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**

2008 MAR 1 AM 7:23

FOR AGENCY USE ONLY 100148

| Date Received | Repository ☐ |
|---|---|
| 26-FEB-2008 | Reference No. 10219208 |

## OWNER INFORMATION (Type or Print)

| Name | [redacted] | | |
|---|---|---|---|
| Address | [redacted] | Daytime Telephone Number [redacted] | E-mail Address |
| City BURLINGTON | State IA | Zip Code [redacted] | 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 3/5/08

## VEHICLE INFORMATION

| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | Make | Model | Model Year |
|---|---|---|---|
| 3FCNF53S2X[redacted] | FORD | F53 | 1999 |

| Date Purchased | Dealer's Name and Telephone Number | | | Engine: No. Cylinders | Fuel Type: |
|---|---|---|---|---|---|
| 09-OCT-99 | | | | 10 | Gas |
| Original Owner ☒ | Dealer's City | State | Zip Code | | |

| Transmission Type | | | Vehicle Component Code |
|---|---|---|---|
| AUTOMATIC | ☒ Antilock Brakes<br>☒ Cruise Control | Powertrain: REAR WHEEL DRIVE | 4180000 VEHICLE SPEED CONTROL<br>Multiple Failure: 0 |

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

| Incident Date(s) | Failure Mileage | Failure Speed | |
|---|---|---|---|
| 12-SEP-2007 | | 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: DOTMAL9ABC036) | ☐ 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 F53. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 07V336000 (VEHICLE SPEED CONTROL). THE PART FOR THE RECALL REPAIR WAS UNAVAILABLE. THERE HAD BEEN NO FAILURE TO DATE. THE ENGINE SIZE WAS UNKNOWN. THE CURRENT MILEAGE WAS 58,200.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

THERE IS NO EXCUSE FOR FORD TAKING SO LONG TO REMEDY THIS!! NOW THEY ARE OFFERING TO DISCONNECT THE CRUISE CONTROL UNTIL THEY FIGURE OUT WHAT TO DO. NOT BEING ABLE TO USE THE CRUISE CONTROL IS TOTALLY UNACCEPTABLE!! NOW THEY ARE OFFERING TO PUT IN A CRUISE LIKE TO THE WIRING TO THE CRUISE CONTROL SWITCH. I FEEL THIS IS A BAND-AID FIX, AND IF (OBVIOUSLY THEY WERE) THE CRUISE CONTROL SWITCHES WERE DEFECTIVE, THEN FORD SHOULD REPLACE THE ENTIRE SWITCH!!! [redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

F. Elwin Kendell
2529 Cliff Road
Burlington, Iowa 52601

QUAD CITIES IL P&DC
PM
05 MAR 21
2008

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

**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