

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

28-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

726170

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FDKE30G1KHB88052	FORD TRUCK	E350	1989	

Purchase Date 01-JUL-1990	Dealer's Name _____	Engine Size (CID/CC/L) 460	☐ Turbo ☐ Diesel ☐ Gas
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	☒ Fuel Injection

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 4	Date(s) of Failure(s) 06-OCT-1995 Mileage at Failure(s) 15517 Vehicle Speed at Failure(s) 20	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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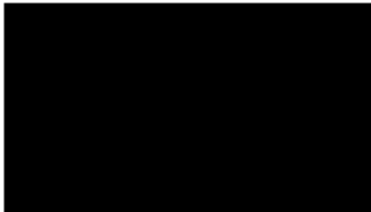
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WROTE AN EXPLANATION OF WHOLE PROBLEM BUT WON'T FIT HERE. PLANNING TRIP TO MOUNTAINS, BUT SCARED TO GO WITHOUT RESOLUTION TO PROBLEM. NO SAFETY DEFECT LISTED WITHIN SUMMARY. *AK

CONTINUED ON BACK (REVERSE)

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 to 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.

OCT 31 2000



NSA-10.01aae

Ref. #726170

Ref. #553297

Thank you for your correspondence which was received July 28, 2000. We regret any inconvenience our delay in responding to your correspondence may have caused.

We appreciate the information you previously provided via the Internet (your report file No. 726170). The additional information will be added to your file.

If I can be of any further assistance, I can be contacted at 1-202-366-5211.

Sincerely,



Alberto A. Jimenez, Chief
Information Management Staff
Office of Defects Investigation
Safety Assurance

Enclosure (s)

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[REDACTED]
July 28, 2000

Copied

U.S. Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA 10.01
400 7th St, SW
Washington, DC 20590

553297

add to 726170

Dear Sir or Madam:

I sent a form by e-mail a few minutes ago, OID # 726170. However, I decided that it simply didn't begin to tell the whole story so am faxing a duplicate of the form with this letter.

In July of 1990 we bought a new 1990 model Sportscoach Travelmaster motorhome that was built on a 1989 Ford E-350 RV cut.

In 1993 we lost the brakes while coming over Wolf Creek Pass in Southern Colorado. We took it to a mechanic in Santa Fe. The only thing anyone could think of was that it could be the master cylinder, so although they could find nothing wrong, the master cylinder was changed out. We thought the problem was fixed. I might add that we have traveled many miles in mountainous country, and are well aware of how to drive there, including stopping to let the brakes cool off. We have never had this sort of problem with another vehicle.

We came home and contacted Sportscoach, who said we would have to deal with Ford. Ford Motor Co. was contacted, but said we had to deal with Sportscoach. Everybody passed the buck.

Then later, on another trip we lost the brakes on a perfectly flat parking lot in Santa Fe when we had not been traveling through the mountains. So much for any hot brake theory.

Through all this we talked to many mechanics in many different places, Ford mechanics and independents, none of whom had any idea what could be wrong. At this point we were considering that it could be related to altitude.

Then, last October we were traveling in Arkansas and had the same problem again. So much for the altitude theory.

There was also a fourth incident, but at this point neither of us can remember the details.

Finally, a few weeks ago we were given a Ford number to call in Havasu City, AZ. They said there was a Technical Service Bulletin out on it, Article No. 97-5-16 which they mailed to us. It is titled, Brakes-Excessive Brake Pedal Travel-F-53 Motorhome Built Through 11/2/94. They said it should cover our unit. It also says on it, "Light Truck: 1989-95 F-53". This bulletin also refers to TSB 94-15-18, steps 8-through-10, and TSB 95-21-2. It also lists 94-10-16, 94-15-18 and 95-21-2 as also being applicable.

An appointment was made a week ago to take it in to a Ford Auto Collection facility which is operated by Ford Motor Co. to check for normal brake wear and tear, and to check for the technical problem. It was taken in yesterday morning at 7:00 AM.

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Finally, when called at 3:00 they said they had taken it for a drive and found nothing wrong. They had been told that it would probably show nothing on a normal drive. Also, they had not even looked at the copy of the technical bulletin that had been provided. Neither had they pulled the rear brakes to check them as instructed. The motorhome was picked up about noon today, after they had done nothing more about it. They still had not looked at the technical bulletin, but said they would look into it and see if it applied to this unit. They tried to pull it up on the computer, but could not because it was past the 10 yr. mark, and said that it would no longer apply since the chassis is an '89. They also said the other TSB's had nothing to do with this situation.

It was obvious they were not particularly interested in helping solve the problem. We'd really prefer someone with a real concern to do this critical work. The trouble with that is that there are not many places in Tulsa that we can go, as many places cannot handle the size of an RV.

We called the number in Havasu City again, and this time were told that we would not be covered as it was beyond the 10 yr. mark.

We have several problems with this. In the first place, we bought this vehicle, with it's '89 chassis, new in 1990, in good faith that it met all safety standards. After being turned away by Sportcoach and Ford, we had no idea where to turn. We only recently found out about you while searching the web for information.

It is interesting that we were never notified about this technical bulletin. For a potentially life threatening problem we find this very disturbing. Had we been notified, we would, obviously, have taken care of it immediately.

We are preparing for an extended trip from Oklahoma to Seattle and back, which is supposed to take place in approximately two weeks. We thought we had finally found the answer, but now are told there is no help. This problem has been with us from the first and now have no idea what to do. Please advise us as to a possible course of action. We are afraid to make this trip until something is done. We really don't want to go off the side of a mountain.

Thank you,





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People Saving People

U.S. DEPARTMENT OF JUSTICE

Vehicle Owner's Questionnaire

Office of Defects Investigation

VOQ Confirmation

Owner Information

FirstName: [REDACTED]

LastName: [REDACTED]

MI: [REDACTED]

Organization: [REDACTED]

Address 1: [REDACTED]

Address 2: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Ext: [REDACTED]

Fax Number: [REDACTED]

Email Address: Desackett@aol.com

Would you like to receive a mailed signature card authorizing release of your vehicle information to manufacturers? Yes

Vehicle Information

Vehicle Identification Number (VIN): 1FDKE30G1KHB88052

Vehicle Make: Ford Vehicle Model: E350 RV cut

Vehicle Year: 1989 Current Odometer Reading: 38163

Purchase Date: 07/90 New or Used: New

Engine Size: 460 Antilock Brakes: No

No. Cylinders: 8 Driveside Airbag: No

Fuel Injection: Yes Passengerside Airbag: No

Turbo: No Side Airbag - Driver: No

Fuel Type: Gas Side Airbag - Passenger: No

Drivetrain: ~~Front~~ REAR 3-Point Belt: Yes

Cruise Control: No YES Motor Belt: No

Body Style: E-350 RV cut 2-point Belt: No

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Dealer Information

Name: Traylor Motohome, Inc.
Address: 480 N. Highway 67
City: Cedar Hill
State: OK
Zip: 75104
Phone: (972) 291-2067

Failed Component/Part Information

BRAKES, FRONT DISC, REAR DRUM

Major Assembly	Description	Location Left-Right	Location Front-Rear	Part Type	Num. Failures	Failure Date	Failure Mileage	Failure Speed	Mfg. Contacted	NHTSA Contact
	Crash	Fire	Driver Airbag Deployed	Driver Sidebag Deployed	Passenger Airbag Deployed	Passenger Sidebag Deployed	Num. Injured	Num. Fatalities	Est. Damage	Police Report

Information on Tire Failure

DOT Number: NA
Manufacturer: NA
Tire Name: NA
Complete Tire Size: NA

Comments: See accompanying letter



Send mail to the Web Master

Article No.
97-8-18

**BRAKES—EXCESSIVE BRAKE PEDAL TRAVEL—F-53
MOTORHOME BUILT THROUGH 11/2/84**

LIGHT TRUCK: 1989-95 F-53

ISSUE: Large brake pedal travel accompanied by reduced braking effectiveness may occur when the vehicle is operated at an idle for extended periods, in hilly terrain, in high ambient temperatures and/or when the vehicle is loaded in excess of its gross vehicle weight rating (GVWR).

ACTION: Install new brake caliper pistons. The new pistons should reduce the possibility of large brake pedal travel. Refer to the following Service Procedure for details.

SERVICE PROCEDURE

1. Inspect all brake system components for proper function and condition.
2. Inspect each brake assembly for drag by rotating the wheel/tire assembly by hand. If brake drag is evident, determine if the calipers are moving freely on the slides. If the calipers are not moving freely, refer to TSB 95-21-2. If the calipers are moving freely and are lubricated properly, refer to Step 3 for pre-1995 vehicles and Step 4 for 1995 vehicles.
3. Check the brake rod adjustment:
 - For 1989-93 - refer to TSB 94-15-18, Steps 8 through 10
 - For 1994 - refer to TSB 94-10-18
4. Replace all brake caliper pistons with new pistons (F4TZ-2188-A) and new boots and seals (5E1Z-2120-A). Refer to the appropriate year F-Series Service Manual for replacement procedures.

NOTE: REPLACE STEEL CALIPER PISTONS WITH PHENOLIC PISTONS AS COMPLETE VEHICLE SETS.

NOTE: FILL THE BRAKE SYSTEM USING DOT 3 BRAKE FLUID ONLY. DO NOT USE DOT 4 OR 5 BRAKE FLUID.

PART NUMBER	PART NAME
F4TZ-2188-A	Brake Caliper Piston
5E1Z-2120-A	Seal/Boot Kit
CSAZ-1884E-4A	DOT 3 Brake Fluid

OTHER APPLICABLE ARTICLES: 94-10-18,
94-15-18,
95-21-2

WARRANTY STATUS: Eligible Under Basic
Warranty Coverage

OPERATION	DESCRIPTION	TIME
970817A	Replace Caliper Pistons -	3.6 Hrs.
	AS	

DEALER CODING

BASIC PART NO.
2188
QASH CODES: 301000

**CONDITION
CODE**
53