

U.S. Department
of TransportationNational 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 100148

Date Received

14-OCT-2005

Repository ☐Reference No.
10137866

ENDR

OWNER INFORMATION (Type or Print)

Name

Address

City

MANCHESTER

State

CT

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1 / 1 /

VEHICLE INFORMATION

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

Make

FORD

Model

F650 (MEDIUM)

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

MANUAL

☒ Antilock Brakes☐ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

092100 FUEL SYSTEM, OTHER: DELIVERY: FUEL PUMP

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-SEP-2005

Failure Mileage

14000

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: DOTM5ABC036)

☐ 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).

DT: THE CONTACT OWNS A 2000 AND 2001 FORD F-650. THE CONTACT STATED THERE WAS AN INTERNAL CAMPAIGN ON THE FUEL SYSTEM LIFT PUMP. THIS VEHICLE EXPERIENCED THE SAME PROBLEM AS INDICATED IN THE CAMPAIGN. THE CONTACT STATED THAT WHILE DRIVING AT NORMAL SPEED THE VEHICLE CUT OFF AND STALLED. BUT THE CAMPAIGN WAS TO PROTECT YOUNG CHILDREN IN BUSES OR ANYONE BEING TRANSPORTED IN AN EMERGENCY VEHICLE. THE CONTACT REPLACED THE FUEL PUMP APPROXIMATELY 7 OR 8 TIMES. THE CONTACT STATED THE MANUFACTURER HELPED WITH THE REPAIR THE FIRST TIME. HE HAS NOT COVERED THE COST OF THE REPAIR FOR THE REMAINDER OF THE TIMES. THE MANUFACTURER STATED THAT THERE WAS NOTHING THAT COULD BE DONE ABOUT THE PROBLEM OTHER THAN THE CONSUMER HAVING TO REPLACE THE FUEL PUMP AT HIS OWN EXPENSE. THE CONTACT RECEIVED AN E-MAIL STATING TO CONTACT THE SERVICE DEALER, BUT THE SERVICE DEALER STATED THAT THEY COULD NOT GET THE PARTS TO REPAIR THE VEHICLE. THE ENGINE SERIAL NUMBER FOR THE 2000 IS 56731401. THE ENGINE SERIAL NUMBER FOR THE 2001 IS 56857116. *AK CUMMINS CAMPAIGN 0504. *NM

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 response, or a statistical summary thereof, may be used in support of the agency's action.



2005 OCT 26 PM 1:08

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Main Mail

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- Print
- Header

FROM: Powermaster@cummins.com | [Save Address](#)
DATE: Wed, 03 Aug 2005 10:32:59 -0500 (EST)
TO: [REDACTED]
SUBJECT: Re: RQST00000382254 ISB fuel pumps

QHA
10/13/05

Summary: ISB fuel pumps

Solution:
Thanks for your Email message.

[REDACTED] we understand your concerns over the fuel lift pump and the Bosch VP44 injection pump. Cummins campaign 0504 was issued to protect young children in school buses and anyone being transported in emergency vehicles.

Although the Bosch VP44 was initially not as reliable as we would have liked, Cummins and BOSCH are confident in its reliability today. The VP44 is much less complicated internally than the P7100, and it has many fewer finely machined parts. We don't know for sure that BOSCH considered low-sulfur fuel when designing the pump, since the pump is fuel lubricated and today's fuels are low-sulfur.

The VP44 is completely fuel lubricated, as the VE pump is. It does not use oil lubrication like the P7100 does. The VP44 is expected to last at least as long as the P7100 in normal automotive applications. However, we obviously have much more "long-term" experience with the P7100 than we do with the VP44, so our knowledge base is still evolving. Soon after launch, the VP44 had its share of problems, just as the P7100 did when it was introduced, but we have worked closely with BOSCH to correct the issues with the pump, and we're confident that the VP44 will be a reliable fuel pump.

Fuels with low lubricity can cause increased wear or seizure of the VP44 fuel pump internal components. If you are not sure of the fuel you use, add a lubricity additive and make certain there is no water in the fuel.

In March 2000, Bosch advised us that the "B-10 life" of the VP44 is 2000 hours at full fuel rating. In other words, if a pump were

NAC
2008
10/19/05

operated at 100 percent rated horsepower for 2000 hours, only 10 percent would fail; 90 percent would be okay.

The ECM on the engine tells the lift pump when to run and how much to pump. The lift pump mainly supplies fuel flow to the VP44 and not so much pressure, but volume is dependent on pressure - so if there's some pressure the lubrication will be adequate. Power and emissions compliance could be another matter, but we're talking about VP-44 health here.

The Bosch VP44 electronic fuel pump has higher injection pressures, electronic controlled timing and fueling which allows precise, instantaneous control and provides greater responsiveness over the entire power range. This was a completely new engine design platform in 1998 that combined electronic engine controls with high-pressure injection as well as high strength engine componentry. The 24 valve design with cylinder centered fuel injection improves combustion efficiency which results in better emissions, fuel economy and performance.

Please contact the nearest Cummins distributor for assistance with lift pump or VP44 injection pump problems. Make every effort to keep water and debris out of the fuel tanks. In 2003, Cummins has incorporated the Cummins designed HPCR (high pressure common rail) fuel system which is replacing the Bosch VP44 and lift pump arrangement.

We thank you for your interest in Cummins products. Please let us know if you need assistance in locating the nearest Cummins-authorized Dealer or Distributor Service Provider. For assistance in locating a Service Provider, feel free to use Cummins North America Dealer Locator, which can be found on Cummins website:

<http://wal.cummins.com/ServiceLocator/jsp/controller.jsp?action=getregion>

Please let us know if you have other questions and if away from your computer or have a time-critical request that needs more urgent attention, feel free to call us toll-free (from North America) at 1-800-DIESELS (343-7357).

Email direct: powermaster@cummins.com

Regards,

—
Powermaster
Customer Assistance Center
Cummins, Inc.

Powered by Mail

Columbus, Indiana, USA

Free QuickServe Online for
Consumers <http://quickserv.cummins.com>

Details:

i run 2 ford f 650s with your isb 5.9s. each has been through 2 to 3 pumps with minimal or no warranty help. i understand you have a recall "o0504" for buses and emergency vehicles. how can i be assured that my trucks are safe to operate at this time. i have a new pump being installed today, it is my thoughts that this pump will fail as in the past, probably on the interstate. i request your response, not a form letter. thanks [REDACTED]

Counter # : 63996
Subject : vp44 inj. pump
Serial # : isb 5.9
User : [REDACTED]
Email : [REDACTED]
Company : lyco, inc.
Phone # : [REDACTED]
Date/Time : 08/02/2005 - 2:13 PM
Address : [REDACTED]
City : manchester
State : ct
Zip Code : [REDACTED]
Country : usa
Fax # :
What Application : commercial
Remote address : 69.37.244.185

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Password:
Action: Submit
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