



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 ☐

20-DEC-2007

Reference No.  
10212395

**OWNER INFORMATION (Type or Print)**

Name

Address

City

SURPRISE

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: [Redacted] Date: 12-28-07

**VEHICLE INFORMATION**

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

Make

FORD

Model

CROWN VICTORIA

Model Year

1994

Date Purchased  
01-NOV-93

Dealer's Name and Telephone Number

Sunset Ford 623-977-5233

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Peoria,

State

AZ

Zip Code

85382

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 0

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
20-DEC-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

☐ 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).

TL\*THE CONTACT OWNS A 1994 FORD CROWN VICTORIA. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 07V336000(VEHICLE SPEED CONTROL). HE WAS INFORMED THAT THE PART WAS UNAVAILABLE. THE DEACTIVATION SWITCH WAS DISCONNECTED. THERE HAD BEEN NO FAILURE TO DATE. THE CURRENT MILEAGE WAS 113,524.

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)**

12/19/07 Sunset Ford advised me that Ford Motor Co has not provided them with the parts to repair the vehicle and they are not sure when the parts will be provided. As a result, they are unable to repair the vehicle within the time frame mentioned in the recall letter from Ford Motor Co. As well, there has been no updated time frame <sup>from</sup> Ford Motor Co to Sunset Ford with a new date for repair. Nor has there been any updated correspondence to me regarding a new repair date from any representative from Ford from either the dealership or the manufacturer.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

PHOENIX AZ 850

20 DEC 2007 PM 11 T

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



**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**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

**safercar.gov**

9130 W Bell Rd

977-5233



Sunset Road

Frank M. Ligon  
Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

9/4/07 Joel Hinderlight  
Service Advisor  
LWTC



F0799084

2338

SURPRISE, AZ

August 2007

9/5/07 Called  
LWTC

1994 Crown Victoria

Vehicle ID #: 2FALP73W1RX 05S28

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992-2004 vehicles equipped with speed control. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

**What is the issue?**

Ford cannot be confident that over many years in service, the type of Speed Control Deactivation Switch (SCDS) equipped on your vehicle will not leak, posing the risk of an underhood fire. This condition may occur either when the vehicle is parked or when it is being operated, even if the speed control is not in use.

**What will Ford and your dealer do?**

Parts to repair the above concern (fused wiring harness) will not be available until 4<sup>th</sup> quarter of 2007. Until the parts become available, please call your dealer to schedule an appointment to disconnect the SCDS and disable the speed control system. This will eliminate any concerns with the SCDS on your vehicle. Ford Motor Company has authorized your dealer to disable the speed control system of your vehicle free of charge (parts and labor).

Parts will be available in the 4<sup>th</sup> quarter of 2007, at which time Ford will notify you to return to your dealer to have the fused wiring harness installed and the SCDS reconnected on your vehicle.

**How long will it take?**

Your dealer may be able to perform this repair while you wait; however, due to scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What are we asking you to do?**

Please call your dealer without delay and request a service date to have the switch disconnected (Recall 05S28). Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

Until you have the recall service performed, park your vehicle away from structures to prevent a potential underhood fire from spreading.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**RETAIL OWNERS:** If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

**FLEET OWNERS:** If you do not already have a servicing dealer, you may access our Dealer Locator on <https://www.fleet.ford.com> for dealer addresses, maps, and driving instructions.

**MOTORHOME OWNERS:** To locate a dealer that services Motorhomes, call the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Have you previously paid for this repair?**

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies); to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-888-222-2751.

Owners who have previously paid for this repair still need to have the recall described in this letter performed.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-888-222-2751 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8AM – 5PM (Your Local Time).

If you wish to contact us through the Internet, our address is:

**[www.ownerconnection.com](http://www.ownerconnection.com)**

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

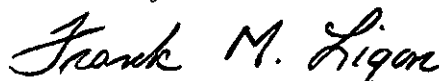
Or you may contact us through the internet at [www.fleet.ford.com](http://www.fleet.ford.com).

**MOTORHOME OWNERS:** If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, D. C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon  
Director  
Service Engineering Operations



[REDACTED]  
Surprise, AZ. [REDACTED]

9/6/2007

Dear [REDACTED]

Thank you so much for bringing your Ford Crown Victoria to our service department.

At **Sunset Ford** we strive to provide you with a **Completely Satisfied** service experience.

Within the next 30 days you may receive a **Customer Service Survey** from Ford Motor Company. As a personal request I would ask that you take a moment to complete this survey.

It has two sections:

- A grading section, reflecting my performance
- A comment section, reflecting the dealership performance

Ford's grading system is rather unfair in that my only *passing grade* is "**Completely Satisfied**" and "**Definitely Would Recommend**", anything less is a *failing grade*.

If you have any comments or suggestions please call me directly at (623) 523-6128.  
Your input is greatly appreciated.

Once again, Thank You for selecting **Sunset Ford** for all of your service needs. I look forward to assisting you on your next visit.

Sincerely,

Joe Price

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).