

CL-10838239-2231

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

[REDACTED]
[REDACTED] Tucson, AZ [REDACTED]
[REDACTED]

December 16, 2015

JAN 5 2016

Administrator, NHTSA
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Re: 2015 Winnebago Vista
WFE35F 10E75T [REDACTED]

Dear Sir or Madame:

We have enclosed a copy of a letter sent to Ford regarding our 2015 Winnebago. Ford did not reply via email or in writing but called to say they would only reimburse us for the hotels and vehicle.

We believe this is a safety issue that needs to be addressed. How many other motorhomes out on the road with the same issue? Jim Golden Ford in Camden, Arkansas told us we were the fourth motorhome in for the same repair. Holmes Tuttle Ford in Tucson has told us they have had motorhomes in with the same issue.

We ask that you please read and respond in writing to the attached letter.

The vehicle has been in the repair shop at the Ford dealership from October 26 to November 24, 2015 for the brake caliper repair. On December 1, 2015 we then took the vehicle to La Mesa RV in Tucson, Arizona for repair and the motorhome is as of this date still at La Mesa for repair work.

[REDACTED]

NM
1816
SMD

xc w/encs:

Winnebago Industries, Inc.
P.O. Box 152
605 West Crystal Lake Road
Forest City, Iowa 50436

La Mesa RV
1740 South Mesa Drive
Mesa, AZ 85210

[REDACTED]
Tucson, Arizona [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

November 6, 2015

Re: 2014 Ford Super Duty F-53 with 2015 Winnebago Vista Motorhome
Chassis VIN: 1F66F5DY4E0 [REDACTED]
Winnebago Model 2015 WFE35F
Serial No: [REDACTED]

Via email: ClaimsNMC.com
and Registered Mail

Ford Motor Commercial Roadside
P.O. Box 141266
Irving, Texas 75014-1266

Dear Sir or Madam:

I have outlined our breakdowns in this new vehicle.

Sunday, September 20, 2015 we heard a noise while driving the motorhome on I-70 near Marshall Illinois. We exited the freeway, parked the motorhome and called Roadside Assistance. After a couple of phone calls back and forth with Roadside Assistance, we were told by Roadside that we would not be towed until it was confirmed which Ford dealer was able to report the motorhome.

Monday, September 21, 2015: We were towed approximately 80 miles to Plainfield, Indiana to Andy Mohr Ford. The motorhome was checked to see what needed to be repaired. The Service Advisor Buffy Crye informed us of the repairs needed and that parts would have to be ordered and that we would not be able to stay in the motorhome because it was in the shop. Ms. Crye made arrangements for us to get a hotel and rental car. We have enclosed the receipts for the hotel and rental car. We were kept informed by Ms. Crye of what was being done to the vehicle. On Thursday, September 24, 2015 Ms. Crye informed us our vehicle was ready to go

Ms. Crye was exceptional in that she kept us informed and was helpful in finding a hotel and rental car for us. We left Andy Mohr on September 24, 2015 at approximately 4:00 p.m.

Saturday, September 26, 2015 we arrived in Connecticut where we stayed for 10 days.

Monday, October 12, 2015 at 8,646 miles we took the motorhome to Germain Ford of Columbus for an oil change. The Works Vehicle checkup, the tech noticed that the brake caliper was put on incorrectly. He removed the wheel and installed the caliper correctly. This repair was done under warranty. As part of the "works" a thorough inspection of the vehicle was performed. A detailed vehicle report card showed all okay at this time.

Sunday, October 18, 2015: We heard a noise while driving the motorhome near North Little Rock, Arkansas. Only have traveled 813 miles since the last Service inspection with the mileage of only 9,459. We exited the freeway parked and called Roadside Assistance. After a couple of phone calls back and forth with Roadside, again we were told that we would not be towed until it was confirmed which Ford dealer in Little Rock area could do the repairs.

Monday, October 19, 2015: We were towed from North Little Rock to Jim Golden Ford in Camden Arkansas. We were towed approximately 100 miles. We were told that none of the Little Rock Ford dealers could repair the motorhome. When we arrived at Jim Golden Ford we were told we were the fourth Ford motorhome chassis that had been in the shop for the front wheel bearing repair. At this dealership all employees were courteous. Jim Golden Ford had told us that the nut had come off the spindle. The only thing holding on the driver's front tire and wheel was the brake caliper. The dealership gave us a loaner car at no charge. We rented a hotel room for two nights. We asked that an inspection of the chassis be done. The Service Advisor Joyce informed us that parts needed to be ordered. Enclosed is a receipt for the hotel. On Wednesday morning, October 21, 2015 Joyce let us know the motorhome was ready. We left Camden, Arkansas and headed home to Tucson, Arizona.

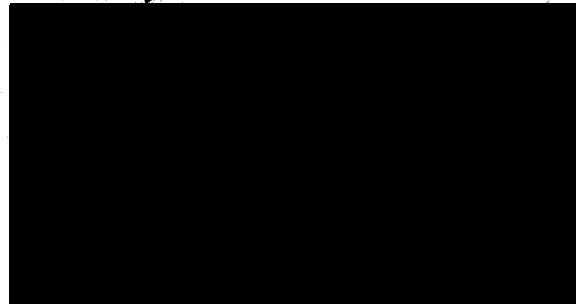
On October 26, 2015 I noticed some oil or grease residue on the drivers front wheel. We took the motorhome to Holmes Tuttle Ford in Tucson, Arizona to have it checked. We received a phone call from the Service Advisor that the left front brake caliper is leaking and needed to be replaced.

The Tucson Service Advisor told us that they also have had motorhomes in with the front wheel bearing problems. At this time we are still waiting for the motorhome to be repaired.

At this point we are very concerned with the future reliability of this vehicle. We believe we have a lemon of a vehicle.

Thus far we feel fortunate that the tires didn't come off and cause an accident resulting in bodily harm or further vehicle damage. This wheel bearing issue seems factory defect that needs to be addressed.

Sincerely,



Encs:

Andy Mohr Car Rental Charge \$120.00
Andy Mohr Vehicle Work Order/Repair
Cambria Hotel Receipt 9/21 thru 9/23 \$250.70
Cambria Hotel Receipt 9/23 thru 9/24 \$125.35
Jim Golden Ford Work Order
Comfort Inn 10/19 thru 10/21 \$230.18
Germain Ford Work Order (Brake caliper corrected)

Andy Mohr



2713 East Main Street
 P.O. Box 750
 PLAINFIELD, INDIANA 46168
 (317) 839-6541

PARTS & SERVICE DEPARTMENT

Mon.-Tue.-Wed.-Thurs. 7:30 a.m. until 7:00 p.m.
 Friday 7:30 a.m. until 5:30 p.m.
 Sat. 8:00 a.m. until 1:00 p.m.

CUSTOMER NO.	ADVISOR BUFFY	TAG NO. 492	INVOICE DATE 09/24/15	INVOICE NO.
LABOR RATE	LICENSE NO.	MILEAGE 6,572	COLOR BROWN/	STOCK NO.
YEAR / MAKE / MODEL 14/FORD TRUCK/SUPER DUTY F-53/STRIPP	VEHICLE ID. NO. 1 F 6 6 F 5 D Y 4 E 0		DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 09/21/15	

LABOR & PARTS

TECH(S): 996

WARRANTY

CHECK FOR NOISE FROM RIGHT FRONT WHEEL, BEARING TYPE NOISE
 INSPECTED AND FOUND RIGHT FRONT OUTER BEARING FAILURE, SPINDLE NUT WELDED ITSELF TO THE SPINDLE AND NECESSARY TO CUT OFF. REPLACED SPINDLE, HUB AND BEARINGS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	4	389846-S2	NUT 1 0-14 HEX		WARRANTY
JOB # 1	1	DU9Z-3105-B	SPINDLE		WARRANTY
JOB # 1	1	C3TZ-1216-A	CONE AND ROLL		WARRANTY
JOB # 1	1	C3TZ-1202-A	CUP BEARING		WARRANTY
JOB # 1	1	TGAA-1202-A	CUP BEARING		WARRANTY
JOB # 1	1	TGAA-1201-A	CONE AND ROLL		WARRANTY
JOB # 1	1	D0TZ-1195-B	SEAL BEARING		WARRANTY
JOB # 1	1	C9HZ-1S190-A	SEAL		WARRANTY
JOB # 1	1	DU9Z-1102-A	HUB ASY WHEE		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

CROSS REFERENCED TO

SERVICE INSTALLED PARTS

DATE INSTALLED	ACCRUED MILEAGE
09/24/2015	15:53:46

ANDY MOHR FORD LINCOLN
 2713 E MAIN ST
 PLAINFIELD, IN 46168

CREDIT CARD

CARD # [REDACTED]

INVOICE SEQ #: 0034

Batch #: 000070

Approval Code: 00441G

Entry Method: Striped

Mode: Online

Tax Amount: \$0.00

SALE AMOUNT \$120.00

INHOUSE RENTAL CAR
 RENTAL CAR
 CUSTOMER WILL SUBMIT TO FORD ADMIN FOR REIMBURSEMENT CONSIDERATION FOR RENTAL AND HOTEL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL	SUBLET
JOB # 2	[REDACTED]		09/24/15	RENTAL	120.00	
					TOTAL	120.00

COMMENTS: WAITING / TOWED IN

TOTALS:

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	120.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	120.00

RECEIVED

CUSTOMER SIGNATURE [Signature]

BY: [Signature]

CUSTOMER COPY

CUSTOMER COPY

PARTS	LABOR	TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

This bill was CHARGED ON

Charge Card



Cambria Suites Indianapolis Airport (IN272)

6014 Gateway Dr.
Plainfield, IN 46168
(317) 279-2394
GM.IN272@choicehotels.com

Account: [REDACTED]

Date: 9/24/15

Room: [REDACTED] LGORPO

Arrival Date: 9/21/15

Departure Date: 9/23/15

Check In Time: 9/21/15 4:28 PM

Check Out Time: 9/23/15 1:37 PM

Rewards Program ID: [REDACTED]

You were checked out by: Zhodge

You were checked in by: djames

Total Balance Due: 0.00

Corporate

[REDACTED]

TUCSON, AZ [REDACTED]

Post Date	Description	Comment	Amount
9/21/15	Room Charge	[REDACTED]	109.00
9/21/15	State Tax	[REDACTED]	7.63
9/21/15	Occupancy Tax	[REDACTED]	8.72
9/22/15	Room Charge	[REDACTED]	109.00
9/22/15	Occupancy Tax	[REDACTED]	8.72
9/22/15	State Tax	[REDACTED]	7.63
9/23/15	[REDACTED]	[REDACTED]	(250.70)

Folio Summary 9/21/15 - 9/23/15		
Room Charge		218.00
State Tax		15.26
Occupancy Tax		17.44
[REDACTED]		(250.70)
Balance Due:		0.00

This rate is eligible for partner rewards. If this rate is changed, you may no longer be entitled to Choice Privileges points.

X _____

CHOICEprivileges

Congratulations. You are earning Choice Privileges Points for this stay.

Thank you for your stay. Visit ChoiceHotels.com/VerifiedReviews to post your comments about your recent experience (Click the 'Write a Review' button)



**Cambria Suites Indianapolis Airport
(IN272)**

6014 Gateway Dr.
Plainfield, IN 46168
(317) 279-2394
GM.IN272@choicehotels.com

Account: [REDACTED]

Date: 9/24/15

Room: [REDACTED] LCORPO

Arrival Date: 9/23/15

Departure Date: 9/24/15

Check In Time: 9/23/15 1:27 PM

Check Out Time: 9/24/15 1:07 PM

Rewards Program ID: [REDACTED]

You were checked out by: gm

You were checked in by: Zhodge

Total Balance Due: 0.00

Corporate

[REDACTED]
TUCSON, AZ [REDACTED]

Post Date	Description	Comment	Amount
9/23/15	Room Charge	[REDACTED]	109.00
9/23/15	Occupancy Tax	[REDACTED]	8.72
9/23/15	State Tax	[REDACTED]	7.63
9/24/15	[REDACTED]	[REDACTED]	(125.35)

Folio Summary 9/23/15 - 9/24/15		
Room Charge		109.00
State Tax		7.63
Occupancy Tax		8.72
[REDACTED]		(125.35)
Balance Due:		<u>0.00</u>

This rate is eligible for partner rewards. If this rate is changed, you may no longer be entitled to Choice Privileges points.

X _____
CHOICEprivileges

Congratulations. You are earning Choice Privileges Points for this stay.

Thank you for your stay. Visit ChoiceHotels.com/VerifiedReviews to post your comments about your recent experience (Click the "Write a Review" button)



BY CHOICE HOTELS

Comfort Inn (AR086)

1 Ridgecrest Drive
Camden, AR 71701
(870) 836-9000
GM.AR086@choicehotels.com

Account: [REDACTED]

Date: 10/21/15

Room: [REDACTED]

Arrival Date: 10/19/15

Departure Date: 10/21/15

Check In Time: 10/19/15 2:05 PM

Check Out Time:

Rewards Program ID: [REDACTED]

You were checked out by:

You were checked in by: gm

Total Balance Due: 0.00

[REDACTED]
TUCSON, AZ [REDACTED]

Post Date	Description	Comment	Amount
10/19/15	Room Charge	[REDACTED]	99.00
10/19/15	State Tax	[REDACTED]	13.12
10/19/15	City / County Tax	[REDACTED]	2.97
10/20/15	Room Charge	[REDACTED]	99.00
10/20/15	State Tax	[REDACTED]	13.12
10/20/15	City / County Tax	[REDACTED]	2.97
10/21/15	[REDACTED]	[REDACTED]	(230.18)

Folio Summary 10/19/15 - 10/20/15

Room Charge	198.00
State Tax	26.24
City / County Tax	5.94
[REDACTED]	(230.18)

Balance Due: 0.00

This rate is eligible for partner rewards. If this rate is changed, you may no longer be entitled to Choice Privileges points.

For your convenience, we have prepared this zero-balance folio indicating a 0.00 balance on your account. Please be advised that any charges not reflected on this folio will be charged to the credit card on file with the hotel. While this folio reflects a 0.00 balance, your credit card may not be charged until after your departure. You are ultimately responsible for paying all of your folio charges in full.

X _____
choiceprivileges

Congratulations. You are earning Choice Privileges Points for this stay.

Thank you for your stay. Visit ChoiceHotels.com/VerifiedReviews to post your comments about your recent experience (Click the 'Write a Review' button).

GERMAIN

FORD OF COLUMBUS

GERMAIN
FORD of COLUMBUS

7250 Sawmill Rd.
 Columbus, OH 43235
 (614) 889-7777

GERMAIN
COLLISION CENTER

354 Olentangy St.
 Powell, OH 43065
 (614) 793-0222

www.GermainFord.com

CUSTOMER NO.	ADVISOR CRAIG BURDON	15304	TAG NO.	INVOICE DATE 10/12/15
	LABOR RATE	LICENSE NO.	MILEAGE 8,646	COLOR
	YEAR / MAKE / MODEL 14/FORD TRUCK/SUPER DUTY F-53/STRIPP			DELIVERY DATE
TUCSON, AZ	VEHICLE ID. NO. 1 F 6 6 F 5 D Y 4 E 0			DELIVERY MILES
	F.T.E. NO.	P.O. NO.		SELLING DEALER NO.
				PRODUCTION DATE
RES.	BUSINESS PHONE	COMMENTS		R.O. DATE 10/12/15
				MO: 8646

JOB# 1 CHARGES

LABOR
 # 1 25FZWRKS WORKS SPECIAL TECH(S) 16265 15.26

The seller, Germain Ford, hereby expressly dis-claims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Germain Ford neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

THE WORKS VEHICLE CHECKUP
 UP TO FIVE QUARTS OF MOTORCRAFT SYNTHETIC BLEND OIL.
 MOTORCRAFT OIL FILTER, MULTI-POINT INSPECTION, TIRE
 ROTATION AND PRESSURE TEST, BRAKE INSPECTION, BATTERY
 TEST, FILTER CHECK
 TAXES, DIESEL VEHICLES AND DISPOSAL FEES EXTRA. HYBRID
 BATTERY TEST EXCLUDED.
 \$39.95 UP TO 5 QUARTS, \$3.40 PER ADDITIONAL QUART
 CHANGED OIL AND FILTER, ROTATE TIRES, INSPECT BRAKES, CHECK
 SET TIRE PRESSURE, CHECK AND TOP OFF FLUIDS AND PERFORM
 INSPECTIONS.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	PK1	OIL CHANGE	****	****	****
	1	F1AZ-6731-BD	FILTER ASY - 0	7.69	7.69	7.69
	7	XO-5W20-DSP	OIL - ENGINE	3.40	3.40	23.80
			TOTAL - PARTS			31.49

JOB# 1 TOTALS
 LABOR 15.26
 PARTS 31.49

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 46.75

JOB# 2 CHARGES

LABOR
 # 2 32FZWRKS WORKS SPECIAL TECH(S) 16265 0.00

PERFORM A THOROUGH INSPECTION OF YOU VEHICLE AND PROVIDE A
 DETAILED VEHICLE REPORT CARD.
 CHECK FLUID LEVELS, INSPECT WIPER BLADES, TEST BATTERY,
 INSPECT TIRES AND BRAKE WEAR, INSPECT SAFETY SYSTEMS AND
 COMPONENTS FOR LEAKS AND DAMAGE.
 SEE ATTACHED COPY OF REPORT CARD

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 # 3 02FZWRKS WORKS SPECIAL TECH(S) 16265 WARRANTY

BRAKE CALIPER PUT ON INCORRECTLY
 REMOVED WHEEL AND INSTALLED CALIPER CORRECTLY

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

The Reynolds and Reynolds Company, FRANTS14E, C0225190 Q, (05/14)

GERMAIN

FORD OF COLUMBUS

GERMAIN FORD of COLUMBUS

7250 Sawmill Rd.
Columbus, OH 43235
(614) 889-7777

GERMAIN COLLISION CENTER

354 Olentangy St.
Powell, OH 43065
(614) 793-0222

www.GermainFord.com

CUSTOMER NO.	ADVISOR CRAIG BURDON	15304	TAG NO.	INVOICE DATE 10/12/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 8,646	COLOR	STOCK NO.
TUCSON, AZ	YEAR / MAKE / MODEL 14/FORD TRUCK/SUPER DUTY F-53/STRIPP			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F 6 6 F 5 D Y 4 E 0			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 10/12/15	
BUSINESS PHONE	COMMENTS				MO: 8646

LABOR
4 99FTZ3BATT GREEN BATTERY TECH(S) 16265 0.00
BATTERY TESTED AND SHOWS IN GOOD CONDITION AT THIS TIME
BATTERY PASSED INSPECTION AT THIS TIME
INSPECTION PERFORMED

The seller, Germain Ford, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Germain Ford neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX FOC5 JOB# 4 TOTAL 0.00

LABOR
5 99FTZ3GP TIRE OPEN TIRE TECH(S) 16265 0.00
TIRES CHECKED AND OK AT THIS TIME
VISUALLY INSPECT TIRES FOR WEAR
CONSULTANT PLEASE ENTER EXACT FRONT AND REAR MEASUREMENTS

JOB# 5 TOTALS
JOB# 5 JOURNAL PREFIX FOC5 JOB# 5 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	HWD	HAZARDOUS WASTE DISPOSAL		1.40
JOB # A	SS	SHOP SUPPLIES		1.22
TOTAL MISC				2.62

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$70.00 (+TAX)

TOTALS

* NEXT RECOMMENDED SERVICE:
* 03/07/2016 / 75 MI 00FTZ230P ROTATE TIRES *

YOUR SATISFACTION IS VERY IMPORTANT TO US. PLEASE CONTACT OUR SERVICE DEPARTMENT IF YOU NEED ASSISTANCE FOR ANY REASON

TOTAL LABOR	15.26
TOTAL PARTS	31.49
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	2.62
TOTAL MISC DISC	0.00
TOTAL TAX	3.71

***** PAYMENT INFORMATION *****
[] CASH [] CHECK [] CR CARD [] CHARGE
..... #

TOTAL INVOICE \$ 53.08

DATE PAID CASHIER

CUSTOMER SIGNATURE _____

The Reynolds and Reynolds Company ERANT314E C0225190 Q (05/14)

Merchant ID: [REDACTED]

Term ID: 004

Sale - Approved

Date: 10/12/15

Time: 10:57:19

Card Type: [REDACTED]

Entry Method: Swiped

Card # [REDACTED]

Invoice #: [REDACTED]

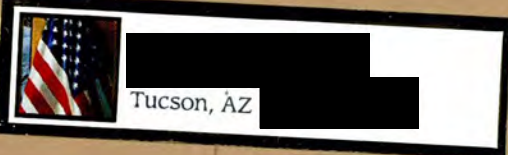
Approval Code: 01599G

Lane ID: 0004

Amount \$53.08

I agree to pay the above total amount according to the card issuer agreement. (Merchant agreement if credit voucher)

Customer Copy



CERTIFIED MAIL®



7015 1520 0002 9971 6450




U.S. POSTAGE
PAID
TUCSON, AZ
85745
DEC 26 15
AMOUNT
\$4.87
R2304N118472-08

1000 20590

FIRST CLASS

Administrator, NHTSA
1200^{New} Jersey Ave., S.E.
Washington, DC 20590

W40-304

