

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 241

Date Received

07-JUL-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

865028

 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>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3FCNF53S1FJA14920	FORD TRUCK	SUPER DUTY	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06213000	Part Name(s) FUEL:CARBURETOR:UNKNOWN TYPE:OTHER PART	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
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No. of Failures	Date(s) of Failure(s) 15-SEP-1999 Mileage at Failure(s) 10000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AIR FILTER MOUNTED ON FRONT OF THE RADIATOR IS CAUSING THE VEHICLE TO STALL WHENEVER VEHICLE IS DRIVEN IN THE RAIN. MFR WAS NOTIFIED, AND INFORMED CONSUMER THAT THEY ARE AWARE OF THE PROBLEM, BUT ARE UNABLE TO FIND A SOLUTION AT THIS TIME. FEEL FREE TO PROVIDE FURTHER DETAILS. *AK

CONTINUED ON BACK PLEASE

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.



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AUG -9 AM 10:21

07 JUL 2000

OFFICE
DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
app_tr

Reference No.

865028

OWNER INFORMATION (Type or Print)

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of a signature, NOT provide your name and address to the vehicle manufacturer.

 YES NO

Signature of Owner

Date 7/19/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) 3FCNF5351XJA14920 3FCNF5351XJA14820	(Locate in column of VIN on driver's side)	Vehicle Make Holiday Rambler FORD	Vehicle Model V10 SUPER DUTY	Vehicle Year 1999	Current Odometer Reading 11750	
Purchase Date 3- -99	Dealer's Name North Trail RV Center	Engine Size (CID/CYL) No Cylinders 10	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection	<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City Ft. Myers State FL Zip Code 339	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	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 checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input checked="" type="checkbox"/> Other Motorhome	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 Motorhome

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06213D00	Part Name(s) FUEL:CARBURETOR:UNKNOWN TYPE:OTHER PART	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 15-SEP-1999 Mileage at Failure(s) 10000 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AIR FILTER MOUNTED ON FRONT OF THE RADIATOR IS CAUSING THE VEHICLE TO STALL WHENEVER VEHICLE IS DRIVEN IN THE RAIN. MFR WAS NOTIFIED, AND INFORMED CONSUMER THAT THEY ARE AWARE OF THE PROBLEM, BUT ARE UNABLE TO FIND A SOLUTION AT THIS TIME. FEEL FREE TO PROVIDE FURTHER DETAILS. *AK This filter is on a Holiday Rambler 35' Motorhome built on a Ford chassis with a Ford V10 engine

CONTINUE ON BACK IF NEEDED

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August 1, 2000

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
P. O. Box 6248
Dearborn, MI. 48121

Gentlemen:

We are very unhappy with the response we receive from Ford regarding our Holiday Rambler Endeavor Motorhome built on a Ford chassis with a V10 engine. We cannot drive in the rain because of the serious danger that occurs when the air filter mounted in front of the radiator gets wet.

We have had three bad experiences with water entering the filter and cutting out the engine. The first was in the fall of 1999 and we soon out-ran the rain and the engine quit missing and straightened out.

The second happened on April 30, 2000 on our way to our son's in Fremont, OH. The engine began to miss and "buck" on I75 south of Findlay, OH, and by the time we were crossing the railroad tracks on US 6 near Bradner, OH, the motor stopped completely. Had our front wheels not cleared the tracks and the momentum of the motorhome started us down the other side of the incline, I shudder to think what might have happened to us, our motorhome and the car we tow.

As it was, we had no brakes and no power steering and had it not been for that van we tow, we would not have been able to stop before going into a deep, water filled ditch. We finally managed to get the motor running again and although the motorhome continued to miss and "buck", we were able to limp into Fremont.

We learned we were not the only one experiencing this problem through an article printed in a Good Sam publication, copy enclosed. We contacted our local Ford dealer who in turn contacted you to see what progress had been made correcting this problem. Supposedly, although you know about it, you still have not come up with a solution.

Our next experience occurred on June 24, 2000 on our way to Cedar Rapids, Iowa to visit our daughter. We got off I80 just west of Chicago and spent the night of the 23rd because we could see a storm brewing and knew we could not drive in the rain. We did not want to be "sitting ducks" on busy I80 causing an accident because of a situation we could not control.

The next day we were between Davenport and Iowa City before the rain again caused a problem. We pulled into a rest area and waited about two hours before we were able to get the RV running well enough to continue on to Cedar Rapids.

We were parked there two weeks and on July 7th when we were making preparations to leave the next day, my husband decided to check the air filter and found it still soaking wet and about a cup of water in the bottom of the cylinder.

We called the local Ford dealer and he knew nothing about the problem. We then called the Ford hotline and made a complaint and were told no solution had been found. Our next call was to the National Highway Traffic Safety Administration where we filed a complaint. Next time we might not be so lucky at finding a place to pull off the road.

We again contacted our local Fremont dealer and received the same answer that work is still in progress on this problem. In the mean time Ford is still selling chassis with this same defective air filter to the recreational vehicle industry on which to build their motorhomes.

What is it going to take for Ford to correct this situation? Hundreds of deaths and serious injuries to those of us who use RVs and love this pastime?

Our children have been instructed that should anything happen to us because of this defective part, not to hesitate to sue Ford Motor Company for wrongful death.

I also intend to publicize in RV publications this serious fault in RVs with Ford V10 engines until Ford does something to correct it.

I cannot understand how a huge company like Ford can allow this hazardous situation to continue.

Sincerely,



CC: Holiday Rambler
Monaco Coach Company
Ralph Nader
NHTSA
U.S. Dept. of Transportation
Good Sam Publications
FMCA
Ramblings

Axle Seals That Don't



We have a 32-foot Class A motorhome on a 1993 Ford chassis. It's powered by a 7.5-liter engine and has about 62,000 miles on it. The coach has been fairly troublefree, but we've had problems with several rear-axle oil leaks at the outer

seal. Each time I had a Ford dealer do the work. The lube gets into the brakes, making them grab, and ruins the linings. This repair has been done three times. I thought maybe pressure was building up inside, but the vent seems to be open.

Do you know of any defects in this area?
Richard Burke
Orlando, Florida

Repeated axle-seal failures are normally due to a plugged vent, a rough or damaged surface where the lip rides, or improper installation. Since the vent is open, that leaves the last two. The seal will have to be replaced. While it is being replaced, inspect the surface on which the lip rides. It's quite likely that the seals were not properly seated due to the use of a faulty installation tool. Ford had a plastic seal driver tool, no. 205-308, that didn't seat them squarely or to the right depth. According to Technical Service Bulletin 98-21-7, a new metal tool, no. 205-462, along with handle no. 205-153 will get the job done. This applies to model years 1989 through 1997.

■ BRAKE PARTS SOURCE

I have a 1977 Chevy C-30 chassis-mount motorhome with a 454 engine. The Hydro-Boost must have leaked at the inner seal, along with the seal on the master cylinder. Evidently the Hydro-Boost must have pumped power-steering fluid into the brake system, causing all of the rubber in the brake system to swell and deteriorate.

I am in the process of replacing the entire brake system: lines, wheel cylinders, master cylinder, Hydro-Boost and calipers. I picked up a rebuilt Hydro-Boost, but it did not come with the rod, retainers or spring that fit between it and the master cylinder. The old parts were so rusted and pitted that I pitched them before I picked up the

rebuilt booster. At the local Chevrolet dealer, the parts representative told me General Motors stopped making these parts in the early 1990s, and they are not available new. None of the auto-parts stores carry these items either, and most of the junkyards want me to buy the whole booster, not just the parts I need.

Do you know of any supplier of these parts? I'm sure there are lots of other readers out there who need parts that are no longer manufactured.
Steve Moore
Sandusky, Ohio

I don't suppose I need to remind you not to throw out parts until the job is done. Try contacting Master Power Brakes, 254-1 Rolling Hills Road, Mooresville, North Carolina 28115; (704) 664-8866. You might also try Power Brake Exchange, 336 Lamont Place, Pittsburgh, Pennsylvania 15232; (800) 580-5729. These companies sell parts and specialize in all sorts of custom brake work, including booster rebuilding, stainless-steel sleeving and brake-valve rebuilding. Good luck with your search.

■ FORD V-10 FIX

While taking our first shakedown cruise in a new motorhome, we encountered a problem that you may not be aware of. During some heavy rain and snow, the engine would cut out and then run fine again for a little while. The problem is much worse when accelerating. I called the Ford hot line, and the representative said to cover up the small holes in the side of the air-cleaner housing with duct tape and the problem would go away. Sure enough, it worked like a champ.

My congratulations to Ford for a good hot-line representative who knew what the condition was and how to correct it quickly and at virtually no cost. I just wanted to pass this up on to your readers who have this popular chassis.

Larry Morgan
Via the Internet

Thanks for providing this tip, which will surely help many readers. It's nice to hear a positive story about helpful people staffing a customer-service line.

■ UNLEADED OR NOT?

I saw your response to Jerome Mazier ("Unleaded Or?", March), regarding the use of unleaded fuel in a 1985 Ford 460-cid engine. I have the