

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11433265
Date: Thursday, September 30, 2021 3:48:08 PM
Attachments: [REDACTED]

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[REDACTED]
Yesterday

Subject: Ford Case n No. [REDACTED] and NHTSA No. 11433265

To: [REDACTED] nhtsa.webmaster@dot.gov

Gentlemen

Attached please find the updated happenings on this 2702 Bay Star Sport Year 2021 with a VIN #1F66F5DN7LC[REDACTED]. The "Brake Applied-Reduced Power" is not due to towing a small Jeep Wrangler nor is the customer pressing the brake at the same time as the throttle pedal. Something needs to be addressed to this ongoing situation since July/August 2021 timeframe. We cannot utilize the unit nor drive it safely without causing an accident.

We have attached a Word document as well as a PDF document. You may reach us at [REDACTED]

[REDACTED] and [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED], Beltsville, MD [REDACTED]
[REDACTED] Purpose Driven. Enduring Commitment.

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BRAKE APPLIED – LOSS OF POWER ISSUES

FORD CASE NUMBER: [REDACTED] NHTSA #11433265 Request [REDACTED]

2702 Bay Star Sport – year 2021 --- VIN No.: 1F66F5DN7L0 [REDACTED]

2020 Ford Stripped Chassis – Vehicle Description: F550 --- Model: F-53 Motorhome

Stivers Ford/Lincoln did the recall NHTSA Recall No.: 21V202; Manufacturer Recall No.: 21S17 on June 10, 2021 by installing cone, roller, cup bearing, seal, and rear axle oil.

Stivers Ford/Lincoln on July 13, 2021 that the unit has ABS light, service advance trac lights coming on – vehicle will have a loss of power when this happens caused by LR hub assembly. They corrected with total rear wheel bearing and/or hub assembly. They replaced hub, rotor & tone ring. Also replaced LR tone ring, rotor & hub assembly

We got the unit July 23-24 and driving home, the unit was sluggish after stopping. It seemed as though there was no gas but the “Brake Applied – Reduced Power” light never came on.

August 3, 2021 @ 2060 miles – Brake Applied – Reduced Power on left hand turn. **WITHOUT TOWING THE JEEP**
@ 2070 miles brake applied at stop; throttle hesitated to go. At stop light in Bemidji near Target, brake applied light on (pumped brake twice) and went off.

No other problems from then to when we came home on August 5th.

Heading to Piertz, MN from August 20-22, 2021: The below times are on August 20, 2021 **while towing jeep**
@ 2235 miles made a right turn after stop sign on Hwy 371. “Brake Applied – Loss of Power”. Hit brake hard and came off.

@ 2254 miles – “Brake Applied – Loss of Power” when we had cruise on & had to slow down for car turning.

@ 2269 – stopping at stop light in Pine River

@2277 - Light came on 1 mile after stop sign – punch brakes hard and light off

The “Brake Applied – Loss of Power” light came on 3 more times when trying to pass on Hwy 371. It was very windy too.

Note: When we hit brakes lightly, the light comes on. If the brakes are hit hard, no light.

@ 2298 light came on as we were turning right.

In summary, the “Brake Applied – Power Reduced” light came on 9 times from Laporte to Piertz, MN.

August 22, 2021 **while towing jeep** the “Brake Applied-Reduced Power” light came on:

@ 2331 – turning right 2 miles past stop sign. Hit brake hard & light off.

@2342 – Happened again after stop light and again onto Hwy 10 – both turning right.

@2353 – Turning right hung up again

@ 2408 – Happened 5 times consecutively - brake light on but turning left. Hitting the brake hard to release. No other problems on way home.

Sep. 1 – taking to Wallwork for Brake Applied – Reduced Power problem **while towing jeep**

@ 2453 light on turning left.

@2460 turning left and Brake Applied-Reduced Power happened 5 times.

@2486 turning right light on and happened 3 times

@2487 Brake Applied – Reduced Power when we were going straight after slowing down.

@2488 had to brake hard to release.

@2559 – at stop light happen 3 times. We dropped the jeep off and went 1-1/2 blocks and the “Brake Applied-Reduced Power” light came on

September 8 - @ 2590 and 2592 Brake Applied – reduced power light on. It happened 3 more times with only 2595 miles
WITHOUT TOWING JEEP

September 15 - @2612 “Brake Applied – Power Reduced” happened twice **while towing jeep**. Back to Wallwork.

September 25 – Saturday - @ Wallwork to winterize the unit. Mileage was 2623 so they did drive but no light came on.

September 27 – Monday – We called Wallwork to see the status of the unit. They are waiting for Ford to call.
2PM 0- Ford ProTeam, Philip Thomas called – 1-800-343-5338. Then hit 1, hit 1 again, extension 76411. Wallwork cannot get the “Brake Applied-Reduced Power” light to come on. Ford is saying it is because of towing the Jeep. Philip Thomas email is: pthom179@Ford.com so we sent an email to him with the first page of attachment of this document. No way is the Jeep the problem.....so off to Fargo to prove that it is not the Jeep nor the driver.

September 28 – Tuesday – Going to Fargo to Wallwork. Called Ford Pro-Team and talked to Lisa. She gave us our case number: [REDACTED] which we need to have every time we email or call Ford ProTeam.

Got to Wallwork Ford Truck Center at 10:30am on September 28. Checked in with the service department and they wanted us to drive the unit without the Jeep in tow. No problem we will do that. When we got into the unit we noticed that the battery indication was 11.7 and the radio was on. We had turned off all the electrical to the unit and the radio was off when we were here on Saturday, September 25. So we took the unit for approximately 20 miles. Here is what happened:

Brakes squawked @ 2623 mileage when we backed up in the Wallwork parking lot
@2624 – “Brake Applied – Reduced Power” light came on locking all wheels as going uphill. Took picture with phone.

@2626 – brakes squawked
@2628 – Brakes squawked
@ 2628.5 – Brakes squawked and “Brake Applied – Reduced Power” light came on
@2629 – Brakes squawked
@2630 – Brakes squawked
@ 2632 – Brakes squawked @ stop sign
@2632.5 – Brakes squawked at round-about
@2635 – Brakes squawked twice
@2636 – Brakes squawked
@2637 – Brakes squawked four times
@2638 – Brakes squawked twice
@2639 – Brakes squawked turning right
@2644 – Brakes squawked twice
@2645 – Brakes squawked turning right
@ 2647 – “Brake Applied – Reduced Power” light came on but no lock up of the unit
@2650 – “Brake Applied – Reduced Power” light came on but no hang up of brakes
@2650.5 – “Brake Applied – Reduced Power” light came on locking all wheels
@2651 – Brakes Squealed twice – very loud

We got back to Wallwork at 2651 without towing the Jeep.

Then we had Curt, head mechanic come with us without towing the Jeep.

@2653 – Brakes squealed
@2655 – Brakes squealed
@2656 – “Brake Applied – Reduced Power” light came on as well the brakes were squawking
@2656.5 – Brake squealed
@2657 – “Brake Applied – Reduced Power” light came on TWICE – locking the wheels once & brakes squealed
@2660 – “Brake Applied – Reduced Power” light came on but not locking the wheels – like a flash
@2663 – Brake squawked when just about to stop back at Wallwork Parking Lot.

“Brakes Applied-Power Reduced” happened eight times today in 40 miles. Would you take a vacation with this unit?

We left the unit running as their Tech Alex came into the unit to attach the USB Computer to the unit receiving NO CODES. Alex unhooked other items to try and get a code of which he did not. Wallwork was going to attached their computer to the unit and drive the unit tomorrow – September 29 – to get some type of Code if possible.

Some thoughts are that the brake squawking and squealing is not right which comes from the driver’s side in back. Check with Stivers Ford-Lincoln in Waukee, IA as they also had another unit that was having the same problem as this one. Recheck the rear-end as to the brakes for a possible loose connection. This “Brake Applied – Reduced Power” has to be generated from within the unit’s computer but where? AND the customer is not pressing the brake at the same time as the throttle pedal and this all happened without towing the Jeep.