



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue SE.
Washington, DC 20590

July 9, 2012

[REDACTED]
Wolcottville, IN [REDACTED]

NVS-216 nam
Ref. No. 10462659

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1997 Ford F800 truck. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you received Altec's recall notification (NHTSA Safety Recall Campaign No. 12V-127), that addresses a problem with the lower boom pivot area in certain MY 1993 through MY 2004 Ford F800 (AA755 & AA755L units) trucks. You contacted an authorized dealership to perform the recall remedy; however, they refused because they would not be reimbursed for their expense. You contacted the Altec Indiana Service Center and were informed that after submitting the customer setup form you would be contacted to schedule the recall remedy. You want to report to NHTSA, that as of June 8, 2012, after submitting the customer setup form you have not been contacted to schedule the recall remedy.

We understand your frustration so on June 28, NHTSA contacted Altec on your behalf. The Altec Indiana Service Center received your customer setup form and apologized for the oversight and delay. We were assured by Altec that a representative from their Indiana Service Center will be in contact with you immediately to schedule your appointment. The information you provided



has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement