



U.S. Department
of Transportation
National 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 1388

Date Received

03 JAN 27 AM 2:15

11-SEP-2002

OFFICE
DEFECTS INVESTIGATION

Od. or
rt. ft.
ed. rt.
up. ltr

Reference No.

8018375

OWNER INFORMATION (Type or Print)

MYRTLE BEACH

SC

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorized signature, please print name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1FCNF538810A01977

Vehicle Make

REX HALL MH
FORD TRUCK

Vehicle Model

REX 301
CF SERIES

Vehicle Year

2001

Current Odometer Reading

Purchase Date

MARCH 17, 01

Dealer's Name Bobby Clark RV

Engine Size
(CID/CYL)

No Cylinders 8

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

☒ New ☐ Used

City INDIANESS State FL Zip Code

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☐ 3-Point Belt☒ Driverside Airbag ☐ Motorbelt☐ Passengerside Airbag ☐ 2-Point Belt

Cruise Control

☒ Yes☐ No

Drive Train

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Utility☐ Truck☐ Motorcycle☐ Motor Home

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pickup☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
020000000

Part Name(s)

WHEELS

TIRES

FRAME

REAR
SUSPENSION system

Shocks

Location

☐ Left☒ Front☐ Right☒ Rear

Failed Part(s)

☒ Original☐ Replacement

No. of Failures

Date(s) of Failure(s) 11-AUG-2001

Mileage at Failure(s) 8000

Vehicle Speed at Failure(s)

Failed Part(s)

☐ Yes ☐ No

NHTSA

Previously

☐ 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

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

- ① WHILE DRIVING AT ANY SPEED AND WITH NO WARNING REAR WHEELS ARE RUBBING AGAINST TIRE, CAUSING A HEAVY VIBRATION. DEALER NOTIFIED. *AK
- ② FRAME WAS STRETCHED (EXTENDED) BY REXHALL INDUSTRIES it is 1/2 inch longer on one side than the other
- ③ The rear axle was moved on the frame, the left rear spring was NOT moved
- ④ Spring U Bolts failed and allow axle to move causing thrust angle

CONTINUE ON BACK IF NEEDED

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

- the 2 times out of manufacturers specs.
- ⑥ The vehicle dog tracks 4" to 16" to the right.
 - ⑦ Vehicle has blown two tires
 - ⑧ Vehicle is on second set of tires for 406 miles 3rd set for 2 of 6 tires
 - ⑨ Front end has been aligned 4 times within short time frame.
 - ⑩ Vehicle is 500 to 720 lbs overweight at manufacturers empty specs from factory.
 - ⑪ Ford Motor and Rockwell Industries unable to acknowledge vehicle has problems and honor warranties.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.gov

DOT Auto Safety Hotline
(DASH) & DOT

1-888-DASH-2-DOT
1-888-327-4236

DASH2DOT

and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**

FLORIDA RECREATIONAL VEHICLE MEDIATION/ARBITRATION PROGRAM

Collins Center for Public Policy, Inc. DECISION OF THE ARBITRATOR (DISMISSAL)

In the Matter of the Arbitration Between:

Consumer Name
Consumer Address

Myrtle Beach, SC

Manufacturer Name Rexhall Industries, Inc., 45640 23rd St. West, Lancaster, CA
Manufacturer Address (All Manufacturer names & addresses should be listed)

93560

Ford Motor Company, Detroit, Michigan

CASE NUMBER:

200228

DATE CLAIM RECEIVED BY COLLINS:

FINDINGS OF THE ARBITRATOR

Pursuant to notice to all parties, an arbitration hearing was held in this case on November 5, 2002, in Jacksonville, Florida. Upon consideration of all testimony and evidence presented, including matters stipulated by the parties, the following factual findings are made:

1. Identification of subject vehicle: Year: 2001; Make: Rexhall/Ford
; Model: Repair 3650BSL
Vehicle Identification Number: 1FCNF53S810A1977
Date of delivery of the vehicle to the Consumer: March 17, 2001
Vehicle sold in Florida? ☒ Yes; ☐ No.
Mileage on odometer at the time of delivery: 3650

2. Name/Address of Selling Dealer: Bobby Clark RV, Inverness, FL

3. Facts supporting dismissal of the claim: The complaints of chassis vibration were not proved. The complaints of tire wear, rear wheels rubbing frame and inside wheelwells, tire blowout, front wheel alignment requiring frequent readjustment and weak rear suspension are all consistent with operation of vehicle at over approved maximum vehicle weight. Misalignment of rear axle is consistent with misaligned trailer hitch and high trailer weight. (Manufacturer should revise this).

This vehicle's stated UVW (posted on closet door) is 500+ lbs.
light, thus exaggerating its CCC.

REASONS FOR THE DECISION:

This is a troublesome case. The vehicle is only marginally usable
for its intended use as an RV because of limited CCC. Loaded with
a conservatively typical load, the GVWR of the Ford Chassis is exceeded.
The as-manufactured "net" CCC is only 1961 lbs. Loading with
a full fresh water tank and full propane gas, six persons at 154
lbs. each, leaves 106 lbs. capacity to carry "just about anything
else you can think of the bring along". (see brochure filed with
post hearing submission of Consumer.) This is clearly inadequate.

There being no evidence that the promises in the brochure were
relied upon by consumer in deciding to purchase the vehicle,
this matter is DISMISSED as to Ford Motor Company and DISMISSED
against Rexhall Industries, Inc., contingent upon the proper
reinstallation of the off-center trailer hitch.

The request for relief filed by the Consumer(s) is hereby denied and the case
is hereby DISMISSED.

SIGNED:

November 18, 2002
Date

[Signature]
Arbitrator

A COPY OF THIS DECISION was furnished to the Consumer and each involved
Manufacturer by registered mail on this date: 11-25-02

Scott Powell, Esq.
Attorney for Rexhall
P.O. Box 9900
Winter Park, FL 32790

[Signature]
Collins Center Case Manager

William Bromagen, Esq.
Attorney for Ford
P.O. Box 70036
Ft. Lauderdale, FL 33307

1
[REDACTED]
Myrtle Beach, SC
[REDACTED]

Dear Sir:

My Rexhall Coach has had problems with the suspension system, dog tracking from 4 to 16 inches off center, front and rear wheels out of alignment, upper portion of coach rubbing tires and blow outs.

I took my complaints to the Florida Lemon Law and they dismissed the complaint. I then took the coach to a Rexhall dealer on my accord and had the problem diagnosed and the cost paid by me. Rexhall claims to have done the repairs and paid for them which is incorrect.

The coach is still out of square, the trailer hitch is off center, the upper pin was moved back to center the rear wheel. The rear wheel is not in the position it was engineered to be.

The vehicle is unsafe in my opinion, Rexhall and Ford have not lived up to their warranty and have put a coach on the roadway which should not be. Florida Lemon Law Arbitrator placed the blame on my overloading the coach when the problems are from the factory with the frame having one side longer than the other.

Thank you for your consideration.

Sincerely,
[REDACTED]