCK	146.66	146.66
3		3	357	ATF DEXTRON 111 - 1 GAL	SPARTAN VALVOLINE	13.05	39.15
15		15	IMP-71386	NYLON TYWRAP 14"	OTHER	.14	2.10

PARTS:	1,104.34
PARTS COVERAGE CREDIT:	0.00C
TOTAL PARTS:	1,104.34
SURCHARGE TOTAL:	0.00
LABOR:	1,100.90
LABOR COVERAGE CREDIT:	0.00C
TOTAL LABOR:	1,100.90
MISC.:	66.05
MISC. COVERAGE CREDIT:	0.00C
TOTAL MISC.:	66.05
MISCELLANEOUS SUPPLIES	66.05
LOCAL	23.41
STATE	67.30
	122.71

ALL INVOICES DUE AND PAYABLE TO: P.O. Box 741295, Atlanta, GA 30384-1295

TERMS: NET 10TH PROX unless otherwise specified. A service charge of 1 1/2% per month (effective rate of 18% per annum) will be charged on past due amounts. Any claims for shortages or deductions for erroneous charges must be made within thirty days after receipt of goods.
WARRANTY: The liability of Cummins Atlantic LLC is limited to the obligations provided in the warranty provisions which are set forth on the reverse side hereof.

SUB TOTAL:	2,271.29
TOTAL TAX:	90.71
TOTAL AMOUNT: US \$	2,362.00

AUTHORIZED BY (print name) _____ SIGNATURE _____ DATE _____

KENLY
 350 CUMMINS DRIVE
 KENLY, NC 27542-
 (919)2849111

INVOICE NO

006-56597

REMIT TO: P.O. Box 741295
 Atlanta, GA 30384-1295

BILL TO

OWNER

PAGE 1 OF 2

MT. HOLLY, NJ

MT. HOLLY, NJ

*** COD ***

DATE	CUSTOMER ORDER NO.	DATE IN SERVICE	ENGINE MODEL	PUMP NO.	EQUIPMENT MAKE
06-OCT-2010			C8.3-300	62037675	FLEETWOOD
CUSTOMER NO.	SHIP VIA	FAIL DATE	ENGINE SERIAL NO.	CPL NO.	EQUIPMENT MODEL
2611514		04-OCT-2010	45048281		AMERICAN DREAM
REF. NO.	SALESPERSON	PARTS DISP.	MILEAGE/HOURS	PUMP CODE	UNIT NO.
95578	452		100916		1

QUANTITY ORDERED	BACK ORDERED	QUANTITY SHIPPED	PART NUMBER	DESCRIPTION	PRODUCT CODE	UNIT PRICE	AMOUNT
------------------	--------------	------------------	-------------	-------------	--------------	------------	--------

OSN/MSN/VIN

4SMT9K00SC

COMPLAINT

TOWED IN....

CUST SAID POWER STEERING WENT OUT..

CAUSE

CUST HAS EXTENDED WARRANTY

THE POWER STEERING PUMP HAD FAILED CAUSING AN EXCESSIVE AMOUNT OF METAL TO GET INTO THE LINES AND VALVES OF THE HYDRAULIC SYSTEM. WHEN THE POWER STEERING PUMP FAILED INTERNAL IT LOCKED UP CAUSING THE INPUT SHAFT TO BREAK OFF INSIDE OF THE AIR COMPRESSOR DRIVE COUPLING.

CORRECTION

ADMINISTRATIVE TIME, RECREATIONAL VEHICLE - OPEN AND CLOSE REPAIR ORDER.

DISABLED VEHICLE - MOVE INTO SHOP WHEN TOWED (AUTOMOTIVE ONLY)

T/S POWER STEERING LOSS.

MOBILE LIFT SYSTEM- SET UP

HYDRAULIC OIL PUMP - REMOVE AND INSTALL

POWER STEERING RESERVOIR - REMOVE AND INSTALL

LUBE CHASSIS POINTS AND CHECK VEHICLE FLUID LEVELS

REMOVE AND REPLACE THE HYDRAULIC FLUID DEVERSION VALVE

FLUSH METAL OUT OF HYDRAULIC HOSES.

CHANGE HYDRAULIC FLUID FILTER

FILL SYSTEM WITH NEW HYDRAULIC FLUID.

TEST DRIVE UNIT TO CHECK FOR PROPER OPERATION.

COVERAGE

EXTENDED WARRANTY TO COVER.. \$1701.14- AUTH. MRE168747

CUSTOMER TO PAY \$660.86

JP

1	1	0513-FF1	VALVE PRIORITY	NONSTOCK	288.68	288.68
1	1	87610A	FILTER PS	NONSTOCK	33.88	33.88

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TERMS: NET 10TH PROX-unless otherwise specified. A service charge of 1 1/2% per month (effective rate of 18% per annum) will be charged on past due amounts. Any claims for shortages or deductions for erroneous charges must be made within thirty days after receipt of goods.

WARRANTY: The liability of Cummins Atlantic LLC is limited to the obligations provided in the warranty provisions which are set forth on the reverse side hereof.

AUTHORIZED BY (print name)

SIGNATURE

DATE



Atlantic

Power Steering Pump

SHOW THIS INVOICE NUMBER. ALL MATERIAL RETURNED FOR CREDIT SUBJECT TO 15% HANDLING CHARGE. OLD UNITS ELIGIBLE FOR EXCHANGE MUST BE RECEIVED WITHIN 30 DAYS. FEDERAL ID# 20-5870527

KENLY
350 CUMMINS DRIVE
KENLY, NC 27542-
(919)2849111

INVOICE NO

006-56597

REMIT TO: P.O. Box 741295
Atlanta, GA 30384-1295

BILL TO

OWNER

PAGE 1 OF 2

MT. HOLLY, NJ

MT. HOLLY, NJ

*** COD ***

Table with columns: DATE, CUSTOMER ORDER NO., DATE IN SERVICE, ENGINE MODEL, PUMP NO., EQUIPMENT MAKE, CUSTOMER NO., SHIP VIA, FAIL DATE, ENGINE SERIAL NO., CPL NO., EQUIPMENT MODEL, REF. NO., SALESPERSON, PARTS DISP., MILEAGE/HOURS, PUMP CODE, UNIT NO.

Table with columns: QUANTITY ORDERED, QUANTITY SHIPPED, PART NUMBER, DESCRIPTION, PRODUCT CODE, UNIT PRICE, AMOUNT

OSN/MSN/VIN

4SMT9K00SC

COMPLAINT

TOWED IN....

CUST SAID POWER STEERING WENT OUT..

CUST HAS EXTENDED WARRANTY

CAUSE

THE POWER STEERING PUMP HAD FAILED CAUSING AN EXCESSIVE AMOUNT OF METAL TO GET INTO THE LINES AND VALVES OF THE HYDRAULIC SYSTEM. WHEN THE POWER STEERING PUMP FAILED INTERNAL IT LOCKED UP CAUSING THE INPUT SHAFT TO BREAK OFF INSIDE OF THE AIR COMPRESSOR DRIVE COUPLING.

CORRECTION

ADMINISTRATIVE TIME, RECREATIONAL VEHICLE OPEN AND CLOSE REPAIR ORDER. DISABLED VEHICLE - MOVE INTO SHOP WHEN TOWED (AUTOMOTIVE ONLY) T/S POWER STEERING LOSS. MOBILE LIFT SYSTEM- SET UP HYDRAULIC OIL PUMP - REMOVE AND INSTALL POWER STEERING RESERVOIR - REMOVE AND INSTALL LUBE CHASSIS POINTS AND CHECK VEHICLE FLUID LEVELS REMOVE AND REPLACE THE HYDRAULIC FLUID DEVERSION VALVE FLUSH METAL OUT OF HYDRAULIC HOSES. CHANGE HYDRAULIC FLUID FILTER FILL SYSTEM WITH NEW HYDRAULIC FLUID. TEST DRIVE UNIT TO CHECK FOR PROPER OPERATION.

COVERAGE

EXTENDED WARRANTY TO COVER.. \$1701.14- AUTH. MRE168747

CUSTOMER TO PAY \$660.86
JP

Table with columns: Quantity, Part Number, Description, Stock Status, Unit Price, Amount

ALL INVOICES DUE AND PAYABLE TO: P.O. Box 741295, Atlanta, GA 30384-1295

TERMS: NET 10TH PROX-unless otherwise specified. A service charge of 1 1/2% per month (effective rate of 18% per annum) will be charged on past due amounts. Any claims for shortages or deductions for erroneous charges must be made within thirty days after receipt of goods. WARRANTY: The liability of Cummins Atlantic LLC is limited to the obligations provided in the warranty provisions which are set forth on the reverse side hereof.

AUTHORIZED BY (print name) SIGNATURE DATE



**Cummins
Power Systems,
LLC**

WWW.POWERSYSTEMS.CUMMINS.COM

CORE CHARGE WILL NOT BE FULLY REFUNDED IF CORE IS NOT RETURNED IN 45 DAYS

HARRISBURG BRANCH
4499 LEWIS RD
HARRISBURG, PA 17111-
(717)564-1344

INVOICE NO
005-10937
REMIT TO: LK BX 510277 Phila., PA 19175-0277

BILL TO

SMITHVILLE ROAD
MT. HOLLY, NJ
HT

OWNER

MT. HOLLY, NJ

PAGE 1 OF 8

*** CASH ***

DATE	CUSTOMER ORDER NO.	DATE IN SERVICE	ENGINE MODEL	PUMP NO.	EQUIPMENT MAKE
16-JUN-2011			C8.3-300		SPARTAN
CUSTOMER NO.	SHIP VIA	FAIL DATE	ENGINE SERIAL NO.	CPL NO.	EQUIPMENT MODEL
4219743		24-MAY-2011	45048281		AMERICAN DREAM
REF. NO.	SALESPERSON	PARTS DISP.	MILEAGE/HOURS	PUMP CODE	UNIT NO.
184733	5922		101973	62037675	FB819R

QUANTITY ORDERED	BACK ORDERED	QUANTITY SHIPPED	PART NUMBER	DESCRIPTION	PRODUCT CODE	UNIT PRICE	AMOUNT
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OSN/MSN/VIN 4S7MT9K00SC0 [REDACTED] YEAR 1994 LICENSE [REDACTED]

COMPLAINT
TOWED IN FOR HARD STEERING
T/S NOISE AT REAR OF COACH
DASH A/C NOT WORKING
CHECK CONDITION OF ALL AIR BAGS

CAUSE
START UNIT, LOUD NOISE AT ENGINE AREA
TOW UNIT INTO THE SHOP
T/S POWER STEERING HARD
FOUND KNOCK WITH ENGINE RPM
REMOVE HYDRAULIC PUMP
FOUND BROKEN CRANKSHAFT IN AIR COMPRESSOR.
DISCOLORATION IN ENGINE OIL
CHANGE ENGINE OIL AND FILTER DUE TO METAL CONTAMINATION OF AIR COMPRESSOR FAILURE
REMOVE THE AIR CLEANER AND INTAKE PIPE TO ACCESS COMPRESSOR
REMOVE AND REPLACE AIR COMPRESSOR, CLEAN AND TEST FOR LEAKS AND

*PAID in Full
check # [REDACTED]
6-20-2011
\$6118.90*

Federal I.D.# 26-1377221

TERMS: NET 10TH PROX unless otherwise specified. SHIPPING: FOB Shipping point unless otherwise specified. A SERVICE CHARGE OF 1 1/2% PER MONTH (EFFECTIVE RATE OF 18% PER ANNUM) WILL BE CHARGED ON PAST DUE ACCOUNTS. Any claims for shortages or deductions for erroneous charges must be made within thirty days after receipt of goods. SEE WARRANTY PROVISIONS ON REVERSE SIDE

AUTHORIZED BY (print name) _____ SIGNATURE _____ DATE _____

TOMMIES AUTO AND DIESEL
 2674 JEFFERIES HWY
 WALTERBORO, SC 29488
 803876
 23522731
 005876
 23522731
 #XXXXXXXXXXXX
 SALE
 BATCH: 080952
 DATE: MAR 06, 12
 SO: 003
 INVOICE: 0528
 TIME: 14:
 AUTH NO: 1401

TOTAL \$764.03
 CUSTOMER COPY

TOMMIES AUTO & DIESEL, L.L.C.
 2674 JEFFERIES HWY.
 WALTERBORO, SC. 29488
 Phone - 843-538-2128 Fax - 843-538-4369
 YOU ARE #1 WITH US !!!

INVOICE
 17077
 FED.# 20-1699504

Work Completed Date : 03/05/2012 Print Date : 03/06/2012

Mount Holly, NJ
 Home Cellular
 Cust ID : 5030 Ref # :

1995 AMERICAN DREAM - MOUNTIAN MASTER
 CUMMINS#45048281
 Lic # : Odometer In : 105629
 Unit # :
 Vin # : 457MT9K00SC
 Hat # : B

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
POWER STEERING PUMP 0579-KK1	1.00	605.82	605.82	THE POWER STEERING PUMP HAS FAILED CAUSING EXCESSIVE AMOUNTS OF METAL TO GET INTO THE LINES & VALVES OF THE HYDRAULIC SYSTEM.		
PS GASKET 1795-KK1-001	1.00	9.56	9.56			
PS FILTER 87610A	1.00	37.14	37.14		R & R PS PUMP & FLUSH SYSTEM.	8.00
DEX III TRANS FLUID QT TF	24.00	5.99	143.76	NEXT DAY FREIGHT	N/A	150.00
PART CLEANER PC	4.00	5.99	23.96	ADMINISTRATIVE FEES	N/A	100.00
SHOP SUPPLIES		43.13	43.13	Hazardous Materials		45.26

[Technicians : HEAD, BILLY]

Org. Estimate \$22.69	Revisions \$0.00	Current Estimate \$ 22.69	Additional Cost	Revised Estimate	Labor: 757.26
					Parts: 863.37
					Sublet: 250.00

					Sub: 1,870.63
					Tax: 57.42
					Total: 1,928.05
					Bal Due: \$764.03

Paid In Full

[Payments - Visa - \$1164.02] ~ Good 5 Ann Warranty

THANKS!!!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. WARRANTY work has to be performed in OUR shop, unless otherwise authorized by our facility.

SIGNATURE..... Date..... Time.....

The UPS Store - #4450
1636-44 Route 38
Lumberton Plaza
Lumberton, NJ 08048
(609) 518-6661

03/09/12 02:30 PM

We are the one stop for all your
shipping, postal and business needs.

We offer all the services you need
to keep your business going.



001 001040 (001) TO \$ 17.52
Ground Commercial
Tracking# 1Z5R632V0329670225

SubTotal \$ 17.52
Total \$ 17.52

Cash \$ 20.00
Change \$ 2.48-

Receipt from UPS
o tracking number
confirming Power
steering pump bent
to Spartan Chassis
in Charlotte MI
from Breakdown
on 3-3-12

waiting for report

Receipt ID 83007828151358888369 001 Items
CSH: Heather Tran: 6190 Reg: 001

Thank you for visiting our store.
Please come back again soon.

Whatever your business and personal
needs, we are here to serve you.

ENTER FOR A CHANCE TO
WIN \$1000

We value your feedback
To enter please complete the customer
satisfaction survey located at:

www.theupsstore.com/survey

For official rules and Terms and
Conditions go to www.theupsstore.com
and click on the Customer Experience
Survey link

Date Delivered

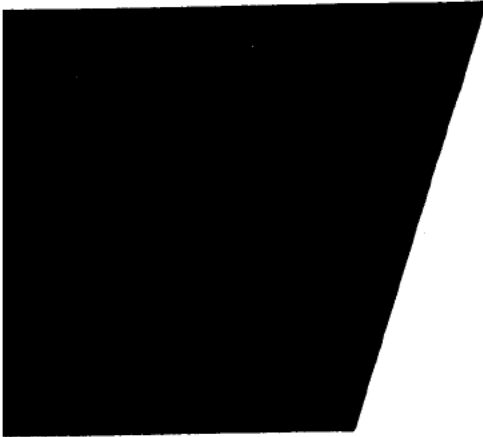
3/13/12 7:54

Signed by nurse

From:

[Redacted]

Mount Holly NJ [Redacted]



Ready **P**ost.

Utility Mailer

To: _____

