

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

EQ-10457820-7605

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10457820
Date: Wednesday, May 23, 2012 12:14:00 PM

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Wednesday, May 23, 2012 12:14 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10457820

From: [REDACTED]
Sent: Wednesday, May 23, 2012 11:38 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10457820

In response to your email as listed below, I am including a marked copy (text in red) of your Vehicle Owner's Questionnaire, as well as a copy of a letter that I wrote to Motorhome Magazine with a more detailed explanation of the problem.

[REDACTED]

 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: 08-MAY-2012	Repository ☐ Reference No. 10457820		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number			
City SEQUIM	State WA	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1F65F5DY6BC [REDACTED]		Make FLEETWOOD	Model STORM	Model Year 2012	
Date Purchased August 31, 2011	Dealer's Name and Telephone Number Poulsbo RV, 800-556-3878		Engine: No. Cylinders 10	Fuel Type: Gas	
Original Owner ☒	Dealer's City Everett	State WA	Zip Code 98204		
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) Winter, 2011 19-MAY-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM			Failure Mileage 5700 Not applicable	Failure Speed All	
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: DOTM1A9ABC036)	☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)</i>					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ 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 2012 FLEETWOOD STORM. WHEN DRIVING THE VEHICLE ON A SUNNY DAY, THE CONTACT NOTICED THAT HE COULD NOT SEE THE INSTRUMENT PANEL CLEARLY ENOUGH TO TELL WHAT SPEED HE WAS DRIVING. THE VEHICLE WAS TAKEN TO THE DEALER. WHERE THE CONTACT WAS INFORMED THAT THE DESIGN OF THE INSTRUMENT PANEL COULD NOT BE CHANGED. THE CURRENT AND FAILURE MILEAGES WERE 5,700. See attachment for better description.					
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.					

[REDACTED]
[REDACTED]
Sequim, WA, [REDACTED]
[REDACTED]

Motorhome Magazine
2575 Vista Del Mar
Ventura, California 93001

Letter to the editor,

In August, 2011 I bought a 2012 Fleetwood Storm class A motorhome, model 32BH, with a 2011 Ford chassis. On bright sunny days, when the driver's eyes are accustomed to the sunlight, the instrument panel cannot be seen by the driver, even with the headlights turned on, and the rheostat turned maximum. Not being able to see the gas gauge, I nearly ran out of gas in Mojave, California. I can't see how fast I am driving, as the speedometer is invisible. The temperature gauges and oil pressure cannot be seen. The only thing visible on the instrument panel is the milage, which is green LED's.

My local Ford dealer told me my unit is as-designed and there is nothing they will do to correct the situation. The Ford RV Customer Assistance department (1-800-444-3311) was equally unhelpful. If it is true that the unit is as-designed, Ford has designed into its class A motorhome chassis a very definite safety hazard. I have to keep a flashlight nearby in order to periodically read my instruments!

Before buying any product with a Ford chassis, be sure you can see the instruments on a bright sunlit day. If you already have such a "defective" unit, contact the National Highway Transportation Safety Administration at 1-888-327 4236. The confirmation number for my complaint (ODI Number) is: 10457820. This problem needs a recall to correct.

Sincerely yours,

[REDACTED]

On May 22, 2012, at 10:29 AM, <EYQQ@dot.gov> wrote:

<image001.gif>

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

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