

Jimenez, Alberto <NHTSA>

From: Chow, Jeanette <NHTSA> on behalf of TIS, NHTSA <NHTSA>
Sent: Friday, May 26, 2006 11:56 AM
To: Jimenez, Alberto <NHTSA>
Cc: Doernberg, David <NHTSA>
Subject: New Complaint for Database – FW: Fuel Injection System

5/26/06

AI:

Please add the below (original incoming request from [REDACTED]) to the ODI Complaints database. I already sent this requester an Artemis search of all problems for "2003 Ford Crown Victoria." I did not search police car as I do not have this capability within TIS. I searched the complaints, recalls, service bulletins and defect investigations databases. I did not search the Compliance Test Reports database. I also gave this requester the service bulletin he wanted, as well as instructions for retrieving recall and defect investigations documents from the NHTSA Website. In addition, I gave this Detective, via phone, instructions for filing a formal vehicle owner complaint with NHTSA through the agency Website. If you think that I needed to provide this requester more information, please let me know Thank you and have an enjoyable and safe holiday weekend!

Jeanette Chow
 NHTSA TIS/OCIO (NPO-405)
 X84938

From: [REDACTED]
Sent: Monday, May 15, 2006 9:54 AM
To: TIS, NHTSA <NHTSA>
Subject: Fuel Injection System

I am a Fire Investigator/Detective with [REDACTED]
 [REDACTED] Jamestown, New York [REDACTED]

On Wednesday, May 10th, 2006 at about 1515 hours this Police Agency had a vehicle fire under the hood of the engine compartment in the fuel injection system located behind the alternator. The Police vehicle that had the fire is a 2003 Ford Crown Victoria, four door (VIN# 2FAFP71W03X[REDACTED]). The police vehicle was parked inside an enclosed police garage at the time of the fire. The vehicle had been used during the prior morning shift (7am-3pm). The second shift (3pm-11pm) had begun when one of the Officer's had started the engine and then shut the engine off and went back into the station to retrieve some items. A few minutes later a firefighter looked out the fire department's kitchen window and saw heavy black smoke coming from underneath the engine compartment. Fire was extinguished by the Fire Department with dry powder fire extinguisher. The origin of the fire appeared to be in the area of the alternator and in the area fuel injection system.

Upon checking for Recalls and Defects in the NHTSA website, the website revealed that there was a defect or recall for fuel systems-fuel injection system dated back on July 1st, 2003. The service bulletin number is 16941 and NHTSA Item number is 10003834. I'm requesting data on the defect to compare with the area of the origin of the fire. You can contact me at [REDACTED]

Thank you for your time in this matter.

5/30/2006

TSS Responded
 OTT NAR
 QAR
 5/30/06

