



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

117

Date Received

09-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

880286

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GYLP37J1W3311022	FLEETWOOD	BOUNDER	1998	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 04100000	Part Name(s) EMERGENCY PARKING BRAKE-MECHANICAL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) 17 Vehicle Speed at Failure(s)	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)

PARKING BRAKE MOUNTED ON DRIVESHAFT. HAD PUT ON PARKING BRAKE, AND VEHICLE STARTED TO ROLL AWAY. PARKING BRAKE HAD BURNED UP. WOULD NEED TO PUT DOWN ELECTRIC JACK TO PREVENT MOTOR HOME FROM ROLLING AWAY. *AK

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.



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 117

Date Received

09-FEB-2001

09-FEB-2001

OFFICE OF THE ATTORNEY GENERAL

Od_or

At_dt

od_rt

up_ltr

Reference No.

880286

OWNER INFORMATION (Type or Print)

673797

Work Number

Home Number

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 02/20/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GVLP37J1W3311022	FLEETWOOD	BOUNDER	1998	17,500

Purchase Date
06/10/1998

Dealer's Name Holiday RV Super Stores

Engine Size
(CID/CC/L) 454

☐ Turbo
☐ Diesel
☒ Gas
☒ Fuel Injection

☐ New ☒ Used

City Fort Myers State FL Zip Code 33903

No Cylinders 8

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☒ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☒ Other Motorhome	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 04100000	Part Name(s) EMERGENCY PARKING BRAKE:MECHANICAL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) August, 2000 Mileage at Failure(s) 17,000 Vehicle Speed at Failure(s) unknown	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)

PARKING BRAKE MOUNTED ON DRIVESHAFT. HAD PUT ON PARKING BRAKE, AND VEHICLE STARTED TO ROLL AWAY. PARKING BRAKE HAD BURNED UP. WOULD NEED TO PUT DOWN ELECTRIC JACK TO PREVENT MOTOR HOME FROM ROLLING AWAY. *AK

Incl: Copies of letters sent to General Motors, 1st letter unanswered and 2nd letter marked Completed file. One letter from Fleetwood Corp.

CONTINUE ON BACK IF NEEDED

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[REDACTED]

Sept. 6, 2000

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, MI. 48232

Ref.# C01437805
Subj. Parking BRAKE Failure

Dear Engineer:

We have a 1998 Bounder Motorhome on a Chevy P-30 Chassis #1GBLP37J1W311022. We pulled into a Flying J station for fuel, which was a little downhill. I placed the shift in the park position and got out of the seat, at which time the wife said we were moving. I got the motorhome stopped just outside the restaurant. With no manual brake system I had to put my leveling jacks down every time I parked the unit. A fellow from Lee Plantation had his unit in the week before my unit and his parking brake was also burned up. With no electric jacks, his wife got out and blocked the wheels till they got home. The lights and the system were working properly, and Bill Branch Chevy mechanics could not see how the brake could burn out.

The diagram shows a fusible link in the power to the pump, which the mechanics said they had no idea where it was. It would be helpful to know where the fuse is when the brake locks up and the pump doesn't run to release it.

Would a foot pedal brake hold this large size motorhome? (36 ft. w/tag axle, GVW 23,000). With the brake pedal you can sense when the brake needs adjusting and feel it holding. The older units had a manual and hydraulic dual system. Why was this eliminated?

When the unit is placed in the park position and you are on a very slight grade the unit may not roll right away and you assume the brake is holding. How can I make sure this system is working and it is safe to leave the motorhome and know it is locked up with the brake. The light on the dash said the brake was on and it was burned up.

Sincerely:

[REDACTED]

Pres.

Incl. Copy of repair sheet

T MYERS, FLORIDA

INSIDE FLORIDA

INVOICE NO. 77842	ADVISOR RONALD E MORGAN	7643	CARD NO. G561	INVOICE DATE 08/31/00	INVOICE NO. CTCS233410
	LABOR RATE 67.00	LIC/GENO.	MILEAGE IN 175/1	COLOR BLUE/	STOCK NO.
	YEAR/MAKE/MODEL 98/CHEVROLET TRUCK/FLEETWOOD/BOUNDER			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 10B1P37J1W3311022			SELLING DEALER NO.	PRODUCTION DATE
	FTE NO.		PO NO.	A.D. DATE 08/28/00	
					MESSAGE OUT NO: 17571

LABOR & PARTS

JOB # 09CVZ

TRANSMISSION

TECH(S):7582

WARRANTY

CUSTOMER STATES: AUTO PARK INOP
PARKING BRAKE SHOES STUCK TO DRUM-DRUM OVERHEATED
AND CRACKED
REPLACE PARKING BRAKE SHOES AND DRUM

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		15619929	SHOE KIT 5.605		
JOB # 1	1		15636877	SPRING KI 5.605		
JOB # 1	1		15021456	DRUM 5.605		

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

COMMENTS

CWR

TOTALS

** IMPORTANT **

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS CO. IN
THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US
"COMPLETELY SATISFIED," PLEASE CONTACT ONE OF OUR SERVICE
MANAGEMENT TEAM MEMBERS.

THANK YOU
BILL BRANCH CHEVROLET, INC.
941-936-8561

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.B....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE #	0.00

CUSTOMER SIGNATURE

[REDACTED]

71-50159

October 11, 2000

Manager Exec. Customer Service
G.M. Corporation
G.M. Building
3044 W. Grant Blvd.
Detroit, MI. 48202

Ref.# C01437805

Dear Manager:

I have talked to Customer Service Reps. in Arizona, Texas and Florida and all say they can bring up my letter Dated Sept. 6, 2000 but cannot get the letter to the Engineers who design the P30 Chassis.

I dialed the National Safety number (1-800-424-9393) and the representative advised me to contact the Manager at this address and if I do not receive an answer to call them back.

I am forwarding you a copy of the letter Dated Sept. 6, 2000 which I sent to the Customer Service Center in Detroit, MI. Please respond to our concerns as soon as possible as we would like to use our units and know we be sure the Parking Brake will hold every time.

Thank You

Sincerely:

[REDACTED]

[REDACTED]

COMPLETED

FILE
11-20-00



Fleetwood Owner Relations
2350 Fleetwood Drive
P.O. Box 59933
Riverside, California 92517
800-322-8216
Fax 908-784-0901

December 7, 2000

Chevrolet Customer Service
P.O. Box 33170
Detroit, MI 48232-5170

Ref: 1GBLP37J1W3311022
1998 Bounder

Dear Customer Service:

We are writing on behalf of our mutual customer, Mr. Delvin McLaughlin, regarding his 1998 Bounder motor home.

We recently received a phone call and letter from our mutual customer indicating he has been trying to get a response from your customer service department to his correspondence. Mr. McLaughlin recently had a concern with his parking brake engaging with out his notice or setting it. Subsequently the customer lost the use of his parking brake due to the brake shoes burning up and the drums being ruined. Mr. McLaughlin has had the components replaced under Chevrolet warranty, but the mechanics who worked on his motor home are concerned that it will possibly happen again. Mr. McLaughlin is concerned that he may set his parking brake again and with out his knowledge they will not hold.

If you could please contact Mr. McLaughlin to assist him with his Chevrolet concern. If we can be of assistance in resolving Mr. McLaughlin concern, please call our toll-free number:
(800)322-8216.

Sincerely,

Jeff Grove
National Owner Relation Specialist

Enc: Copies of Customer's letter

cc:

