



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

Repository ☐

2007 DEC 12 AM 11:05
30-OCT-2007

Reference No.
10207442

OWNER INFORMATION (Type or Print)

Name

Address

City COLUMBUS

State IN

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 11/06/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3FCMF53S8XJ

Make
FORD

Model
MOTOR HOME

Model Year
1999

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

NOV. 2001

PREMIER RV (OUT OF BUSINESS)

No: Cylinders 10

Diezel

Original Owner

Dealer's City

State

Zip Code

GAS

☐ UNK

NEW ALBANY, IN

IN

UNK

Transmission Type

☐ Antilock Brakes

Powertrain

Vehicle Component Code

AUTOMATIC

☒ Cruise Control

UNKNOWN

180000 VEHICLE SPEED CONTROL

Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-SEP-2007

Failure Mileage

Failure Speed
0

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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).

TL*THE CONTACT OWNS A 1999 FORD LANDAU (NA). THE CONTACT RECEIVED A RECALL NOTICE IN SEPTEMBER OF 2007 AND CALLED FORD REGARDING THE REPAIR. AT THAT TIME, HE WAS PROVIDED WITH SOMEONE TO CALL CONCERNING THE REPAIR TO HIS VEHICLE. HE RECEIVED ANOTHER RECALL NOTICE IN OCTOBER. BOTH RECALLS STRESSED THE IMPORTANCE OF TAKING THE VEHICLE TO A FORD DEALER AS SOON AS POSSIBLE TO HAVE THE VEHICLE SPEED CONTROL SWITCH DEACTIVATED. THE CONTACT STATED THAT THE NEAREST PLACE TO TAKE HIS VEHICLE WAS 120 MILES AWAY AND FORD EXPECTS HIM TO MAKE TWO TRIPS: ONE TO HAVE THE SWITCH DISCONNECTED AND THE OTHER FOR WHEN THE PARTS ARRIVE IN MID-DECEMBER. HE WAS INFORMED THAT FORD IS ONLY RESPONSIBLE FOR REPAIRING THE PART, NOT REIMBURSEMENT FOR MAKING TWO TRIPS. HE STATED THAT FORD HAS BEEN GIVING HIM THE RUN AROUND. THERE HAD BEEN NO FAILURE TO DATE. THE PURCHASE DATE, ENGINE SIZE, RECALL NUMBER, AND POWERTRAIN WERE UNKNOWN. THE CURRENT MILEAGE WAS 37,000.

ROUND TRIP

SEE BACK

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.

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

MY COMPLAINT IS AS FOLLOWS:

THE VEHICLE IS A 1999 MODEL. I HAVE OWNED IT SINCE 2001. IF THIS PROBLEM IS SO SERIOUS NOW THAT I SHOULD DRIVE IT 120 MILES JUST TO HAVE THE SPEED CONTROL DISABLED AND A FEW WEEKS LATER ANOTHER 120 MILES TO GET IT FIXED, WHAT ABOUT THE PAST YRS. THAT I'VE DRIVEN IT? HAVE I BEEN THAT MUCH AT RISK? WHY DIDN'T FORD DO SOMETHING MUCH SOONER

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

INDIANAPOLIS IN 462

06 NOV 2007 PM 3 T

NO POSTAGE
NECESSARY
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IN THE
UNITED STATES

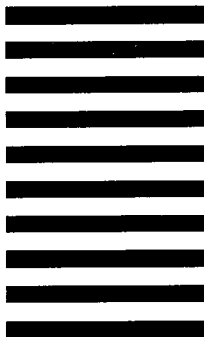
BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

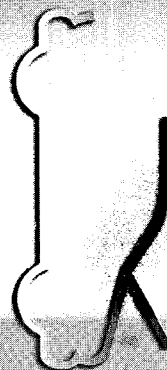
POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

20530+0000



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

nhisa
www.nhtsa.doi.gov
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
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safercar.gov