



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

FOR AGENCY USE ONLY 1386

Date Received: 25-AUG-2004
Repository:

Reference No.
10089735

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: SOUTH WALES State: NY Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. YES NO
Signature of Owner: _____ Date: 8/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FDKE3061RH [Redacted]
Make: FORD Model: E350 Model Year: 1984

Date Purchased: _____ Dealer's Name and Telephone Number: _____
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Engine: No: Cylinders: 8 Fuel Type: GAS

Transmission Type: Auto Antilock Brakes Cruise Control
Powertrain: _____
Vehicle Component Code: 071100 FUEL SYSTEM, GASOLINE; STORAGE; TANK ASSEMBLY
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 13-JUL-2004
Failure Mileage: 25000
Failure Speed: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/85R15): _____
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: 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).

DEALER/SHOP INFORMED THE CONSUMER THAT WIRES MELTED ON THE FUEL TANK. THE PROBLEM WAS NOT YET RESOLVED. *AK
Repair Shop

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 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.



Motorhome Customer Assistance Center
Commercial Vehicle Operations
Ford Customer Service Division
P.O. Box 351
Lake Havasu City, AZ 86485-0351
Telephone: 800-444-3311 Fax: 928-865-7854

July 1, 2004

[REDACTED]
South Wales, NY [REDACTED]

VIN: 1FDKE30G1RH [REDACTED]

Dear Mr. [REDACTED]

We have received your inquiry regarding your chassis, and appreciate the time you have taken to bring this matter to our attention.

We sincerely regret the circumstances you described. Customer satisfaction is a primary objective of the Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining customer confidence even after the purchase.

Although warranties are designed to cover unpredictable situations which may occur, we are always willing to consider individual requests for assistance beyond the warranty period for known or repeated concerns. We hope you understand, however, that we must place limits on our post-warranty adjustment policy. We regret to advise you that your repair is beyond those limits. We are, therefore, unable to assist with the cost of this repair.

We are sorry that we cannot meet your expectations in this instance. Thank you for contacting us.

Ford Motor Company
Motorhome Customer Assistance Center

:dfb

1FDKE30G1RH [REDACTED]
10/28/83

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).