



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 ☐

2008 MAR - 5 AM 7:28
03-JAN-2008

Reference No.

10213634

OWNER INFORMATION (Type or Print)

Name

Address

City

LONG BEACH

State

MS

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 1/21/08

VEHICLE INFORMATION

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

3FCMF53G3S1

Make

FORD

Model

F53

Model Year

1995

Date Purchased

01-FEB-02

Dealer's Name and Telephone Number

PAW PAWS

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☐

Dealer's City

PICKENS PICKENS

State

MS

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

185000 VEHICLE SPEED CONTROL: CRUISE CONTROL

AUTOMATIC

☒ Cruise Control

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-SEP-2007

Failure Mileage

54000

Failure Speed

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 1995 FORD F530 (N/A). HE RECEIVED A RECALL NOTICE FOR THE VEHICLE SPEED CONTROL (NHTSA CAMPAIGN ID # 07V336000) IN SEPTEMBER OF 2007. AS OF JANUARY 3, 2008, THE DEALER HAD NOT DEACTIVATED THE VEHICLE SPEED CONTROL NOR REPAIRED IT. THE MANUFACTURER STATED THAT THE PARTS WOULD BE AVAILABLE IN FEBRUARY OF 2008. THE CONTACT FELT THIS IS UNACCEPTABLE AND A SERIOUS SAFETY HAZARD. THE FAILURE MILEAGE WAS 54,000 AND CURRENT MILEAGE WAS 56,000.

I believe Ford was aware of the problem long before they issued the recall in September of 2007. Recall 05528. As of 10:10AM, 21 JAN 08 no parts have been received. It appears to this owner that Ford is not serious, at all, about fixing this problem. See attached letter.

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.

Long Beach, MS

Phone:

Fax:

January 21, 2008

**RE: DOT Auto Safety Hotline
Vehicle Owners Questionnaire
Reference Number: 10213634**

Recall Number: O5S28, September 2007

In addition to the information appended to Vehicle Owners Questionnaire on 21 January 2008, I contacted our local Ford dealership, again, regarding the arrival of replacement parts; we were originally advised that they were scheduled to "...receive a bulk shipment of parts in late December/early January." We contacted them in December and was told that the parts, which had been on backorder for "several" months had not yet arrived and they had no idea when to expect them.

In the Recall notice there was an "800" number for RV owners (1-800-444-3311) which I called 21 January. The information provided was that (1) this problem has been going on for some three years, (2) The government forced Ford to now include certain RV model years which has made a difficult situation – the receipt and distribution of sufficient parts to handle their automobile related problems – more difficult, and (2) they forecast that it looked like March 2008 before they would be able to get the needed parts "into our area". I'm not really sure why our area is so difficult to get parts to but would appreciate an explanation.

For a problem which Ford acknowledges has been going on for three years I must question their inability to secure the needed parts and must presume that they have no special effort to expedite this recall.