

SEP 05 2019

August 26, 2019

CL-11254954-2446

To: Ford Motor Company
Customer Relationship Center
PO Box 6248
Dearborn, MI. 48121

To: REV RV Group
Owner Relations
PO Box 1007
Decatur, IN. 46733

CC: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC. 20590

Subject: Request for Final Repair
2018 Fleetwood Bounder
2017 Ford Truck/F-53 Motorhome Chassis
VIN number 1F66F5DY2H [REDACTED]

This is a request for final repair of the above referenced motorhome to both Ford Motor Company and REV RV Group.

The motorhome was purchased 5/24/18 from Poulsbo RV in Mount Vernon, WA. During a trip to California in September 2018, we experienced acceleration issues in the Siskiyou mountains. The RV cruise control would be disabled and when we pulled out to pass a very slow-moving semi and experienced no acceleration for 3 – 5 seconds. We had the same issue a couple more times on the trip to California. On the return trip from California to Washington, we experienced the issue several times, now including on flat roads during acceleration and while using cruise control or not.

When we returned home, we took the RV to Diehl Ford in Bellingham and were told they could not duplicate the concern and had no fault codes for this issue. We were also told to use tow/haul mode regardless of towing a vehicle or not and not to use cruise control in the mountains.

In November 2018, we made a trip to Palm Desert, CA for the winter. During this trip, we had numerous acceleration issues. In a second attempt to resolve this, we stopped at Geweke Ford in Yuba City, CA. They test drove the motorhome and could not duplicate the issue. All computer analysis they performed showed no fault codes. We continued the trip and experienced the issue several more times before arriving in Palm Desert, CA.

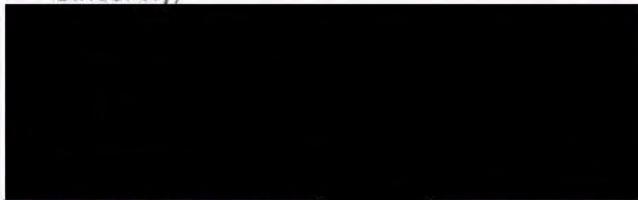
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step in that process. My hope would be all involved see this is a severe safety concern, not just to us, but to others driving on the roads at the same time, and a repurchase of our motorhome would be warranted without having to submit to arbitration. Because of the severity of the safety issue, I am also copying the NHTSA.

Please indicate your planned course of action. I understand you have 15 days to respond with your recommendation.

Sincerely,

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Mount Vernon, WA.

A small black rectangular redaction box covering a line of the address.

Mount Vernon, VA

SEATTLE WA 980

24 AUG 2019 PM 7 L



Administrator
National Highway Traffic Safety Admin
1200 New Jersey Ave. SE
Washington, DC 20590

