



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

24-JUN-2002

Od. or
rt_dt
pd_rt
rp_ltr

Reference No.

763418

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) <small>(Locate at bottom of windshield or driver's side door)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3FCLF53G3RJB06732	FORD	MOTORHOME	1994	

Purchase Date 01-MAR-2001	Dealer's Name _____	Engine Size (CID/CC/L) 460	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injectio
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
--	---	--	--	---	---	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01500000	Part Name(s) STEERING:LINKAGES	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 3	Date(s) of Failure(s) 19-MAY-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 331283		
	Vehicle Speed at Failure(s) 55		

APPLICATION INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	---------------------------	----------------------	--------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I HAD TRAVELED FROM KENNESAW, GA., TO LAND BETWEEN THE LAKES, KY ON 18 MAY 02. RESUMED TRAVEL ON I-24 ON SUNDAY, 19 MAY 02. AFTER CROSSING INTO ILLINOIS THE ROAD WAS EXTREMELY ROUGH. I HIT A BIG BUMP AT APPROXIMATELY 55-60 MPH AND THE MOTORHOME BEGAN TO SHIMMY, SHAKE AND WAS VERY DIFFICULT TO CONTROL. I STOPPED AND CHECKED THINGS OUT AND COULD SEE NO DAMAGE. CONTINUED ON AND IN LESS THAN A MILE - A REPEAT OF THE SAME SITUATION. CONTINUED ON TO INDEPENDENCE, MO., ON 19 MAY. HAD THE FRONT END CHECKED OUT TO ENSURE NOTHING WAS LOOSE AND ALSO HAD ALIGNMENT. THE ALIGNMENT PLACE ADDED CASTERS UNDER THE SPRINGS. WE CONTINUED ON FOR APPROXIMATELY 3,500 TO 4,000 MILES WITHOUT A RECURRENCE.

CONTINUE ON 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.

COPIED



Acced *[Signature]*

VOQ Confirmation

RE: ODI # 763418

AUG 09 2002

IV08

[Please proceed to the end of this page, after confirming your input, and select the "Submit VOQ to NHTSA" button. NHTSA will not receive a record of your complaint unless this button is selected.]

Owner Information

FirstName: [Redacted] **Home Phone:** [Redacted]
LastName: [Redacted] **Work Phone:** [Redacted]
MI: [Redacted] **Ext:** [Redacted]
Organization: [Redacted] **Fax Number:** [Redacted]
Address 1: [Redacted] **Email Address:** [Redacted]
Address 2: [Redacted]
City: KENNESAW
State: GA
Zip: [Redacted]

UPDATED
AUG 08 2002

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

Vehicle Information

Vehicle Identification Number (VIN): 3FCLF53G3RJB06732

Vehicle Make: Ford **Vehicle Model:** Motorhome Allergo 31' F53
Vehicle Year: 1994 **Current Odometer Reading:** 35800
Purchase Date: 03/01 **New or Used:** New

Engine Size: 460 **Antilock Brakes:** No
No. Cylinders: 8 **Driverside Airbag:** No
Fuel Injection: Yes **Passengerside Airbag:** No
Turbo: No **Side Airbag - Driver:** No
Fuel Type: Gas **Side Airbag - Passenger:** No
Drivetrain: Rear **3-Point Belt:** No
Cruise Control: Yes **Motor Belt:** No

Body Style: Motorhome **2-point Belt:** No

Dealer Information

Name: Peter LaGoo
Address: 1029 5th St East
City: Chattanooga
State: TN
Zip: 37403
Phone: (423) 266-5098

Failed Component Part Information

Major Assembly	Description	Location Left-Right	Location Front-Rear	Part Type	Num. Failures	Failure Date	Failure Mileage	Failure Speed	Mfg Contacted	NHT Cont
	Crash	Fire	Driver Airbag Deployed	Driver Sidebag Deployed	Passenger Airbag Deployed	Passenger Sidebag Deployed	Num. Injured	Num. Fatalities	Est. Damage	Pol Rep
STEERING LINKAGES	steering stabilizer, lash for bearings, caster	NA	NA	Original	3	05/19/2002	331280	55	Yes	N
	No	No	NA	NA	NA	NA	NA	NA	NA	N

Information on Fire Failure

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

Comments: I had traveled from Kennesaw, Ga., to Land Between the Lakes, Ky on 18 May 02. Resumed travel on I-24 on Sunday, 19 May 02. After crossing into Illinois the road was extremely rough. I hit a big bump at approximately 55-60 MPH and the motorhome began to shimmy, shake and was very difficult to control. I stopped and checked things out and could see no damage. Continued on and in less than a mile - a repeat of the same situation. Continued on to Independence, Mo., on 19 May. Had the front end checked out to ensure nothing was loose and also had alignment. The alignment place added casters under the springs. We continued on for approximately 3,500 to 4,000 miles

without a recurrence. Then on June 14, 2002 south of Bowling Green, Ky on I-65 a recurrence of the violently shimmying, shaking and difficult to control. On June 17, I checked with a local Ford dealer to determine whether there had been a recall and there had not been one. Then I called the Tech Representative (Billy) at Allergo, Red Bay, Al., he stated he had not heard of the problem but suggested I call Ford Motor Home Division @800-444-3311. I called Ford and before I could explain the problem to the man he stated it "SHOOK, SHIMMIED AND WAS HARD TO CONTROL". I asked if there was a recall and he said NO! He suggested that I do the following: Check wheel

bearings to ensure lash is ok; Replace steering shock; check caster angle and gave me the degrees to be set. If this doesn't correct the problem have a "DAVIS TRAC BAR INSTALLED" approx \$400. Ford will not agree to pay for any of this. After talking to Ford I called Allergo again and advised them of Fords action. The owner (Mr Tiffin) at Allergo called me three times on June 17 and on the last call advised me to replace the steering shock after he spoke with his contact at Ford. Also, he advised me if I would bring the motorhome to the company at Red Bay, Al., he would have his mechanics to check steering out.



without a recurrence. Then on June 14, 2002 south of Bowling Green, Ky on I-65 a recurrence of the violently shimmying, shaking and difficult to control. On June 17, I checked with a local Ford dealer to determine whether there had been a recall and there had not been one. Then I called the Tech Representative (Billy) at Allergo, Red Bay, Al., he stated he had not heard of the problem but suggested I call Ford Motor Home Division @800-444-3311. I called Ford and before I could explain the problem to the man he stated it "SHOOK, SHIMMIED AND WAS HARD TO CONTROL". I asked if there was a recall and he said NO!! He suggested that I do the following: Check wheel bearings to ensure lash is ok; Replace steering shock; check caster angle and gave me the degrees to be set. If this doesn't correct the problem have a "DAVIS TRAC BAR INSTALLED" approx \$400. Ford will not agree to pay for any of this. After talking to Ford I called Allergo again and advised them of Fords action. The owner (Mr Tiffin) at Allergo called me three times on June 17 and on the last call advised me to replace the steering shock after he spoke with his contact at Ford. Also, he advised me if I would bring the motorhome to the company at Red Bay, Al., he would have his mechanics to check steering out.



**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

(Page 1 through Page A)

