



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 100148

Date Received

2004 JAN -5 AM 8:55
07-DEC-2005

Repository ☐

Reference No.
10144702

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FULLERTON State NE Zip Code [REDACTED]

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 authorized NHTSA user, DOT will not provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 12/13/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number: Located at bottom of windshield on driver's side
3FCRF53 [REDACTED] Make FORD Model F550 Model Year 1998

Date Purchased
01-MAY-00

Dealer's Name and Telephone Number
LEACH MOTOR HOMES

Engine:
No: Cylinders 10

Fuel Type:
Gas

Original Owner
☒

Dealer's City
LINCOLN

State
NE

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
050000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-JUN-2005

Failure Mileage
35000

Failure Speed
60

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: DOTMALSABC038)

☐ 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).

DE: THE CONTACT STATED WHILE DRIVING THE VEHICLE MISFIRED. THE MECHANIC DETERMINED THAT THE SPARK PLUG WIRES WERE CROSSED, WHICH SEND THE FUEL TO THE WRONG AREA. THIS WAS CAUSING AIR POLLUTION. THE WIRES NEEDED TO BE REPLACED. THE VEHICLE HAS NOT BEEN REPAIRED. *AK

Spark

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 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.



Motorhome Customer Assistance Center
Commercial Vehicle Operations
Ford Customer Service Division
P.O. Box 351
Lake Havasu City, AZ 86405-0351
Telephone: 800-444-3311 Fax: 928-855-7854

August 22, 2005

[REDACTED]

Fulerton, NE [REDACTED]

VIN: 3FCNF53S [REDACTED]

Dear [REDACTED]

We have received your inquiry regarding your chassis, and appreciate the time you have taken to bring this matter to our attention.

We sincerely regret the circumstances you described. Customer satisfaction is a primary objective of the Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining customer confidence even after the purchase.

Although warranties are designed to cover unpredictable situations which may occur, we are always willing to consider individual requests for assistance beyond the warranty period for known or repeated concerns. We hope you understand, however, that we must place limits on our post-warranty adjustment policy. We regret to advise you that your repair is beyond those limits. We are, therefore, unable to assist with the cost of this repair.

We are sorry that we cannot meet your expectations in this instance. Thank you for contacting us.

Ford Motor Company
Motorhome Customer Assistance Center

ldf

3FCNF53S [REDACTED]
5/20/00

Fullerton, N.

Dear Sir,

I'm writing you this letter in regards to my Ford vehicle F-550 Serial # 3FENF5354 - I have been having trouble with my motor home spark plug wiring flying out between 5-10 and please reading in my Motor Home Magazine that there is a defect with this wiring set. I called Service Customer Center and talked to Gary and he said I had to call this # - I talked to Sandy and she said my motor home was out of warranty as of 5-15-05. She said I would have to call Regional Office Mgr., but could not give me their phone number. I called Anderson Ford - a dealer 50 miles from us and talked to Mark - Service mgr. He said he wasn't allowed to give out that phone number. All I'm asking for is a spark plug wire set sent to me and I will install it. I have been a mechanic & Mechanic Supervisor for over 40 years and do not have a problem installing it. Because of your known problem with this Wire-set and it is a smog problem because of not firing right. My Motor home only has 30,000 miles on it. I will look forward to your reply ASAP.
(See back)
Side