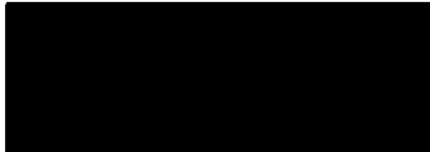


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NNS-200
CL-10563041-4542



EXECUTIVE SECRETARIAT

2013 JAN 27 P 2 41 Telephone



Rapid City, MI

RECORDED

January 20, 2014

Ford Motorhome Customer Assistance Center
PO Box 141266
Irving, TX 75014-1266

JAN 28 2014

Ref: 2014 Allegro Motorhome Model 32CA
Serial # 32CA0094841
VIN IF66F5DYA4D0
2013 Ford F series Chassis

This will be a long letter as I outline the problems that have led up to this writing, so bear with me and please read in detail.

I purchased the subject motor home from General RV Center in Wayland, MI., taking delivery on September 5, 2013. After completing all paperwork and receiving a "run through" on it's features and operations on that day, I spent the night in their lot and started out on what was planned to be a 10 day "familiarization trip", or let's say a "shakedown voyage". After leaving their lot I made my way to a nearby southbound expressway. I exited the expressway some 30 miles later. As I started to accelerate from my stop at the end of the exit ramp, the unit would not accelerate. It seemed to be "missing". After several cycles of pressing and releasing the accelerator, the engine ran smoothly and accelerated.

This was the beginning of my problems on this "voyage". I will spare you the listing and descriptions of those problems that were not related to the Ford chassis, although there were many. All of the problems encountered caused me to cut short my "familiarization trip" by a few days and just head for home! Below I will detail the problems encountered with the Ford chassis and my five visits to repair facilities - four Ford Agencies and one independent truck repair center. Let me say that as of this writing, none of the problems have been repaired or resolved.

In the following, I will refer to "idle mode", which is an engine operating condition in which the engine will not accelerate by depressing the accelerator. I will also refer to the illumination of "warning lights", which are the "Brake System" and "Brake Reserve System" icons that are on the instrument panel.

The first "idle mode" condition occurred as mentioned above. It occurred many more times as I proceeded on this trip. The "warning lights" illuminated on the fifth day of the "familiarization trip" and have done so many times since. When the "idle mode" condition occurs, it requires repeated

AM
1/30/14
SM/D

cycles of depressing and releasing the accelerator before the engine will accelerate. It may require as few as two, or as many as 10-15 cycles to achieve acceleration. This usually occurs when starting up from a stop, such as at a traffic light, or when accelerating from a slow speed, such as when entering the on-ramp of an expressway. Sometimes, when entering an expressway, I may travel a half mile in the traffic lanes before significant acceleration occurs. Meanwhile, trucks and other vehicles are approaching me from the rear at highway speeds. I have also experienced "idle mode" - loss of power - while traveling at highway speeds. This is an unsafe condition! I also wonder if sometime the engine will not come out of "idle mode" and I will be totally immobile.

I will detail below each of my visits to these repair facilities:

1. On 9/12, I called the Ford Customer Assistance Center, explaining these two problems. I was directed to Redmond Truck and Repair Center in Saginaw, MI. - an independent truck repair facility. The Ford Tech Rep called ahead to advise that I would arrive there and to authorize the diagnosis and repair.

I explained the problems to the mechanic. He "scoped" the engine while running, with his diagnostic scope and saw no error codes. We went for a test drive with me at the wheel and with the scope connected. The "idle mode" condition occurred four times. During one of the occurrences, the mechanic told me to press down on the accelerator; I told him it was all the way to the floor. His scope indicated that it was depressed 3.6%!

He discussed the condition at length with "Mike", a Ford Tech Rep. Mike explained the "interlock" between the brake pedal and the accelerator (which has no mechanical connection to the fuel system, but rather, sends a signal to the engine-controlling computer). He said that I am probably driving with my left foot on the brake pedal, causing the "interlock" to prevent acceleration. I don't drive that way, so that it is not an issue. As far as I know, there was no discussion about the warning lights.

Mike could offer no other suggestions, and either he or the Redmond mechanic suggested that I go to McDonald Ford in Freeland, MI. This Ford Agency was only a few miles away and that is where I headed. Please note that Redmond did not give me any paperwork, but since Ford reimbursed Redmond for the service work, Ford will have a record of the charges, and the diagnosis performed.

2. I checked in with the Service Tech at McDonald Ford. I spent 2½ hrs there, but the only error codes that showed were an "over speed condition" and "lost commuictn with PCM" (the battery had been disconnected). They used a PC as the diagnostic device. They did not road test the vehicle. There was no discussion of the warning lights. The Service Tech said all appropriate wires and connectors must be traced for shorts and opens, and advised that the Service Department was booked through the next five days. I decided not to wait the five days. A copy of Service Report is attached.

3. When I arrived home, I called the Ford Customer Assistance Center to ask the location of the nearest Ford Agency that could work on Ford motor home chassis, and I was directed to Manistee Ford in Manistee, MI (90 miles from my home). I called and made an appointment for November 5th. On that date, I checked in with Jason, the Service Tech, explaining the two problems and my two

prior visits to other Service Shops.

They found no error codes (not even the two unrelated as mentioned above). See their attached Service Report, in which the "Ford Hotline" advised that "this (idle mode occurrence) was a normal characteristic due to weight of vehicle"! Douglas, the Ford Hot Line Tech Rep advised Manistee Ford "Recommend discussing the weight of the vehicle and the fact that nothing is out of range with the customer to help them understand it is normal".

The Service Tech explained the "adaptive transmission", which feature requires the transmission to learn and store my driving habits to properly program the computerized transmission control! Either I am a poor teacher or the transmission is a slow learner; I have driven the unit over 1,900 miles as of this date and the conditions continue!

Manistee Ford did determine that there was a faulty brake pressure switch but they did not have such in their parts inventory. They asked that I call two weeks before my next visit so that they could have the part on hand. I advised that I would call to schedule an appointment in early January, as I depart on my planned winter trip. They said that they road tested the unit and all was fine. The "idle mode" condition occurred as I pulled out of their lot, and several miles later the warning lights illuminated! I proceeded to General RV in Wayland, MI to have several coach issues remedied. Please note that they said they do not work on chassis issues.

4. I scheduled my next appointment with Manistee Ford for January 14th. Their Service Report is enclosed. While it does not state such, they advised that they used the diagnostic scope and found no error codes. The brake pressure switch was replaced and "retested good". The Service Writer said that after replacing the brake pressure switch the warning lights should not come on. Again, as I left their lot the "idle mode" condition occurred, and 80 miles down the road, the warning lights came on!

5. Both conditions continued. The warning lights usually come on several miles after start-up. After the engine is shut down, they do not illuminate immediately at start-up, but do so after being underway for several miles. The "idle mode" condition seems to be worsening - 19 occurrences in a couple hundred miles on one day, most of which was expressway driving, with few stops or slow-downs, and three times it occurred while driving at highway speeds. I called Ford Customer Assistance from Elizabethtown, KY, was transferred to "Carl", and advised by him to take the unit to Gillie Hyde Auto Group (a Ford Agency) in Glasgow, KY.

In my discussion of the problems with "Carl", he said that I may be pressing the accelerator "too soon" after removing my foot from the brake pedal; that there is a delay built into the interlock system that prevents acceleration from occurring. I advised that I drive this unit the same as I drive my 2011 Ford Escape. Additionally, this would not explain repeated "idle mode" occurrences, where the foot has been off the brake pedal for a considerable period of time, or such occurrences while driving at highway speeds, with no activation of the brakes..

They did the same as previous service locations; "scoped" the engine, found no error codes, checked the "brake system" and sent me on my way. Their Service Report is enclosed. They said that they road tested the unit. The "idle mode" condition occurred as I pulled out of their lot, and the warning lights illuminated a few miles down the road!

Please note also the copy of e-mail correspondence dated November 12, 2013, between myself and "Glaiza" at Ford Customer Relationship Center. The response to my detailed inquiry was less than satisfactory.

When I took delivery of the unit, I was told that I should expect to achieve an mpg of 8 or better. My actual mpg is 6.687; perhaps the above described conditions contribute to the poor mpg. Also, it is worth noting that the brakes seem to be "hard"; a lot of foot pressure is required to bring the unit to a stop.

I am on the road for my long planned winter trip, which will be around 8,000 miles. I feel very uneasy proceeding to and through the thinly populated desert expanses of TX, NM, AZ, CA, NV, UT and WY. My only alternative is to return home and "give up"! I purchased this new - and nicely appointed - motorhome specifically for this trip (which trip I have done each of the last ten years without problems in two other motor homes (with Chev Vortec engines - no longer available)

Please don't just tell me to "see my dealer" - I have done that five times with no remedial results. I don't know what my next step will be, but I will explore my options.

Sincerely,



cc: ✓ Administrator
1200 New Jersey Avenue, Southeast
Washington, D.C. 20590

Al Schaberg
General RV Center
476 ~~00~~ Reno Drive
Wayland, MI 49348

Tiffin Motorhomes
105 2ND Street NW
Red Bay, AL 35582

NOBODY BEATS...



McDonald Ford

6790 MIDLAND ROAD • FREELAND, MI 48623 • (989) 695-5566 • Fax: (989) 695-5610 • www.mcdonaldford.com

R/O	VIN	DATE IN	
57421	1F66F5DY4D0	09/12/13	
YEAR	MAKE	MODEL	COLOR
2013	FORD	SUPER DUTY	BLACK
MILES IN	MILES OUT	FIRST USE	LISC.
1042	1042	00/00/00	MI
SEE ALSO	H:	RES.	BUS.
		W: ()	-
			0948
			DAN WRITE

- (1) CUSTOMER STATES THAT INTERMITTENTLY THEY HAVE NO THROTTLE RESPONSE THEN ENGINE REVS UP UNABLE TO VERIFY CONCERN AT THIS TIME. FOUND CODE IN SYSTEM P0297 FOR OVER SPEED CONDITION, AND INFORMATION FOR LOST COMMUICTN WITH PCM (LOST POWER) CHECKED CONNECTORS UNDER DASH SEEM GOOD. WOULD NEED ADDITIONAL TIME TO TRACE CONCERN (97- GRANT-) A
- | | | | |
|--------------------------|-----|-----|-----|
| Labor | D36 | T97 | .00 |
| Total Repair (Customer) | | | .00 |
-
- (2) Multi-Point Inspection
- | | | | | |
|--------------------------|-----|-----|-----|-----|
| 99P | 99P | 99P | T97 | .00 |
| GBATT | | | T97 | |
| GBK | | | T97 | |
| GTIRE | | | T97 | |
| Total Repair (Customer) | | | .00 | |

Next Service FEB '14 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranty on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any 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.

X

Page 1 of 1

CUSTOMER SIGNATURE Job 57421

57421



Customer Copy

W/C INT. CUSTOMER

Labor	.00
Parts	.00
Sublet	.00
Shop Supplie	.00
Oil/Grease	.00
Sub Total	.00
.00 Tax	.00
Total	.00

IPX-34-02A



Select Option

Powertrain Control Module

All CMDTCs

Pass - IC

U0100-20- ABS

U0155-20- ABS

P0297-00-68- PCM

Snapshot Data

P0297:00-68- PCM

- ▶ Description - P0297
- ▶ Vehicle Overspeed Condition
- ▶ Failure Type - 00
- ▶ No Additional Failure Type Information for this DTC
- ▶ Status - 68 (Indeterminate)
- ▶ Fault previously detected but monitor has not completed to determine state.
- ▶ Diagnostic Protocol - 14229
- ▶ Select I button help for additional information on 14229 DTC structure



start

IPX-34-02A

SESSONTRP APP SESSONTRP C Stead Avian

01/27/13

P0A13932 - Motorhome / Stripped Chassis / Step Van

IP: 04 02A

Log Viewer - Technician View (Full Diagnostic)

P0297:00-68-(PCM) - Vehicle Overspeed Condition - No Additional Failure Type information for this (DTC) - Indeterminate, Fault previously detected but monitor has not completed to determine state.

Snapshot Data
P0297:00-68-(PCM)
Trigger Event :
The last time that a system malfunction was detected.
(REALTIME) : 00:00
(DIST_TOT_VEH) : 0mi
(FUELSYS) : Closed Loop
(LOAD) : 58.82%
(CHT) : 204.8°F
(SHRTFT1) : -4.69%
(LONGFT1) : -1.56%
(SHRTFT2) : -4.69%
(LONGFT2) : -0.78%
(RPM) : 3785.25RPM
(VSS) : 75.20MPH
(SPARKADV) : 29°
(IAT) : 77°F
(MAF) : 134g/s
(RUNTM) : 2:48:58
Select Option
EXIT
All (CMDTCs)
Pass - (ABS)
Pass - (C)
Pass - (PCM)
Cleared (CMDTCs)
U0100-20- (ABS) - Lost communication with the (PCM) - No Additional Fault Symptom Available for this (DTC), Previously Set (DTC) Not Present at Time of Request, (MIL) Off for this (DTC), Test Complete
U0155-20- (ABS) - Lost Communication With The Instrument Panel Cluster Control Module - No Additional Fault Symptom Available for this (DTC), Previously Set (DTC) Not Present at Time of Request, (MIL) Off for this (DTC), Test Complete
P0297:00-68-(PCM) - Vehicle Overspeed Condition - No Additional Failure Type information for this (DTC) - Indeterminate, Fault previously detected but monitor has not completed to determine state.

Select Option
EXIT
Select Option
ABORT
Select Option
ABORT
Session Ended - 9/12/2013 - 1:56:06 PM
Session Resumed - 9/12/2013 - 1:56:07 PM
Restoring Configuration Model
Select Option
Hold (saves recordings).
Complete (deletes recordings).
Delete (deletes session).
Vehicle: Motorhome / Stripped Chassis / Step Van
Engine Type: 3V
Capacity: 8.9L
Transmission: Automatic
Fuel Type: Gasoline
Emission level: 50 State Emission
Odometer: 1042.7mi
(VIN): 1F66F5DY4D0

Complete

V/750N



MANISTEE FORD, INC.

U. S. 31 South · P.O. Box 437
Manistee, Michigan 49660
(231) 723-9975



RAPID CITY

MI



CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
11/05/13	13	FORD	MOTORHOME	1F66F5DY4D0		57148	1399	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	11/05/13	21	00:00		82.00	00	11/05/13	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
133349				1				

===== WAITER =====

UDE Customer Type: R

===== REPAIR LINE 001 =====

CUSTOMER CONCERN VEHICLE HESITATES WHEN ACCELERATING OUT OF A STOP PERFORMED SELF TEST AND FOUND NO CODES STORED IN THE SYSTEM. CONTACTED FORD HOTLINE AND WAS TOLD THIS WAS A NORMAL CHARACTERISTIC TO VEHICLE DUE TO WEIGHT OF VEHICLE

Bill Code - W

UDE Repair Type: W

UDE Serv Dept: S

FD 9N7Z / 13N021/A

BULB

1

Total Parts

Total Line

===== REPAIR LINE 002 =====

CUSTOMER CONCERN BRAKE AND BRAKE RESERVE CAPACITY WARNING LIGHTS HAVE COME ON THREE DIFFERENT TIMES PERFORMED PINPOINT TEST P. PINPOINT TO FAULTY BRAKE PRESSURE SWITCH. PART NEEDS TO BE ORDERED

Bill Code - W

UDE Repair Type: W

UDE Serv Dept: S

===== REPAIR LINE 003 =====

CUSTOMER CONCERN CHARGING LINE TO TRAILER CONNECTOR B NOT ACTIVE NECESSARY TO TAKE TO BODY BUILDER OF MOTOR HOME

Bill Code - W

UDE Repair Type: W

UDE Serv Dept: S

===== REPAIR LINE 004 =====

CUSTOMER CONCERN VEHICLE IS LEAKING OIL INSPECTED AND FOUND VEHICLE LEAKING POWER STEERING FLUID. FOUND FITTING AT BOTTOM OF POWER STEERING PUMP LOOSE. TIGHTENED FITTINGS AND RETESTED GOOD.

Bill Code - W

UDE Repair Type: W

UDE Serv Dept: S

===== REPAIR LINE 005 =====

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			MISC. SALES	
			MATERIALS	
			TOTAL CHARGE	
			DEDUCTIBLE	
			SALES TAX	
			OTHER PAY	
			CUSTOMER PAY	
			(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	

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RAPID CITY

MI

CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
11/05/13	13	FORD	MOTORHOME	1F66F5DY4D0	57148	1399		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	11/05/13	21	00:00		82.00	00	11/05/13	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
133349								

1

CUSTOMER CONCERN HIGH BEAM HEADLIGHT BULB IS BURNED OUT
 REMOVED AND INSPECTED BULB OK. CHECKED FUSES OK. TRACED HARNESS AND FOUND PIN ON
 BUILDER HARNESS C144PIN 3LG-BK BACKED OUT. SEATED PIN AND VERIFIED PROPER OPERATION
 Bill Code - W

UDB Repair Type: W

UDB Serv Dept: S

===== REPAIR LINE 006 =====

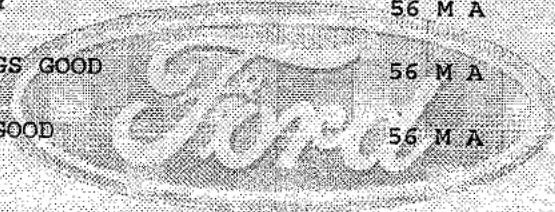
PERFORM MULTI POINT INSPECTION

Bill Code - C

UDB Repair Type: C

UDB Serv Dept: S

99P	MULTI POINT INSPECTION	56 M A
DOUGLAS OBRIEN		
GBATT	GOOD BATTERY	56 M A
DOUGLAS OBRIEN		
GBK	BRAKE LININGS GOOD	56 M A
DOUGLAS OBRIEN		
GTIRE	TIRE TREAD GOOD	56 M A
DOUGLAS OBRIEN		



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		MISC. SALES	
		MATERIALS	
		TOTAL CHARGE	
		DEDUCTIBLE	
		SALES TAX	
		OTHER PAY	
		CUSTOMER PAY	
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	

>

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Hotline Assistance Request 106811287

Contact Date: 11/5/2013 11:22:34 AM
Technician: Douglas OBrien
P&A Code: 09605
Vehicle: F-SERIES MOTORHOME/COMMERCIAL
VIN: 1F66F5DY4D0 [REDACTED]
R. O. Number: 133349

Request Form Details:

Description of Vehicle Concern:

vech hesitates when accel from a stop

Diagnostics Performed:

KOEO/KOER/CMDTC, no codes. Perform power balance, all cylinders normal but 10 is slightly higher than rest. Look at mode 6 data cylinder 2 had 2 counts last drive cycle and 6 had 1 count last drive cycle. No faults found with plugs or coils on those cylinders. Inspected MAF no fault, sensor and air filter box clean, PID values fall within spec from reference chart. Long Fuel Trim around -5% and Short Fuel Trim around 2%, stays close to even both banks.

Parts Replaced:

none

Technician's Question:

Should I be concerned with mode 6 results. I dont think that the shown results could be the reason for hesitation. This is a 22000 GVW motorhome and suspect that sensation is normal.

Additional Comments

Comment From: Ford **Comment Date:** 11/5/2013 12:07:41 PM
Douglas,

The mode 6 results do not appear to be high enough to be causing this concern. If there are no codes stored, this may very well be normal due to the configuration of this vehicle. If there are no pids out of line and no codes stored, suspect this is normal. Recommend discussing the weight of the vehicle and the fact that nothing is out of range with the customer to help them understand it is normal.

Please describe repair and/or any additional comments:

You have **950** characters remaining for your response...

No Reply Required

Print Date: 2013-11-05 12:09:49.765 -05:00

By voluntarily providing your personally identifiable information (such as name, email, and mobile phone number) to us, you understand and consent to the collection, use, processing, transfer, and disclosure of this information globally - including by Ford in the United States and by Ford affiliates and their service providers. Your consent

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RAPID CITY

MI

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/14/14	13	FORD	MOTORHOME	1F66F5DY4D0	57148	1810		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	01/14/14	21	00:00		82.00	00	01/14/14	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
134317				1				

===== WAITER =====
 UDB Customer Type: R

===== REPAIR LINE 001 =====
 CUSTOMER CONCERN BRAKE RESERVOIR CAPACITY WARNING LIGHT COMES ON
 INSPECTED CONCERN AND PERFORMED PINPOINT TEST P. FOUND A FAULTY BRAKE PRESSURE SWITCH
 . REPLACED BRAKE PRESSURE SWITCH AND RETESTED GOOD

Bill Code - W
 UDB Repair Type: W
 UDB Serv Dept: S
 FD 3L3Z / 9F924/AB SWITCH AS 1
 Total Parts
 Total Line

===== REPAIR LINE 002 =====

PERFORM MULTI POINT INSPECTION
 Bill Code - C
 UDB Repair Type: C
 UDB Serv Dept: S
 99P MULTI POINT INSPECTION 56 M A
 DOUGLAS OBRIEN
 GBATT GOOD BATTERY 56 M A
 DOUGLAS OBRIEN
 GBK BRAKE LININGS GOOD 56 M A
 DOUGLAS OBRIEN
 GTIRE TIRE TREAD GOOD 56 M A
 DOUGLAS OBRIEN



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	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE >	PARTS AMOUNT
MISC. SALES			
MATERIALS			
TOTAL CHARGE			
DEDUCTIBLE			
SALES TAX			
OTHER PAY			
		CUSTOMER PAY	



Gillie Hyde Auto Group

Tire and Auto Care Center
 610 Happy Valley Road • Glasgow, Kentucky 42141
 (270) 651-2125
 service@gilliehyde.com • www.gilliehyde.com



SERVICE INVOICE

RO	VIN	DATE IN
YEAR 6488 MAKE I F 6 6 MODEL D Y 4 D COLOR [REDACTED]	[REDACTED]	TIME 01/16/14
WARRANTY 3 PGMCHLUT FIRST RESP PER DUTY USC. 0	[REDACTED]	CLOSED 07:15 08:20
SEE 2379 2383 00/00/00 ML	RAPID CITY MI [REDACTED]	WRKED /16/14
ALSO	none	2788
H: [REDACTED] W: () -		DBERRY

1) CUSTOMER STATES VEHICLE WILL INTERMITTENTLY NOT ACCELERATE WHEN PUSHING THE GAS PEDAL (ONLY REVS). IT ALSO LOSES POWER AT HIGHWAY SPEEDS AT TIMES.
 CHECK AND ADVISE.
 HOOKED IDS TO VEHICLE RUN KOEO SHOWS NO FAULT CODES TEST DROVE VEHICLE CHECKS OUT GOOD NO PROBLEMS FOUND. VEHICLE IS GOVERNED WILL NOT GOASTER THAN SEVENTY EIGHT.
 Warranty Claim Repair Type: -
 (Tech:98) A(Warranty).....

Labor T98 0

2) CUSTOMER STATES THE "BRAKE LIGHT" ON DASH COMES ON AND THE "BRAKE RESERVE CAPACITY" LIGHT COMES ON. JUST REPLACED BRAKE PRESSURE SWITCH CHECK AND ADVISE.
 DID NOT FIND ANYTHING WRONG WITH BRAKE SYSTEM CHECKS OUT GOOD.
 Warranty Claim Repair Type: -
 (Tech:98) A(Warranty).....

Labor T98 0

Next Service MAY '14 Lube-Oil-Filter	W.C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES <small>Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and Selling Dealer neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the Selling Dealer and consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.</small>			
X CUSTOMER SIGNATURE			
Page 1 of 1 Job 36483		.00	
36483 Customer Copy			
			Labor .00 Parts .00 Sublet .00 Shop Supplies .00 Oil/Grease .00 Sub Total .00 Tax .00 Total .00



Ford Motor Company CRM:0325900001670

1 message

Tier 1 Email - CRCFMC <crcfmc@ford.com>

Tue, Nov 12, 2013 at 12:10 PM

To: [Redacted]

Hello [Redacted]

My name is Glaiza and I am from the Ford Customer Relationship Center (CRC). I received your email regarding your 2013 F-53 Tiffin Motorhome.

Let me first thank you for choosing a Ford product.

I am sorry to hear that the Ford dealership you visited was unable to replicate your concern. I apologize for any frustration this may have caused you.

To meet the specific needs of our RV customers, we recommend contacting your selling dealership, an authorized Recreational Vehicle (RV) dealership or Ford Motor Home CRC for assistance with this matter. The Ford Motor Home Customer Relationship Center can be reached at:

Phone:
(800) 444-3311

Mail:
Ford Motor Home Customer Relationship Center
PO Box 141266
Irving TX 75014-1266

It has been a pleasure directing you to the appropriate department.

Thank you for contacting Ford Motor Company.

Glaiza
Customer Relationship Center
Ford Motor Company

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) / 9:00 a.m. - 5:30 p.m. EST (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Should you need it in the future, your reference number is CAS-3499771-K3V4X4.

For online support visit us at: www.owner.ford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

----- Original Message -----

WHAT IS YOUR VEHICLE SALES OR SERVICE ISSUE?: I have a new Tiffin motor home on a 2013 Ford chassis. Right after I took delivery on 9/6/13, I have experienced a problem with accelerating after slowing down or coming to a complete stop. When depressing the accelerator, the engine will not come out of idle mode until after pressing and

releasing for anywhere from two to ten times. I have taken it to three shops (two Ford and one independent). The first two could not diagnose the problem, even after communicating with Ford Tech Service. The last one said that Ford advises it is an "adaptive Transmission" situation and to just keep driving it and it will go away! I have driven the unit over 900 miles and it has not gone away. This is a dangerous driving condition (a safety issue) but the last Ford dealer (Manistee Ford) said Ford will not pay them for any further diagnostics so there is nothing more that they can do. Just to let you know that you have a dangerous unit on the road. Don,t tell me to take it to my dealer.

WHAT ACTION HAS YOUR DEALER TAKEN TO ADDRESS THE ISSUE?:See above

WHAT ASSISTANCE ARE YOU SEEKING FROM FORD MOTOR COMPANY?:I want to know what the problem is and what the fix is. As mentioned above, don't tell me to take it to my dealer. Nearest dealer is 180 miles RT (and \$100 fuel cost) and I have been there and they couldn't fix it.

Are you the owner of the vehicle :Yes

VIN : 1F66F5DY4D0 [REDACTED]

MILEAGE : 1550

WHERE IS YOUR VEHICLE NOW : InPossession

HAVE YOU CONTACTED THE DEALER :Yes

DEALER NAME : Manistee Ford

Contact Information

First Name : [REDACTED]

Last Name : [REDACTED]

Address : [REDACTED]

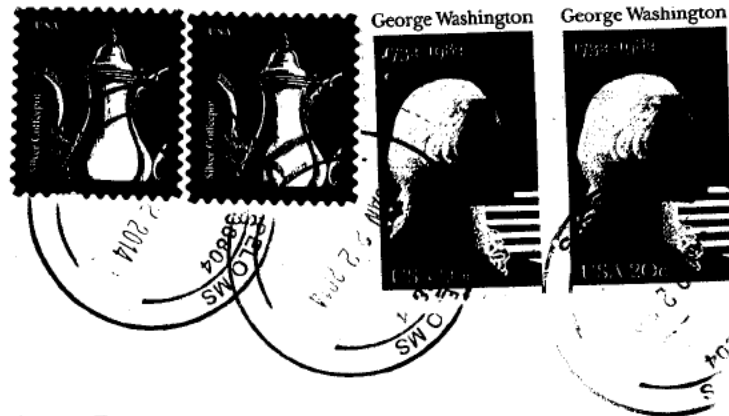
City : Rapid City, **State :** MI, **Zip :** [REDACTED]

Email Address : [REDACTED]

Phone Number : [REDACTED]



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WASHINGTON, D.C. 20590

