


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. § 52(B)(6) DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 16-APR-2014		Repository <input type="checkbox"/> Reference No. 10583188	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number		NONE	
City POCATELLO		State ID		Zip Code		SAME AS ABOVE	
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 1F64F5DY4B0				Make ITASCA		Model SUNSTAR	Model Year 2012
Date Purchased 26 OCT '11		Dealer's Name and Telephone Number BLAINE JENSEN RV CNTR 801-544-4298			Engine: FORD No: Cylinders 10		Fuel Type:
Original Owner B		Dealer's City KAYSVILLE		State UT	Zip Code 84037	V-10	GASOLINE
Transmission Type 5 SPEED AUTO TORQSHIFT		<input checked="" type="checkbox"/> Antilock Brakes	Powertrain		Multiple Failure: YES 9 TIMES		Incident Date(s) 12-APR-2012 FIRST 18 APR 2014 LAST
<input checked="" type="checkbox"/> Cruise Control							
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: ENGINE (PWS), 100000 POWER TRAIN						FIRST Failure Mileage 1400	Failure Speed 10 MPH APP
1470 APR							
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 (Please describe in detail the incident(s), failure(s), crash(es), and injury (ies).)							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2012 ITASCA SUNSTAR. THE CONTACT STATED THAT HE ATTEMPTED TO ACCELERATE BUT THERE WAS A BRIEF DELAY. THE VEHICLE WAS TAKEN TO THE DEALERSHIP WHERE THE TECHNICIAN WAS UNABLE TO DIAGNOSE A PROBLEM. NO REPAIRS WERE MADE TO THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE 1,400 AND THE CURRENT MILEAGE WAS 31,000.							
NOTE: ENGINE REMAINED AT IDLE FOR ABOUT 10-15 SECONDS. THE ABOVE HAS HAPPENED ABOUT 7 TIMES BETWEEN 12 APR 2012 AND 18 APR 2014. I CONSIDER THIS NON RESPONSE TO THE FOOT PED POSITION A DANGEROUS CONDITION WHEN TRYING TO ACCELERATE TO THE TRAFFIC SPEED ON AN INTERSTATE ON RAMP AND THE ENGINE JUST IDLES.							
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.							

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

A PERSON NAMED [REDACTED], RAPID CITY, MICHIGAN WROTE TO MOTOR HOME MAGAZINE WITH THE SAME TROUBLE. MAY 2014 ISSUE PAGE 141 "INTERMITT FORD PROBLEMS".

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

POCATELLO ID 832

02 MAY 2014 PM 1 L

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](http://www.safercar.gov)

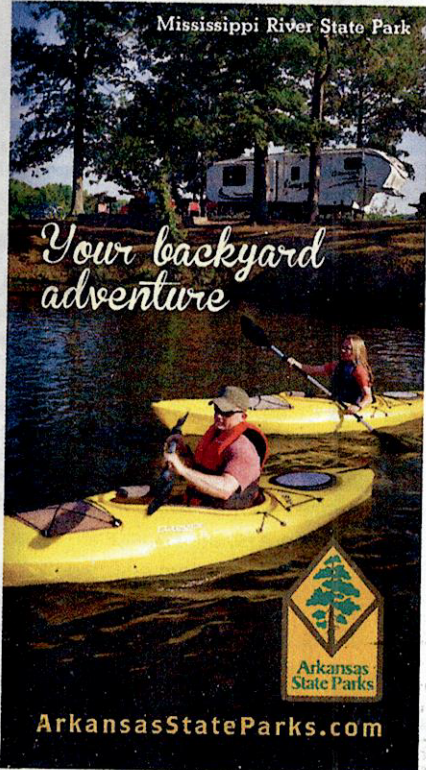
or call:  
Vehicle Safety Hotline  
888-327-4236



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

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MOTORHOME | May 2014

a close inspection will determine what needs to be done to stop the leak.

GENSET CONCERNS AND OIL ANALYSIS

I had my motorhome in for repair, and for some reason, the shop started the generator and forgot to shut it off for more than 48 hours in blistering hot weather. I am sure that this incident has shortened the life of my generator, but I can't prove it by having a compression test, since I don't have a beginning compression test to match it with. So, I thought that maybe I could take a sample of the oil and have it tested for excess metals and breakdown of the oil. Can you assist and maybe steer me to someone in Northern California who does this testing?

FAIRFIELD, CALIF.

While the shop obviously burned up a lot of hours, the good news is that generators are actually designed to run for extended periods. As long as the engine didn't run low on oil or overheat (most gensets have built-in protection against these perils and will shut down automatically) and the en-

INTERMITTENT FORD PROBLEMS

I have a couple of problems with a 2014 motorhome on a Ford F53 series chassis. Frequently, when starting up after a stop, or when attempting to accelerate on an entrance ramp, the engine will not come out of "idle mode" until after several, or many, depressions of the accelerator pedal. Repeated applications of the throttle pedal will finally result in engine acceleration. Sometimes, I am in the traffic lane on the expressway before acceleration starts. Several times, I have experienced the engine going into idle mode while underway at highway speeds.

The other condition is the illumination of the BRAKES warning light and the BRAKE RESERVE CAPACITY warning lights, always both at the same time, and usually after being underway for 50 miles or so. There are no error codes, so no remedial action by Ford.

I have taken the unit to five different Ford service facilities. They found no error codes on their analyzer, say all must be OK and send me on my way. I consider these conditions to be potentially unsafe.

COACH & POWERTRAIN

The unit has been driven 3,800 miles. Any thoughts?

RAPID CITY, MICH.

On your chassis, the throttle is drive-by-wire, meaning there is only an electrical connection, not a mechanical connection, to the throttle body. When you step on the pedal, a sensor switch sends a signal to a stepper motor to open the throttle. In practice, the actuator at the throttle body is more likely to be at fault; bad switches are less common. A Ford technician should be able to connect a tester to the wiring, and a pressure test gauge to the fuel system to observe what is going on when the problem occurs, perhaps during a test drive.

If the brakes feel normal, the brake problem is likely an electrical glitch only, and again needs to be tested and diagnosed. In any case, what you are experiencing are safety issues that must be resolved promptly. Contact the Ford zone office and request that they have a dealer technician go with you as you test drive it while using a Ford scan tool capable of testing the engine and brakes. If they fail to resolve this problem, you can file a complaint with the NHTSA's Vehicle Safety Hotline (888-327-4236) or online at <https://www.safercar.gov>