



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 [ ]

05-FEB-2008

Reference No.

10217015

21 AM 7:18

OWNER INFORMATION (Type or Print)

Name [redacted]
Address [redacted]
City DES MOINES State IA Zip Code [redacted]

Daytime Telephone Number [redacted]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] 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 02/09/08

we do authorize!

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3FCMF53S6 [redacted]
Make GENERAL Model TRAILER Model Year 1999
Date Purchased 27-DEC-01 Dealer's Name and Telephone Number Harrison RV Inc.
Engine: No: Cylinders 10 Fuel Type: Gas
Original Owner [ ] Dealer's City Jefferson State Ia Zip Code 50124
Transmission Type AUTOMATIC Antilock Brakes [ ] Powertrain UNKNOWN
Vehicle Component Code 185000 VEHICLE SPEED CONTROL:CRUISE CONTROL
Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-SEP-2007 Failure Mileage Failure Speed 0
Ford Motor Company Recall Sept 2009
See enclosed letter

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 [X] No Fire [ ] Yes [X] 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 1999 FORD GEORGIE BOY LANDOLL (NA). THE CONTACT RECEIVED A FORD RECALL NOTICE FOR THE VEHICLE SPEED CONTROL: CRUISE CONTROL AND SHE IMMEDIATELY SCHEDULED AN APPOINTMENT TO HAVE THE VEHICLE REPAIRED. THE DEALER INFORMED HER THAT THE PARTS WOULD BE UNAVAILABLE UNTIL JANUARY OF 2008 AND SHE REFUSED TO HAVE THE SPEED CONTROL DISCONNECTED. THE VEHICLE IS NOT BEING DRIVEN AND HAS NOT CAUGHT FIRE. SHE CALLED THE DEALER IN MID-JANUARY AND THEY STATED THAT THEY DID NOT KNOW WHEN THE PARTS WOULD BE AVAILABLE AND REFERRED HER TO THE MANUFACTURER. THE MANUFACTURER STATED THAT THE PARTS WOULD POSSIBLY BE AVAILABLE IN MAY OF 2008. THERE HAD BEEN NO FAILURE TO DATE. THE ENGINE SIZE, NUMBER OF CYLINDERS, POWERTRAIN, AND RECALL NUMBER WERE UNKNOWN. THE CURRENT MILEAGE WAS 30,000.

Landoll by Georgie Boy Chase not to have speed control disconnected (we assumed we could get it fixed in Jan.
Truck V10 engine / 10 cylinders / Recall letter enclosed.

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)**

Received a speed control (cruise) recall notice from Ford Motor Company Sept. 2007 and another one in Oct. 2007. We called Strivers Ford in Waukegan (1-888-638-1614 - Shawn, service mgr.). He reported the replacement part(s) would not be available until Jan. 2008. We called Strivers Ford/Shawn and he reported the replacement part(s) would not be available until April or May 2008. Actually when we called Ford Motor Comp. they reported the part(s) would not be available until Apr. or May.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Please Note the "highlighted" statements in "What is the issue." Thank you.

U.S. Department of Transportation

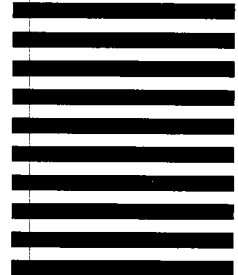
National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



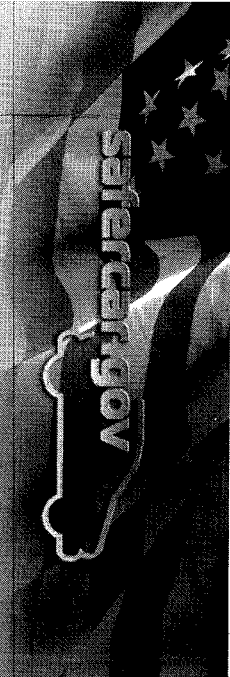
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**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



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



F0084340

0244

DES MOINES, IA

September 2007

1999 Motorhome

Vehicle ID #: 3ECMF53S6

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?**

Ford Motor Company has authorized your dealer to install a fused wiring harness into the speed control system of your vehicle free of charge (parts and labor).

**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 fused wiring harness installed (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.

*phone conversation*

*2/5/08*

*Filed formal*

*written complaint to*

*OBI-#10214015*

*office of detective*

*SHAWN*

*987-3697*

*Stivers*

**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).

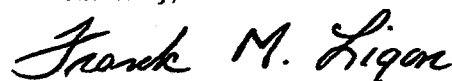
Or you may contact us through the internet at [www.fleet.ford.com](http://www.fleet.ford.com).

**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

February 2, 2008

Attorney General, State of Iowa,

We have a 1999 Landau by Georgie Boy motor home with a Triton V10 Ford engine. Last fall, September 2007 we were sent a recall letter from Ford Motor company recalling the cruise control for our engine. We called our engine repair company, Dewey Ford in Ankeny and also Stivers in Waukee and were informed by both companies that the replacement would be available in January of 2008. We called both Dewey Ford and Stivers mid January and were informed that the replacement is still not available. We called Ford Motor Company at 1-800-444-3311 and the representative of Ford Motor Company informed us that the replacement would not be available until April or May of 2008. The problem is that the replacement is made "off shore" and they are having trouble with their distributor.

The problem with this major delay in a necessary part for our engine is that we will not be able to travel in our motor home any distance. Normally we winter away in Florida for several months. No one would want to travel without cruise control for a lengthy trip and if we used the cruise control knowing that there is a recall, our insurance I am sure, would not cover our vehicle. The additional problem indicated by the letter notification is that the part could catch on fire even when parked. This is a major safety issue.

I would appreciate it if you could investigate this issue for us. Any help would be greatly appreciated. Thank you.

Enclosed please find copies of the letters from Ford Motor Company about the recall.

Respectfully,

[REDACTED]  
[REDACTED]  
[REDACTED]  
Des Moines, Iowa  
[REDACTED]

cc. Ford Motor Company