



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 100148

Date Received
2008 JUN -4 AM 7:04
09-MAY-2008

Repository ☐
Reference No.
10227132

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NORRISTOWN State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [REDACTED]

Do you authorize NHTSA
In the absence of an authorized
Signature of Owner [REDACTED]

Manufacturer of your vehicle? ☒ YES ☐ NO
or address to the vehicle manufacturer.
Date 5/17/2008

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2FABP79F8HX [REDACTED]

Make FORD LTD Model CROWN VICTORIA Model Year 1987
SW

Date Purchased AUG. 31, 1987 Dealer's Name and Telephone Number H & M McDONALD FORD, INC.

Engine: No: Cylinders 8 Fuel Type: GASOLINE
F.I.S.

Original Owner ☒ Dealer's City 1403 RIDGE PIKE, CONSHOHOCKEN, PA State PA Zip Code 19428

Transmission Type AUTOMATIC ☐ Antilock Brakes Powertrain ☒ Cruise Control Vehicle Component Code 073000 FUEL SYSTEM, GASOLINE: FUEL INJECTION SYSTEM

Multiple Failure: NHTSA # 87V131000
NHTSA # 87V139000

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-APR-2008 Failure Mileage 94000 Failure Speed 20 ENGINE FIRE - WHILE TRAVELING IN TRAFFIC

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 Y

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).

TL*THE CONTACT OWNS A 1987 FORD CROWN VICTORIA. WHILE DRIVING 20 MPH, THE VEHICLE CAUGHT FIRE. BY THE TIME THE FIRE
DEPARTMENT ARRIVED, THE ENGINE COMPARTMENT WAS ENGULFED IN FLAMES AND THE VEHICLE EXPLODED. THE VEHICLE WAS
DESTROYED. NHTSA CAMPAIGN ID NUMBER 87V131000 (FUEL SYSTEM, GASOLINE: FUEL INJECTION SYSTEM) WAS REFERENCED. POLICE AND
FIRE REPORTS WERE FILED. THE CURRENT AND FAILURE MILEAGES WERE 94,000.

SEE ADDITIONAL SHEETS

ATTACHED

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.

May 24, 2008

[REDACTED]
Norristown, PA [REDACTED]

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382

RE: Reference No. 10227132

Dear NHTSA Representative:

I am an 86 year old retiree, most recently employed as an Engineer with the Ford Motor Company's Test Equipment Division and Lockheed Martin Corporation. I now lived on a fixed income of my Social Security and a very modest pension from the latter. My mobility is limited as the result of a now-corrected spinal stenosis condition.

At about 5:00 p.m. on the 24th of April this year I was driving my 1987 Ford Station Wagon, approaching the intersection of North Whitehall Rd. and Sterigere St. in West Norriton Township of Montgomery County, Pennsylvania when a motorist in the opposite lane of traffic yelled to me in passing that my car was on fire.

I immediately pulled off the road onto the lawn of a private property, turned off the engine, struggled to release the seat belt and pulled the hood-release. A DHL delivery driver who had been following me had already called 911, and assisted me in exiting the burning vehicle.

After I was removed to safety nearby the DHL driver and a West Norriton police officer, who arrived within two minutes of when I was clear of the car, attempted to put out the engine fire using fire extinguishers with little effect. The West Norriton Fire Department arrived several minutes later, and tackled the blaze with their equipment. An explosion blew open the hood, and a plume of black smoke soon engulfed the entire car. The front left tire exploded shortly after, and the fire involved the entire car's interior. With some windows and the driver's door open they were able to bring the fire under control and extinguish the flames both in the engine compartment and the car's interior, but not before it had thoroughly gutted my car.

To clarify, the Police Officer's report stated that I said the fire appeared to have started at the rear of the car. What I actually said was that the DHL delivery driver who had been following my car said that he saw smoke blowing out from the rear underside of the car when it was moving.

Once the fire was extinguished, the Police Officer took care of arranging for the burnt out hulk of the car's removal and clean-up from the property, gave the homeowner any information related to the incident, and then gave me a lift to my own home.

The next day, Friday, April 25th, I contacted the Allstate claims department at Horsham, PA at (215) 293-8517. Marianne L. Burns assisted me, processing Allstate claim # [REDACTED] and provided me with the NHTSA phone number and made me aware of the Ford NHTSA recall. When I called, the NHTSA representative listened to my tale of woe and then assigned me the reference number. The forms arrived soon after on 5/17/08.

Prior to this incident I was unaware of any Ford recall, and had received no notification from either Ford or NHTSA. As a former Engineer with the Ford Motor Co., I had been more than attentive to the care and upkeep of my car. Though the odometer was approaching the 100,000 mile mark, I had every expectation that it would be a reliable source of transportation throughout the rest of my life.

The car had been inspected at a local Firestone Station on 11/28/08 (see invoice). New brake pads and shoes had been installed prior to that inspection, and I also replaced a rear brake hose and the lower-front-right ball joint that Firestone detected at the initial inspection. Those issues addressed, the car was reexamined, and passed inspection on 11/29/08.

As things stand now I have lost my car under distressing and what were quite probably preventable circumstances. And, at my age in these troubled economic times I have no means to replace it. I am not as nimble as I once was, and if not for the other driver who alerted me of the fire and the kindness of the DHL driver who assisted me exiting the burning car, things might have ended very differently.

At your earliest opportunity please advise me what avenues of redress are open to me. I am not opportunistic or litigious by nature, but will do what I must to seek restitution. Also, please see that the appropriate department(s) at Ford receives a copy of my report.

I appreciate your service and hope that I have provided you all of the information you require. Please contact me at [REDACTED] or by email at [REDACTED] to keep me abreast of any developments or if you need any other information.

Thank you for your service and cooperation.

Enc

CC: Marianne L. Burns, Allstate Insurance Co.

COMMONWEALTH OF PENNSYLVANIA

CERTIFICATE OF TITLE FOR A VEHICLE

,275

041170018003431-001

2FABP79F8H

1987

FORD

4003910

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE OF VEHICLE	TITLE NUMBER
SH	0	5/07/04	006001
0	0	0	0
10/26/87	5/07/04		
DATE PA TITLED	DATE OF ISSUE	UNLADEN WEIGHT	GVWR
		GVWR	TITLE BRANDS

REGISTERED OWNER(S)

NORRISTOWN PA

FIRST LIEN FAVOR OF

SECOND LIEN FAVOR OF

FIRST LIEN RELEASED

DATE

BY

AUTHORIZED REPRESENTATIVE

SECOND LIEN RELEASED

DATE

MAILING ADDRESS

BY

AUTHORIZED REPRESENTATIVE



I certify as of the date of issue, the official records of the Pennsylvania Department of Transportation reflect that the person(s) or company named herein is the lawful owner of the said vehicle.

ALLEN D BIEHLER

Secretary of Transportation

D. APPLICATION FOR TITLE AND LIEN INFORMATION-

TO BE COMPLETED BY PURCHASER WHEN VEHICLE IS SOLD AND THE APPROPRIATE SECTIONS ON THE REVERSE SIDE OF THIS DOCUMENT ARE COMPLETED.

SUBSCRIBED AND SWORN
TO BEFORE ME

MO. DAY YEAR

SIGNATURE OF PERSON ADMINISTERING OATH

SIGN IN PRESENCE OF A NOTARY

The undersigned hereby makes application for Certificate of Title to the vehicle described above, subject to the encumbrances and other legal claims set forth here.

SIGNATURE OF APPLICANT OR AUTHORIZED SIGNER

SIGNATURE OF CO-APPLICANT/TITLE OF AUTHORIZED SIGNER

If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate).

1ST LIEN DATE:

IF NO LIEN, CHECK ☐

1ST LIENHOLDER

STREET

CITY

STATE

ZIP

FINANCIAL INSTITUTION NUMBER

2ND LIEN DATE:

IF NO LIEN, CHECK ☐

2ND LIENHOLDER

STREET

CITY

STATE

ZIP

FINANCIAL INSTITUTION NUMBER

STORE IN A SAFE PLACE - IF LOST APPLY FOR A DUPLICATE - ANY ALTERATION OR ERASURE VOID THIS TITLE

DO NOT ACCEPT DOCUMENT WITHOUT VERIFYING THE PRESENCE OF THE LIBERTY BELL WATERMARK

23387029

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(888) 327-4236

TTY: (800) 424-9153

DEFECTS & RECALLS

Please note that this web site will be unavailable from 4:00 P.M. EDT, Friday, May 9, 2008, to 11:00 P.M. EDT, Saturday, May 10, 2008, for upgrades. We apologize for any inconvenience.

RECALLS - SEARCH RESULTS

[Navigate: ODI Home » Recalls » Search » Results List](#)

Search Results

Report Date : May 9, 2008 at 09:20 AM

Search Type : VEHICLE

Year : 1987

Make : FORD

Model : CROWN VICTORIA

Results : 4 | All records displayed

Make : FORD

Model : CROWN VICTORIA

Year : 1987

Manufacturer : FORD MOTOR COMPANY

Mfr's Report Date

NHTSA CAMPAIGN ID Number : 87V012000

NHTSA Action Number

Component: STEERING:LINKAGES:ROD:RELAY:CONNECTING

Potential Number Of Units Affected : 29600

Summary:

STEERING CENTERLINKS MAY BREAK AT A BEND LOCATION.

Consequence:

STEERING CONTROL WOULD BE DIMINISHED, WITH REDUCED CONTROL OF LEFT SIDE OF VEHICLE. CONSIDERABLE STEERING WHEEL FREE PLAY.

Remedy:

REPLACE STEERING CENTERLINK.

Notes:

SYSTEM: STEERING CENTERLINKS. VEHICLE DESCRIPTION: PASSENGER VEHICLE. ENGINE: 3.0L V6.

Document Search☒ Check to Request Research. Submit below.

Make : FORD

Model : CROWN VICTORIA

Year : 1987

Manufacturer : FORD MOTOR COMPANY

Mfr's Report Date

NHTSA CAMPAIGN ID Number : 87V131000**NHTSA Action Nu****Component:** FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM**Potential Number Of Units Affected :** 11119**Summary:**

FUEL RAILS MAY BE BENT SO THAT NO. 5 INJECTOR CUPS ARE OUT OF DESIGN

Consequence:

BENT FUEL RAIL COULD CAUSE A FUEL LEAK, WHICH INPRESENCE OF AN IGNIT COULD RESULT IN AN ENGINE FIRE.

Remedy:

REPLACE FUEL RAIL ASSEMBLIES AS NECESSARY.

Notes:

SYSTEM: FUEL RAILSVEHICLE DESCRIPTION: PASSENGER CARS EQUIPPED WIT INJECTED ENGINES.

Document Search

☒ Check to Request Research. Submit below.**Make :** FORD**Model :** CROWN VICTORIA**Year :** 1987**Manufacturer :** FORD MOTOR COMPANY**Mfr's Report Da****NHTSA CAMPAIGN ID Number :** 87V139000**NHTSA Action I****Component:** FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTIN**Potential Number Of Units Affected :** 3600000**Summary:**

SPRING LOCK FUEL LINE COUPLING MAY NOT BE PROPERLY ENGAGED.

Consequence:

COUPLING COULD DISENGAGE DUE TO FUEL PRESSURE,VIBRATION, AND ENGI THIS WOULD CAUSE LOSS OF FUEL WHICH, INPRESENCE OF AN IGNITION SOURCE, RISK.

Remedy:

INSTALL RETAINER CLIPS OVER THE COUPLINGS TO PREVENT COUPLING SEP/ LEAKAGE.

Notes:

SYSTEM: FUEL LINE COUPLINGVEHICLE DESCRIPTION: PASSENGER CARS AND EQUIPPED WITH FUELINJECTION.

Document Search

☐ Check to Request Research. Submit below.**Make :** FORD**Model :** CROWN VICTORIA**Year :** 1987**Manufacturer :** FORD MOTOR COMPANY**Mfr's Report Dat****NHTSA CAMPAIGN ID Number :** 88V028000**NHTSA Action N****Component:** SEAT BELTS:FRONT:RETRACTOR**Potential Number Of Units Affected :** 21200**Summary:**

AUTOMATIC RETRACTOR FOR SEAT BELTS FOR DUAL FACING REAR SEATS MA AN IMPROPER LOCATION.

WEST NORRITON POLICE DEPARTMENT
AUTO INVENTORY AND TOWING LOG

Complaint No. [REDACTED]

ACCIDENT

1 - ☒

ARREST

2 - ☐

STOLEN

3 - ☐

ABANDONED

4 - ☐

ILLEGALLY PARKED

5 - ☐

MAKE FORD	MODEL Station Wagon	COLOR Brown	YEAR 1987	REG. NO. [REDACTED]	EXPIRATION DATE	STATE PA	VIN NO. 2FABP79F8HX [REDACTED]
INSPECTION STA.	STICKER NO.	EXPIRATION DATE	EXP. _____ VALID _____		IF NO. 5 IS CHECKED, GIVE REASON:		
LOCATION [REDACTED]		DATE 4/24/08	TIME 1700	OFFICER SGT. W. HARRISON #14			
VEHICLE TOWED BY Stittnell's	VEHICLE TOWED TO 1st Rd	KEYS WITH VEHICLE ____ Ignition ____ Trunk ____ None ____ Other _____		VEHICLE EQUIPPED WITH ____ CB ____ Mobile Phone ____ Mag Wheels Other _____			
N.C.I.C. CHECK Yes ____ No ____	COUNTY MESSAGE Yes ____ No ____ MESSAGE NO. _____		OWNER'S NAME [REDACTED]		ADDRESS [REDACTED]		
IF STOLEN, POLICE DEPARTMENT NOTIFIED? Yes ____ No ____			OWNER NOTIFIED Yes ☒ No ____		PHONE NO. [REDACTED]		
VEHICLE DAMAGE INFORMATION (excluding accidents)				VEHICLE RELEASE INFORMATION			
Front				OK TO RELEASE ☒ DO NOT RELEASE _____			
Top				REASON _____			
Undercarriage				NAME [REDACTED]			
Rear				ADDRESS [REDACTED]			
Left Side				DATE 4/25/08			
Right Side				PHONE [REDACTED]			
Interior				SIGNATURES RELEASED BY SK RELEASED TO [REDACTED]			

Incident Data

Class (UCR) Code: 4002 FIRE CALL - VEHICLE

Complete

Crimes Code: Title: 0

Date/Time Reported: 04/24/2008 Thursday 16:58

Discovered Date/Time: 04/24/2008 Thursday 16:58

Last Known Secure : 04/24/2008 Thursday 16:58

TIME - Received: 16:58 / Dispatched: 16:58 / Arrived: 17:00 / Cleared: 17:45

Badge: 14 - SGT. G. WILLIAMSON

Location: 207 N WHITEHALL RD - WEST NORRITON

Landmark:

Patrol Zone: E - E

Grid: 9 - GRID 9

Premise Type:

BIAS: 88 NONE (NO BIAS)

MO:

Weapon/Tools: UNDEFINED Additional weapon:

Persons Involved

Number of Victims: 0 Number of Offenders: 0 Persons Involved: 2

VEHICLE OWNER [REDACTED] (NP054085)

Incident Classif.: 4002 FIRE CALL - VEHICLE

Type: INDIVIDUAL/PERSON (NOT L.E.OFFICER) Injury: UNDEFINED

Age/DOB: 0 / / Race: W Sex: M Ethnic: N Marital: U Resdnc: U

SS#:

Height: 0 Weight: 0 Eye: Hair: Build: Compl.:

GBM ID number: Date Entered: / / Date Released: / /

Comment:

Home: [REDACTED] Home Phone: [REDACTED]

NORRISTOWN PA [REDACTED]

Work Phone: EXT: Cell Phone: Pager:

Employer:

DOCUMENTS ON FILE:

- Vehicle

Vehicles Involved

VYR	Make	Model	Style	Color	License	St
(1)1987		STATION WAGON	STATION WAGON	BROWN	[REDACTED]	PA
VIN:			Serial:			
Owner Name:	[REDACTED]					
Owner Address:	[REDACTED]	NORRISTOWN PA				
PA Title:						
Insurance Co:	ALLSTATE		Policy:	[REDACTED]		

Officer: SGT. G. WILLIAMSON

Badge: 14

Page: 1

Case Status: CLOSED

Case Disposition: CLEARED BY PATROL

Approved: 04/24/2008 by: 14 - George Williamson

Disposition Date: 04/24/2008

Summary

04/24/2008 18:22 Page 1 Ofc. 14

Police were dispatched to the area of Whitehall Road and Sterigere Street for a car fire. Upon arrival, I observed a car PA/ [REDACTED] fully engulfed in flames. R/O expended a PKP fire extinguisher into the engine compartment but was unsuccessful putting it out. Jefferson Fire Company responded and extinguished the fire. Stifnell's responded and removed the vehicle. There was some damage done to the front yard due to the vehicle burning while on the property and also being removed with the tow truck. R/O made contact with Laurie O'Connor who was house sitting for her parents at [REDACTED] and she was advised to have them contact this department if they needed any other information. [REDACTED] stated that he believes the fire started somewhere in the rear of the vehicle. He said that he recently did some work on the vehicle so it would pass emissions testing. He was given a ride to his residence. His insurance company is Allstate, but was unable to provide the policy number at the time of this report.

Service Advisor:
01 LIAM
610.630.4910

Out: 11/29/07 7:58AM

RETAIL SALE

Inv4 D07D7BC8BA10C9E525CC19B3E01392E0070627

Digit 5:10
Arrival 5:18

4/24/08

Stifnell's Auto Body, Inc.

534 N. Trooper Rd.
Norristown, PA 19403
(610) 539-6900

DATE 4/24/08	TIME 5:56	AM P.M.	REQUESTED BY WV N PA
LOCATION OF VEHICLE Whitchall & Stiergen			
NAME [REDACTED]		PHONE [REDACTED]	
ADDRESS [REDACTED]		ZIP [REDACTED]	
MILEAGE		SERVICE TIME	
FINISH _____		FINISH _____	
START _____		START _____	
TOTAL _____		TOTAL _____	
EXTRA PERSON		PAID	
FINISH _____		START 5/2/08	
TOTAL _____		TOTAL _____	
YEAR 87	MAKE / MODEL / COLOR Ford Wagon Black & Gray		DRIVER Dennis
STATE PA	LIC. NO. [REDACTED]	VEHICLE ID. NO. 2FABP79F8HX [REDACTED]	
☐ SLING/HOIST TOW ☐ WHEEL LIFT ☒ FLAT BED/RAMP ☐ START ☐ LOCK OUT		☐ FLAT TIRE ☐ OUT OF GAS ☐ WRECK ☐ RECOVERY ☐ Impound	
SPECIAL EQUIPMENT ☐ SINGLE LINE WINCHING ☐ DUAL LINE WINCHING ☐ SNATCH BLOCKS ☐ SCOTCH BLOCKS ☐ DOLLY ☒ Fire			
VEHICLE TOWED TO Stifnell's			
REMARKS Winch car out yard completely burned up Cleanup yard neighbor complaining Car Fire			
OPERATOR'S SIGNATURE		MILEAGE CHARGE 5 00	
AUTHORIZED SIGNATURE		Gas 95 00	
		TOWING CHARGE 35 00	
		LABOR CHARGE 35 00	
		STORAGE CHARGE	
		No Keys	
		Road Clean Up 35 00	
		TOTAL 170 00	

3123

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800-225-6380 or nebs.com

Road Service

PRODUCT 513