



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
MAY - 9 2012

Repository ☐

04-APR-2012

Reference No.
10454151

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **MATTESON** State **IL** Zip Code **[REDACTED]**

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

Evening Telephone Number **[REDACTED]**

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
1F66F5DY8B0 [REDACTED] Make **FLEETWOOD** Model **BOUNDER 35K** Model Year **2012**
Date Purchased **10-19-2011** Dealer's Name and Telephone Number **North Trail RV** Engine: **No: Cylinders 10** Fuel Type: **Gas**
Original Owner ☐ Dealer's City **Fort Myers** State **FL** Zip Code **33905**
Transmission Type **Auto** ☐ Antilock Brakes ☒ Cruise Control **6.8L Triton V-10** Multiple Failure: **2** Incident Date(s) **11-28-2011**
02-NOV-2011 3-20-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING Failure Mileage **5900** Failure Speed **65**

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: DOTM9ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: **[REDACTED]**
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).

TL* THE CONTACT OWNS A 2012 FLEET WOOD BOUNDER RV. THE CONTACT STATED THAT WHILE DRIVING 65 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE PROBLEM. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 5,900.

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(s), Failure(s), Crash(es), and Injury(ies)

On 11-28-2011 I was driving approximately 65 mph on the interstate when engine suddenly died out. Along with that my power steering and power brakes also stopped working. Vehicle was taken to San Tan Ford in Gilbert Az. San Tan said they found no related faults and returned the rv to me. On 3-20-2012 the engine died again while traveling 60 mph on an interstate in Illinois. I was towed to Freeway Ford in Lyons Illinois. Ten days later on 4-11-2012 the vehicle was released to me. Freeway Ford said they couldn't repair the rv because they couldn't duplicate the problem. The vehicle is unsafe to drive.

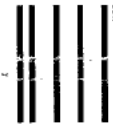
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

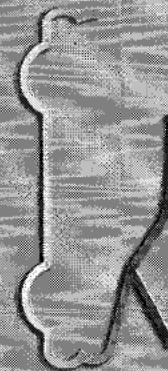
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





1429 EAST MOTORPLEX LOOP
GILBERT, AZ 85296
480-821-3200

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 3:00 p.m. - Saturday

R/O Open Date	R/O Number
12/09/11	6119851/1
R/O Close Date	Status
12/09/11	Pre-Invoice
Mileage In	Mileage Out
4774	4783

Service Advisor / Tag #
ROBERT PENCE/7701*W*

Vehicle Identification Number
1F66F5DY8B0

Delivery Date In-Service Date

Year	Make	Model	Body	Color	License Number
2011	FORD	SUPER DUTY F-	STRIPPED CHASSIS		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: VEH CUT OUT WHILE DRIVING 60 MPH UP A STEEP HILL HIGH RPM'S (4000?) VEH STALLED LIKE KEY TURNED OFF, PULLED TO THE SIDE OF THE ROAD WOULDNT CRANK OR START WAITED 5 MINUTES STARTED UP FINE ADVISE Corrected by 12650D: EEC (QUICK TEST) DIAGNOSIS: PERFORM KOEO/KOER SELF TESTS Work performed by KEN THOMPSON (102) Warranty Corrected by 12650D45: PINPOINT TEST DIAGNOSIS Work performed by KEN THOMPSON (102) Warranty Corrected by 12650D81: RECORDER/MONITOR ROAD TEST DIAGNOSIS Work performed by KEN THOMPSON (102) Warranty ROAD TESTED VEHICLE AND PERFORMED SELF TEST HAS VEHICLE OVERSPEED CODE OF P0297. THIS CODE IS SET AT SPEED OF ABOUT 77 MPH AND EASILY SET. DO NOT FEEL IT WAS THE CAUSE OF THE SYMPTOM LISTED. ATTEMPTED TO RECREATE SYMPTOM WHILE MONITORING PIDS. NPF. INSPECTED HARNESS GROUNDS AND CONNECTIONS TO BATTERY, PCM AND JUNCTION BOX. COULD NOT FIND ANY CONCERNS OR STALL VEHICLE. UNABLE TO VERIFY CONCERN AT THIS TIME. UNABLE TO CONTACT HOTLINE DUE TO CLOSED FOR TRAINING. NOTE OVERSPEED WILL NOT SHUT DOWN. INSPECTED GROUNDS G102 G103 G109 C175B BJB FUSES F20 F4 F3 F7 F18 F5 AND B+ AND B- TERMINALS.	
#3 * Q99P: MULTI POINT INSPECTION Corrected by Q99P: MULTI POINT INSPECTION Work performed by KEN THOMPSON (102)	

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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R/O Open Date	R/O Number
12/09/11	6119851/2
R/O Close Date	Status
12/09/11	Pre-Invoice
Mileage In	Mileage Out
4774	4783
Service Advisor / Tag #	
ROBERT PENCE/7701*W*	

			Work Phone	Vehicle Identification Number	
			Home Phone	1F66F5DY8B0	
				Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2011	FORD	SUPER DUTY F-	STRIPPED CHASSIS		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Corrected byGBATT: BATTERY CHECKED AND OK AT THIS TIME	
Work performed by KEN THOMPSON (102)	
Corrected byGBK: BRAKES CHECKED AND OK	
Work performed by KEN THOMPSON (102)	
Corrected byGTIRE: TIRES CHECKED AND OK	
Work performed by KEN THOMPSON (102)	
Sub Total: .00	
Sub Total: .00	

* TO GET YOUR APPLICABLE SERVICE REBATE, SIMPLY GO TO:	*
* FORDOWNER.COM/REBATES. PLEASE HAVE YOUR REPAIR	*
* ORDER HANDY, ENTER SOME BASIC INFORMATION, THEN FOLLOW	*
* THE SIMPLE REDEMPTION INSTRUCTIONS.	*

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

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X