

#1



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

Repository ☐

Reference No.
10115880

OWNER INFORMATION (Type or Print)

Name

Address

City APACHE JUNCTION

State AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTRX17L8XK

Make
FORD

Model
F150

Model Year
1999

Date Purchased
1-19-99

Dealer's Name and Telephone Number
5 Star Ford - 602-946-3900

Engine:
No. Cylinders
8

Fuel Type:
Gas

Original Owner
☒

Dealer's City
Scottsdale

State
AZ

Zip Code
85267

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code

185000 VEHICLE SPEED CONTROL: CRUISE CONTROL

Multiple Failure: X 15-20 times

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-JUL-2004

Failure Mileage
68000

Failure Speed
45 or over

Has failed everytime I have driven in a hilly or/and mountainous terrain. (It is intermittent)
Since 200 miles

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured
0

Number of Deaths
0

Reported to Police
N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING DOWN HILL CRUISE CONTROL CUTS OFF. AS A RESULT, THE VEHICLE ACCELERATES. DEALER STATES THE CRUISE CONTROL SWITCH NEEDS TO BE REPLACED. I 1st took it to Sierra Motors in Bishop, CA (June 1999). The Ford dealer in Carson City, Nevada (July 2001). Earnhardt Ford in Apache Jct. AZ (3 times during 2003). Earnhardt's is only 2 miles from my home in A.J., AZ. Again in July 2004 Sierra Motors in Bishop, CA. Each time I wrote down the mileage upon leaving my truck at these dealers & sometimes they drove only 3 or 4 miles (where there are no hills or mts) And sometimes they did not drive the truck at all.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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.

In 2003

an auto mechanic

*My friend works for Earnhardt Ford in A.J., AZ. Her husband drove my truck from A.J., AZ to Payson, AZ and it ran away with him after several miles. When I called & reported this to The Ford Motor Co., Their reply was he wasn't one of their employees. So to be

May 2005

I purchased my Ford F150 pick up on Jan. 19, 1999 in Scottsdale AZ.

I drove my truck to Riverside, CA in late May 1999. My daughter & I first experienced a problem with the cruise control while driving in the mountains.

In early June 1999 I drove from Riverside, CA to Bishop, CA & again the cruise control malfunctioned twice. I took it to Eastern Sierra Motors (Ford Dealer) in Bishop, CA. They could not find the problem.

My sister & I vacationed to Yellowstone, Glacier National Park, & the Grand Tetons. The cruise control was still malfunctioning (intermittent).

I left my sister in Spokane, Wash., and picked my daughter up in Seattle, Wash.. My daughter & I went on a cruise to Alaska.

We drove from Canada, thru Wash., Ore., and back to Riverside, CA. Continuing to experience problems with the cruise control.

According to friends, relatives, and The Ford Hot Line = No cruise control could hold back my truck on a steep hill, BUT my cruise control was not holding on slight down hills.

In July 2001 while in Reno my cruise control was acting up while a friend drove my truck. I took it to the Ford Agency in Carson City, Nevada. The technician, said "This truck has highway gears in it, that's why it runs away with it's self!"

I did not travel in 2002.

* See your info sheet! (#1)

(#3) In 2003 I had my truck at the Ford dealer (Earnhardt) in Apache Jct, AZ 3 times. The truck was only driven once, 8 miles (#2). They could not find anything wrong.

(#4) July 2004 I was again in the Bishop CA. area & my truck had malfunctioned. The service writer at Sierra Motors called and said "Have you ever had anyone tell you, you should take your truck out of over-drive when you use your cruise control while traveling down hill?" The truck wasn't driven.

I find it hard to believe that other drivers must take their vehicle's out of over drive while driving down an incline on a highway when their vehicle is in cruise control.

In Jan. 2005 I had new brakes put on my truck. I explained to the mechanic (owner) of the automotive shop about the problems I have been experiencing with my Cruise control. He said, "That is not normal and the cruise control should be replaced."

Whenever anyone drives my truck I always warn them about my Cruise Control.

Thank you,





#2

Thank you for choosing Earnhardt Ford. During your service visit we were unable to duplicate or verify your concern on the following item, line # A. These steps were taken in an attempt to address your concern.

Concern: cls Cruise Control will not hold vehicle down hills.

Customer road test Y ☒ N

Concern verified Y ☒ N

Consult Ford Motor Co. computer base for related concern ☒ Y N

Special service messages or technical service bulletin found Y ☒ N
If yes, explain _____

Normal operation condition per Ford Motor Company ☒ Y N
Explain system does not apply braking on cruise

Electronic engine control test (if applicable) Y ☒ N

Anti-lock brake diagnostic (if applicable) Y ☒ N

Diesel engine diagnostic test (if applicable) Y ☒ N

Automatic transmission diagnostic (if applicable) Y ☒ N

Compared to like vehicle (if applicable) Y ☒ N

Other tests (if applicable) Y ☒ N
Explain _____

Mileage in 51801 Mileage out 51809

Earnhardt's technicians are committed to fixing your vehicle right the first time. If the concern becomes more prevalent please contact your service advisor. We appreciate the opportunity to serve you.

The only time it was driven

Service Technician _____
Technical Service Manager Charlie Schnese

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
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).