



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

[REDACTED]
Mount Vernon, WA [REDACTED]

NEF-109 mkm
Ref. No. 11254954

[REDACTED]:

Thank you for the letter about your model year (MY) 2018 Fleetwood Bounder recreational vehicle (RV) built on a MY 2017 Ford F-53 Chassis. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with delayed acceleration or cruise control issues in MY 2017 Ford F-53 chassis used for RV's among other vehicle applications. At this time, we lack evidence to open a safety defect investigation or initiate a recall. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you continue to work with Ford, REV Group, and Fleetwood regarding the final repair of your vehicle.

Your request to have your RV repurchased does not fall under our jurisdiction. You may consider contacting your local Consumer Protection Agency or the Washington Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Ford, REV Group, or Fleetwood district manager(s) regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems,

remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov. You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in dark ink, appearing to read "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

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.

EA
9.11.19
40

ra

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,

[REDACTED]

Mount Vernon, WA. [REDACTED]

[REDACTED]

Mount Vernon

SEATTLE WA 980

24 AUG 2019 PM 7 L



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

