



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

130

Date Received

29-JAN-2001

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Reference No.

879195

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3FCM53S1YJA05776		FORD TRUCK	PICKUP	2000	
Purchase Date ☐ New ☒ Used		Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size _____ (CID/CC/L) _____ No. Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driveside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Util ☐ Truck ☐ Motorcycle
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000	Part Name(s) STEERING	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER IS VERY UPSET THAT GRAHAM FORD REFUSES TO EVEN INSPECT OR PERFORM RECALL 00V246111. DEALER TOLD CONSUMER TO GO TO ANOTHER FORD BRANCH THAT WAS LOCATED 75 MILES AWAY. *AK

CONTINUE ON BACK IF NEEDED

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.



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 160

Date Received

29-JAN-2001

Odometer

at

od-it

up_ltr

Reference No.

879195

OWNER INFORMATION (Type or Print)

670294

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 2/10/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3FCM53S1YJA05776	FORD TRUCK	Motor Home	2000	2600
Purchase Date July 2001	Dealer's Name Jerry Green Automotive	Engine Size (CID/CC/L) 415	No Cylinders 10	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
☒ New ☐ Used	City Sunnyvale	State CA	Zip Code 94074	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☒ Other Motor Home	Body Style ☐ Sport Ut ☐ Truck ☐ Motorcycle ☐ Pick Up Truck ☒ Other Motor Home			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000	Part Name(s) STEERING	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured —	Number of Fatalities —	Estimated Property Damage —	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER IS VERY UPSET THAT GRAHAM FORD REFUSES TO EVEN INSPECT OR PERFORM RECALL (00V246111). TOLD CONSUMER TO GO TO ANOTHER FORD BRANCH THAT WAS LOCATED 75 MILES AWAY. *AK

CONTINUE ON BACK IF NEEDED

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 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.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY MAIL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 7373 WASHINGTON, D.C.

Official Business
Penalty for Private Use \$300

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., S.W.
Washington, D.C. 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. GPO: 1987-0-250-0000

I purchased a new 2000 Motor Home built on a Ford Chassis. I received a factory recall enclosed regarding tie rod ends & drag link. Ford Motor Co. to me to take it to a Ford dealer to have necessary repairs made. I went to Graham Ford at 707 W. Broad Columbus Ohio. They totally refused to even inspect the front end because I didn't buy it there. My complaint is, a major safety recall problem, such as this, they should at least be required to inspect it. Ford Motor Co. done a great job, in trying to help me find a dealer that would make those repairs. This is not a problem of the dealer that sold the RV.

NARRATIVE DESCRIPTION (CONTINUED)

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

THE IDENTIFICATION NO. *										
MANUFACTURER/TIRE NAME										
SIZE										
INFORMATION ON THE FAILURE(S) (IF APPLICABLE)										
Field to show Return Address (no stamp needed) Facsimile with tape or staple and mail										



Ford Motor Company
P.O. Box 1604
Dearborn, Michigan 48121-1604
1-800-368-6673
www.fordconnection.com

2000 Motorhome
Vehicle ID #: 3FCMF53S1YJA05776 00S48

0030

December, 2000

|||||

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 1999 and 2000 model Super Duty Motorhome Stripped Chassis (Model Code F-53), F-650, and F-750 trucks and chassis cabs equipped with size 20 EDL TRW tie rod and drag link ball sockets.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

What the issue is... Certain vehicles were built with tie rod ends and, in the F-Super Duty Motorhome Chassis, drag links that may prematurely wear out. This could potentially result in a separation of the ball stud from the socket reducing the driver's steering control.

What Ford Motor Company and your dealer will do... *Ford Motor Company will repair your vehicle free of charge (parts and labor). The dealer will inspect the date code on the drag link assembly and tie rod ends on your vehicle. If one or both of the tie rod ends fails the inspection, the dealer will replace both tie rod ball ends. If the drag link fails the inspection, the drag link assembly will be replaced. Please note that on F-650 and F-750 vehicles, only the tie rod ends are affected. The drag link assembly on F-650 and F-750 vehicles is not affected by this recall.*

Dealers currently have repair instructions and parts ordering information.

What we are asking you to do... *Contact your dealer right away to schedule a service appointment. Your dealer will need to inspect your vehicle to determine if parts are required. If parts are required, they may need to be ordered before repairs can be completed.*

If you've already paid for this service...

If you have already paid to have this service performed prior to the date of this letter, Ford Motor Company will provide you a full refund. Please provide your original receipt to your Ford dealer for refund processing.

If you've changed address or sold the vehicle...

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

If you have concerns...

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company North American Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: 1-800-392-3673

Office Hours: 8am - 8pm (Monday-Friday) ET

9am - 6pm (Saturday) ET

Or contact us through the Internet at: www.ownerconnection.com

Current response time is three business days.

Motorhome: If your vehicle is a motorhome and you have trouble getting your vehicle repaired promptly and without charge, please call the Motorhome Customer Assistance Center toll free at 1-800-444-3311 and one of our representatives will be happy to assist you.

You may also send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hotline at 1-800-424-9393.

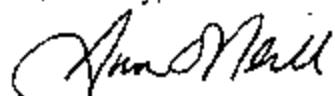
Quality Care service is there for you all year round.

QualityCare
at your service

Quality Care is the commitment of Ford Motor Company and Ford and Lincoln Mercury dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this recall notification, we stand committed with our Ford and Lincoln Mercury dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading Consumer Company for automotive products and services. Again, we are sorry for the inconvenience. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill

Director

Vehicle Service and Programs