



DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
AdministrationVehicle 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 1374

Date Received

203 MAR 17 PM 1:52
13-FEB-2003Repository ☐

Reference No.

10007375

OWNER INFORMATION (Type or Print)

Name

Address

City

MIAMI

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorized signature, you are NOT providing your name or address to the vehicle manufacturer.

Signature of Owner

Date 2/18/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FT2X1726YNA60833

Make

FORD

Model

F150

Model Year

2000

Date Purchased

Oct. 2000

Dealer's Name and Telephone Number

World Ford 954-443-7000

Engine:

No. Cylinders 6

Fuel Type:

Reg

Original Owner

☒

Dealer's City

Pembroke Pines, FL

State

FL

Zip Code

33024

Transmission Type

Standard

☒ Antilock Brakes☒ Cruise Control

Powertrain

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

2/2/03

Failure Mileage

50,000

Failure Speed

0

FIRE IN MASTER CYLINDER SENSOR

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Good year

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

N/A

☐ Original Equipment
☒ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

N/A

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

0

Number of Deaths

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).

THE VEHICLE CAUGHT ON FIRE, WHICH ORIGINATED IN THE ENGINE COMPARTMENT. *JB

see Enclosed report

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.

[REDACTED]
North Miami, FL [REDACTED]
February 20, 2003

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

Dear Defects Investigators:

On Sunday, 2/2/03, a parishoner noted that my 2000 Ford F-150 was smoking from the engine. I disbelievingly walked to the parking lot and was shocked to find that there was an electrical fire in the sensor attached to the master cylinder. If I had been on the road even 10 minutes longer, my 3 children and I might be in a burn trauma unit at this time. I immediately extinguished the fire, disconnected the wires and waited untily Monday to find out what Ford would do. I was instructed to drive the truck slowly to the dealer so that further investigation and evaluation could be made. I am well aware that an electrical fire is a defective part of original workmanship, and NOT normal wear and tear. I have a degree in Auto Maintenance and Repair. (Enclosed please find proof of my Auto-technician education, or call Miami Lakes Technical Education Center for further verification.)

World Ford, the dealer where the truck was purchased argued with me regarding the blame of the fire and insisted that I either pay \$2000 or have the truck towed elsewhere. I needed the truck to be fixed as I did not want another electrical fire to endanger my life. I stated that the blame of the fire is faulty wiring from the manufacturer, and after arguing with them via their liazon at their 1-800 - customer care number, they agreed that there was a problem and that they would be responsible for 50% of the bill. I was still not satisfied with this and continued to make calls to various Ford dealers and representatives. World Ford took 1 week to fix the truck.

On their invoice, they stated that they found cruise control deactivation switch and connector damaged from fluid leak. They also stated that it caused damage to the wire harness and that they would replace the entire wire harness and replace damaged servo and deactivation switch. One week later, they refused to let me take the truck out of the shop, unless I paid them \$874.52. Upon inspection of the truck, I noted that only a small piece, NOT the entire wire harness was replaced. I also insisted that the maraufacturer had a defect and I was not responsible for this service, or part charge. I paid the bill because I needed my truck, but I told the service advisor that this fraud would be further investigated.

I paid for the bill in my visa card (copies of all service enclosed), then called your claim dispute line. I was instructed to get another opinion from another mechanic. I then traveled to other Ford dealers and explained to several different mechanics the problem I had, the service that was done, and I asked them to look at my car and give me a summary

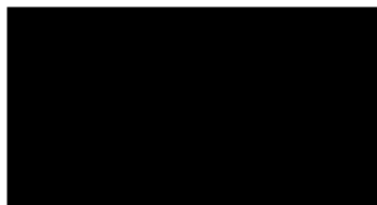
of what they saw and their opinion of the problem. Every mechanic verified that the entire harness was NOT changed and that the faulty electrical fire was indeed a manufacturer defect, however, when asked to put this in writing, the mechanics stated that they could or would lose their jobs if they spoke out against FORD. I then took the truck to Beach Ford, another Ford dealer, and again insisted that something be put in writing. I was told that I would have to have some service done before they even looked at the car. I agreed to have an oil change (receipt enclosed), just so I could get a technician to "officially" look at the truck. The technician again refused to put anything in writing, but agreed that the service I was charged for was not done, and I did have a defective truck.

I am therefore disputing the charge from WORLD Ford, and I would like the Dept of Traffic Safety to investigate the following information:

1. The fire was electrical which is not a normal wear and tear and poses great physical threat to the drivers and passengers. My in-laws have dealt with an electrical fire in their car, and was immediately remunerated by the manufacturer for any and all expenses related to the fire. A fire hazard is a severe breach in passenger safety and is the responsibility of the manufacturer.
2. I, Yves Sagaille, am a certified Mechanic. I have a total of 1400 hours in basic autotronics and an additional 1400 hours in Toyota Technician training from Miami Lakes Technical Institute. I certify that the truck, up until the time of the fire was under complete and proper maintenance and that the repair work that was charged for by World Ford was not done, and therefore fraudulently charged. Specifically, I am referring to the part that refers to the installation of a new wire harness. Only a small piece of wire was replaced, not the entire harness.
3. After disputing the cause of the fire and the responsibility of repair, the representatives at Ford backed down a little, by agreeing to pay 50% of the repair work. If the blame of the fire did not rest on their shoulders at all, they would not have agreed to pay even 1 penny of the repair work.
4. I have spent numerous hours and took 3 days off of work to try to rectify this dispute. I have tried my best to negotiate with FORD Manufacturing, and I am waiting some response in writing from them. Please review all the facts and enclosed receipts and let me know how I can have the \$874.52 credited back to my account.

Thank you very much for your cooperation and investigation into this most serious and troubling matter. I look forward to hearing from you in the near future.

Sincerely,



2/28/03

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**