

New Orleans, Louisiana

10130883

2005 AUG 18 AM 8:07

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Job Number:

Message Sent To:

Mr. Kenneth N. Weinstein

Office or Fax Number:

(202) 366-7882

Message From:

If the following message is received poorly or is incomplete, please notify at

Comments:

Recall —
98V190000

Morgan 8/22/05

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August 16, 2005

Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance
U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Dear Mr. Weinstein,

I am enclosing communications that I have had with a Ford Dealership in Louisiana recently regarding the reimbursement for a replacement cracked gas tank on my 1990 Ford Aerostar. The response to my letter was that the Ford area representative will not refund my money and cannot help me. I have also filed a complaint via the internet with NHTSA. This recall 98V190000, according to your letter dated September 11, 1998, does not have an expiration date due to the safety issue. According to Ford it expired March 31, 2002. I feel that Ford is responsible and that once again Ford is getting away with bad manufacturing. Please advise how to best handle my situation. As I am sure you can expect to hear that I am not getting anywhere with Ford Motor Company Customer Service or the Ford Dealership that did my repair work. I am asking for your help and to find a resolution to this matter.

Thank you in advance for any help you can offer.

Sincerely,

[REDACTED]
Metairie, LA [REDACTED]

[REDACTED] Home
[REDACTED] Mol Cell
[REDACTED] Angelia Cell

August 3, 2005

Veterans Ford
Attn: Mr. Mike Arceneaux, Parts/ Service Director
3724 Veterans Memorial Blvd.
Metairie, Louisiana 70002
Delivered VIA Fax: (504) 780-6091

RE: VIN 1FMDA31U9LZ [REDACTED] 1990 Ford Aerostar- Recall Fuel Tank Cracks

Dear Mr. Arceneaux,

In March 2005, I had my 1990 Aerostar in your service facility for a repair. While in your shop was told by my service advisor that my gas tank needed to be replaced due to a crack. I did inform her that gas had been leaking upon fill-up. I was told the tank had to be ordered and it might be a few days. After one week in the shop, the tank was replaced and we paid to purchase a replacement gas tank. I was searching on NHTSB's website and found the following information I am providing to you via this fax. A letter of a recall issued by Ford Motor Company dated August 6, 1998, Ford Recall No. 98M03. Also attached is the response letter from the U.S. Department of Transportation dated September 11, 1998, NHTSB Recall No. 98V-190. My vehicle meets all of the listed requirements from Ford Motor Company and NHTSB for the date of manufacturing, the state in which it is registered and the problem that I have encounter. I am providing you with proof of all the items needed to receive a refund on this item repaired by a Ford Service facility. I am enclosing a copy of my bill from Veterans Ford when I had my gas tank replaced due to a crack that was causing a severe leak of gasoline under the vehicle. I paid for this repair not realizing that a recall had been done on this very exact item. This repair was done March 29, 2005. I expect that Ford Motor Company will refund the cost of replacing the gas tank on my 1990 Aerostar. The total cost incurred by me was \$358.08. Please call me if you have any additional information that you may need. I look forward to hearing from you soon.

Thank you in advance for your assistance in resolving this matter immediately.

Sincerely,

[REDACTED]
Metairie, Louisiana [REDACTED]

[REDACTED]
-Home
-Cell



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

SEP 11 1998

L. W. Camp, Director
Automotive Safety Office
Ford Motor Company
Fairlane Plaza South, Suite 400
330 Town Center Drive
Dearborn, MI 48126

NBA:lpaw
98V-190

Dear Mr. Camp:

This acknowledges receipt of your Defect Information Report dated August 6, 1998, submitted in accordance with 49 CFR Part 573, "Defect and Noncompliance Reports." This recall involves 140,000 Ford Motor Company (Ford) 1988 through 1990 Aerostar model minivans manufactured from October 1, 1987 through November 30, 1989, and currently registered in Alabama, Arizona, Arkansas, California (10 southern counties of Los Angeles, Orange, San Bernardino, San Diego, Riverside, Ventura, Santa Barbara, San Luis Obispo, Imperial, and Kern), Florida, Georgia, Hawaii, Louisiana, Mississippi, Nevada (Clark County), Oklahoma, South Carolina, and Texas, and in the U.S. Territories covered by Federal statutes. Some of these vehicles develop small cracks at the upper portion of the fuel tank as a result of extended exposure to very high ambient temperatures. Fuel vapor or leakage can occur. If an ignition source is present, fire can result. The assigned identification number for this recall is 98V-190 (Ford Recall Nr. 98A483).

Ford is responsible for the remedy of these vehicles from this date forward, regardless of vehicle age, mileage, or ownership. You should know that the agency provides a listing of safety recalls to the media at the end of each month. This recall will be a part of that listing.

This recall was the subject of an Engineering Analysis, EA96-030, conducted by the Office of Defects Investigation.

Quarterly Status Reports

As stated in Part 573.6, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. As stated in your report, owner notification is expected to begin October 26, 1998. Therefore, the first quarterly report will be due by January 30, 1999.



If you have any questions, please contact Mrs. Pat Wallace at (202) 366-5232 or fax at (202) 366-7882.

Sincerely,

Jonathan D. White, Chief
Recall Analysis Division
Office of Defects Investigation
Safety Assurance