



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100079

Date Received

Repository

22-JAN-2003

Reference No.  
10004422

RECEIVED  
FEB 21 AM 8:03  
OFFICE INVESTIGATION

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: HENDERSON State: NV Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

[REDACTED]

Evening Telephone Number

SAME

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 \_\_\_\_\_ Date: 1/1

**VEHICLE INFORMATION**

Make: FORD Model: AEROSTAR Model Year: 1990  
Date Purchased: 7-15-96 Dealer's Name and Telephone Number: PRIV. PARTY Engine: No. Cylinders: 6 Fuel Type: GAS  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Transmission Type: \_\_\_\_\_  Antilock Brakes Powertrain: \_\_\_\_\_ Vehicle Component Code: 071200 FUEL SYSTEM, GASOLINE:STORAGE:AUXILIARY TANK  
 Cruise Control Multiple Failure: \_\_\_\_\_

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

Incident Date(s): 22-JAN-2003 Failure Mileage: \_\_\_\_\_ Failure Speed: \_\_\_\_\_

**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: DOTM1A9ABC034): \_\_\_\_\_  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

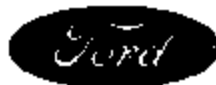
Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

NHTSA #98-V-190-000 THE UPPER PORTION OF THE FUEL TANK CAN DEVELOP SMALL CRACKS DUE TO EXTENDED EXPOSURE TO VERY HIGH AMBIENT TEMPERATURES. FUEL VAPOR OR LEAKAGE COULD OCCUR AT THESE CRACKS. CONSUMER HAS THE RECALL LETTER AND THE MANUFACTURER DON'T HONORING. PLEASE PROVIDE FURTHER INFORMATION, TS

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 granted in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.



A. R. Kaduk  
Manager  
Vehicle Service and Programs  
Ford Customer Service Division

Ford Motor Company  
P.O. Box 1904  
Dearborn, MI 48121-1904

90 Aerostar  
Vehicle ID #: 1FMDA31U6LZA00310 96M03 Kit BB

December, 1998

[REDACTED]  
HERNDERSON, NV [REDACTED]



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 that relates to motor vehicle safety exists on certain 1988-1990 Model Year Aerostar vehicles.

**Safety Defect:** The fuel tank on your vehicle can develop cracks at the upper portion of the tank as a result of extended exposure to high ambient temperatures. A crack can allow fuel to leak from the tank. Even a small fuel leak generally results in a noticeable fuel odor alerting you to the leak. A fuel leak of sufficient quantity, in the presence of an ignition source, may result in a fire.

**What We Will Do:** Ford is voluntarily providing additional warranty coverage. Effective immediately, Ford is providing warranty coverage for fuel tank replacement due to cracks, regardless of mileage, through March 31, 2002. This coverage exceeds the provisions of your car's original vehicle component warranty coverage and is automatically transferred to subsequent owners at no charge. After this extended warranty period, tank replacements will be at the expense of the vehicle owner.

**What You Should Do:** Please keep this letter as a reminder. If the fuel tank on your Aerostar should develop a leak during the extended warranty coverage period, contact your dealer. The dealer will replace the fuel tank at no charge to you if the leak is due to structural cracks at the top of the tank and not due to some other reason such as an accident or road debris damage. If you should lose this letter the dealer will still honor the provisions of this coverage.

**Refunds:** [REDACTED] If you paid to have this service performed prior to the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford dealer. To avoid delays, do not send the receipts to Ford Motor Company. Repairs will not be refunded for damage caused by accidents and road debris.

Ref # 2530167



**Changed Address or Sold The Aerostar?** Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the Aerostar.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 16800 Executive Plaza Drive, P.O. Box 6248, Dearborn, Michigan 48121. You also may 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 1-800-424-9393 (Washington, D.C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but if necessary, we want you to have the work done for your safety and satisfaction with your Ford-built vehicle.

Sincerely,

A. R. Kaduk  
Manager  
Vehicle Service and Programs

98M03

NV  
1-800-326-5202

486-1177

DOT Auto Safety Hotline

January 27 2003

In Jan 2000 I went to Chicago to have my right knee replace went back in July 2000 to Have back surgery came home went back in Feb of 2001 to have my left hip replace and a stent put in my heart so I used the van very little.

On Dec. 15 2001 I call the Ford Country Dealer in Henderson and ask them how much it would cost to have my gas tank repaired they said that can't repair it because it is plastic and they would have to replace it and cost with parts & labor was \$586.00. I said I can't afford it I am 74 years old and on Social Security so I drove it that way leaking if I happen to fill it up.

NOV. 16 2002 I found a letter from Ford Motor Dated Dec. 1998. This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Stating that Ford is VOLUNTARILY providing additional warranty coverage until March 31 2002. I went to the Ford Country Dealer in Nov 12,2002 and showed them the letter they said they could not honor the letter that it was passed the dead line. I call Ford Motor talk to Customer Service they check and said the same thing. I ask them if they could sell me the gas tank at cost and I would have my son install it they said they couldn't sell me the tank I would have to go to the Ford dealer.

My thinking was if they are so safety concern why didn't they send out a reminder in Dec or Jan 2002 saying that the warranty coverage would end in March 31 2002!

I called Mr. Manny of DOT in Jan. 21 2003 and he said that there was a Recall and that the recall number is 98 V 190-000 I Call Ford Motor back on Jan. 22 2003 talk to Ms. Tracy I D #3001 of Customer Service she said there was no recall and that there was nothing they do. I call Mr. [REDACTED] back he said he would send me a copy of the recall I got it Monday Jan. 27 2003 I call Customer Service back today and Mr. Joz said there was no recall on my 1990 Ford Aerostar Van I said the recall was for 140,000 not just My van he send that there was nothing that Ford Motor Co. would do

I Hope that you can if you can't I guess I will drive that way I just have to remember not to fill it up and hope it does not catch on fire.

I have owned a 1952 Ford Vicky, 1956 Vicky, 1961 Ford S W 1965 Merc conv. 1969 Merc.Conv 1975 Lincoln, 1979 Lincoln T Car, 1990 Ford Van, and a 1997 Lincoln T Car so as you can see I halved love Fords.

I am sending this to FORD MOTOR CO. and to DOT hopping it is resolved

Thank you

[REDACTED]  
Henderson NV [REDACTED]

Phone # [REDACTED]