



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 **JUL 29 2011** Repository
 16-MAY-2011 Reference No. 10400994

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City MOUNTAIN TOP State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
 Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3FCNF53S6X [REDACTED]
 Make NEWMAR Model: KOUNTRY STAR Model Year: 1999
 Date Purchased: 11-27-98 Dealer's Name and Telephone Number: Wilkins Recreational Vehicles Engine: No: Cylinders: 10 Fuel Type: Gas
 Original Owner: Dealer's City: Honeywell State: NY Zip Code: 14843
 Transmission Type: Auto Antilock Brakes: Powertrain: Multiple Failure: Incident Date(s): 14-MAY-2011
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Failure Mileage: 14600 Failure Speed: 65

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 Yes No Fire Yes No Number of Persons Injured: Number of Deaths: 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 NEWMAR KOUNTRY STAR MOTOR HOME. THE CONTACT STATED HE WAS DRIVING WITH THE CRUISE CONTROL ON AND DOWN A HILL WHEN IT LOCKED IN PLACE AND THE CONTACT WAS UNABLE TO DISENGAGE IT. WHEN HE DEPRESSED THE BRAKES EXCESSIVELY IT CONTINUED TO STAY LOCKED. HE WAS ABLE TO STOP ON THE SIDE OF THE ROAD WHERE HE DISABLED THE CRUISE CONTROL CABLE. THE VEHICLE WAS DRIVEN HOME AND PARKED. THE DEALER WAS NOT NOTIFIED OF THE FAILURE. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 14,600.

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.

Addendum to description of incident:

Prior to this incident I had no problems with the vehicle. For several years of owner ship Ford Motor had been sending me notices of safety recalls, (throttle cable replacement and possible fire from cruise control). These had been pushed off mostly because of scheduling problems, vehicle was rarely driven, and always garage stored.

In the fall of 2010 the vehicle was taken to Feussner Ford, 470 South Street, Freeland, PA, on the advice the a Ford recall assistant to have these changes made. After the said repairs were made the vehicle was taken home and parked in the garage for the winter. May 16, 2011 was the first trip made and only chance to engage the cruise option. It immediately lurched forward. Applying the break and switching the power knob to off had no effect. Looking down to the floor board I couldn't see any obstructions on the floor, but realized throttle was being held about ¼ of the way down.

I surveyed the area in front and felt it safe enough to shut the engine off and pull to the side. There I called Ford Motors and asked for assistance or tow but was informed Warranty had expired and all expenses must be paid buy me. That was when I removed the engine cover and removed the cruise control cable from the throttle body. This permitted a way drive to drive it back to my residence. A few days later I called Ford Motors again. This time they said it was the dealer (Feussner Ford) responsibility to ascertain the problem.

Two scheduling attempts with Feussner were made but canceled buy me do to conflicts. A month later I reasoned it was much easier for me to do a detailed look at what caused the issue. I discovered the end of the cruise cable that attaches to the cruise servo and covers the servo pulley had detached leaving the cable free to jump the pulley and tangle, not allowing the throttle to return to idle position.

Not wanting to blame anyone I asked Feussner for a new cruise cable that I would install it myself. They willing did and now the cruise is back working on the vehicle.

Thanks for interest,

