

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 28-JUN-2012 AUG 06 2012	
		Repository ☐ Reference No. 10463440	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		Evening Telephone Number	
City	State	Zip Code	E-mail Address
MIDDLEVIEW MEADOWVIEW	VA		None
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		Make	Model
1FTEF14Y4KN		FORD	F150
Model Year		Engine:	
1989		No: Cylinders	
Date Purchased	Dealer's Name and Telephone Number	Fuel Type:	
NOV. 1990	DAMASCUS MOTOR SALES 475-3647	GAS	
Used Original Owner	Dealer's City	State	Zip Code
YES ☐ NO ☒ 10,000 miles	DAMASCUS	VA	24236
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
Stick	☐ Cruise Control		Incident Date(s)
08-MAY-2012			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: VISIBILITY/WIPER (PWS)		Failure Mileage	Failure Speed
NAME - INTERMITTENT WIPER GOVERNOR		101000	
PART No. E9TZ17C476A			
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	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No	0	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 1989 FORD F-150. THE CONTACT STATED THAT THE WINDSHIELD WIPER MOTOR MALFUNCTIONED AND AS A RESULT, THE WINDSHIELD WIPERS WOULD ONLY WORK WHEN ENGAGED ON HIGH SPEED. THE VEHICLE WAS TAKEN TO THE DEALER WHO VERIFIED THE FAILURE AND WAS UNABLE TO REPAIR THE PROBLEM SINCE THE PARTS WERE NO LONGER AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 101,000 AND THE CURRENT MILEAGE WAS 101,200.			
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)

NO SLOW OR DELAY WIPERS ONLY FAST. FAST HAS VERY POOR TO NO VISIBILITY EVENS
IN ONLY A MIST RAIN MUCH LESS A DOWN POUR. CONTACTED FORD IMMEDIATELY
AND WAS TOLD NEW PART WOULD BE AVAILABLE IN JULY. ALSO CONTACTED
VA. CONSUMER PROTECTION AGENCY AND FILLED OUT COMPLAINT FORM THAT THEY
SENT TO FORD. RETURN LETTER FROM FORD SAID CALL DEALERSHIP. I HAVE
DONE SO SEVERAL TIMES WITH SAME RESULTS AS ORIGINAL CALL "NONE
AVAILABLE ANYWHERE IN USA." CALLED FORD 16 JULY 2012, NONE BEING
MADE, NONE AVAILABLE. ALSO NO AFTER MARKET PART AVAILABLE.
FORD IS TRYING TO BLAME DEALERS OR HOPING I WILL JUST GIVE UP BUT THIS IS A GOOD
TRUCK AND I WILL NOT. ATTACH ADDITIONAL SHEETS IF NECESSARY HOWEVER THIS IS A REAL
SAFETY ISSUE. OTHERS IN USA HAVE SAME PROBLEM BUT HAVE NOT PURSUED.
I HAD MY PART WOULD ALMOST 2 WEEKS BECAUSE OF RAIN BUT SOMETIMES IT
CAN BE A SURPRISE. (DOCUMENTS ENCLOSED)

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

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Penalty for Private Use \$300



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NECESSARY
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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 Avenue SE.
Washington, D.C. 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

NHTSA



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

June 18, 2012

Joseph Boisineau
Commonwealth of Virginia
Dept. of Agriculture and Consumer Services
P.O. Box 1163
Richmond, VA 23218

Re: [REDACTED] Complaint: 909392; VIN: 1FTEF14Y4KN [REDACTED]

Dear Mr. Boisineau:

A complaint was filed with your office by [REDACTED] regarding his 1989 Ford F-150. You asked us to investigate and provide you with a report of our findings.

Our Consumer Affairs Department has reviewed [REDACTED] complaint regarding the vehicle's windshield wipers and we sincerely regret to learn of the situation he has described. There are many reasons why parts are out of stock or delayed. Some of these may include the type of part needed, the availability of the part from the supplier, and the difficulty in accurately forecasting how the need for each particular component may affect our level of inventory. It is our recommendation that [REDACTED] remain in contact with the dealership's service department to assure that his vehicle is repaired as soon as the part arrives. Based on this information, we propose no further action.

Thank you for the opportunity to review this matter. Please consider this our closing report.

Sincerely,

Julie Hochard
Consumer Affairs Legal Analyst

cc: [REDACTED]
[REDACTED]
[REDACTED] Meadowview, VA [REDACTED]

