



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

Date Received: **00 JAN 21 PM 6:51**

RECEIVED

OFFICE DEFECTS INVEST

Reference No. **550490**

Daytime Telephone Number: [REDACTED]

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: [REDACTED] Date: 1/11/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits): **1FTHK2563PKB03296** (Located at bottom of windshield on driver's side)

Make: **Ford** Model: **F-250** Year: **93**

Purchased Date: **11/20/93** Dealer's Name: **Courtesy Ford** Engine Size (CID/CC/L): **7.5** Turbo Diesel Gas Fuel Injection

New Used Dealer's City: **PONTIAC, MI** State: **MI** Zip Code: **48220** No. Cylinders: **2**

Manufacture Date (on driver's door or pillar): **2/93** Transmission Type: Manual Automatic

Restraint System: Driverside Air Bag Motorbelt Passengerside Air Bag 2-Point Belt 3-Point Belt

Cruise Control: Yes No Drivetrain: Front Rear 4-Wheel

Vehicle Type: Car Sport Utility Van Truck Minivan Motorcycle Other

Body Style: 2 Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): **Fuel TANK** Location: Left Right Front Rear

Failed Part(s): Original Replacement Handicap Adaptive Equip: Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand: _____ Tire Name: _____ Complete Tire Size: _____

No. of Failures: _____ Date(s) of Failure(s): _____ Mileage at Failure(s): _____ Vehicle Speed at Failure(s): _____

Failed Part(s) Available? Yes No NHTSA Previously Contacted? Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash: Yes No Fire: Yes No

Number of Persons Injured: _____ Number of Fatalities: _____ Reported to Manufacturer: Yes No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):

Fuel TANK WAS Seeping GAS Per Jim Clark Ford (Green Valley AZ). Mechanic suggested THAT IT MIGHT BE DUE TO A MALFUNCTIONING Check Valve. There WAS GAS On The TANK. AFTER Reading (1/12/99) TANK Ford Had This Problem I USED The Computer To Access NHTSA Recall On Ford Fuel Tanks # 93V12500. My Truck Had Not Been Recalled. The Service Manager Determined THAT I HAD A Good Fuel TANK And Would Not Listen To The Recall Data. Over

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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
Date Received
RECEIVED
00 JAN 21 PM 6:51

COPIED

POSTED

OFFICE
DEFECTS INVEST

Reference No.
550490

OWNER INFORMATION (Type or Print)

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 1/11/00

PRODUCT INFORMATION

| | | | | | | | | | | | | | | | | | | | |
|--|---|--|---|--|--|---|---------------------------|--|---|---|---|---|---|---|---|---|------|-------|----|
| Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side) | | | | Make | Model | Year | | | | | | | | | | | | | |
| 1 | F | T | H | X | 2 | 5 | 6 | 3 | P | K | B | 0 | 3 | 2 | 9 | 6 | Ford | F-250 | 93 |
| Purchased Date <u>10/20/93</u> | | Dealer's Name <u>COURTESY Ford</u> | | | | Engine Size (CID/CC/L) <u>460 7.5</u> | | <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection | | | | | | | | | | | |
| <input type="checkbox"/> New <input type="checkbox"/> Used | Dealer's City <u>Portland, OR</u> | | | State <u>OR</u> | Zip Code <u>97230</u> | | No. Cylinders <u>2</u> | | | | | | | | | | | | |
| Manufacture Date (on driver's door or pillar) <u>2/93</u> | Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic | Restraint System <input type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input type="checkbox"/> Passengerside Air Bag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt | | Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Drivetrain <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-wheel | Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other | | Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other | | | | | | | | | | | |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | | |
|----------------------------------|---|--|---|
| Part Name(s) <u>Fuel TANK</u> | Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear | Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement | Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|----------------------------------|---|--|---|

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

| | | |
|-----------------|--|---|
| Tire Brand | Tire Name | Complete Tire Size |
| No. of Failures | Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s): | Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | | NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No |

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

| | | | | |
|---|--|---------------------------|----------------------|--|
| Crash <input type="checkbox"/> Yes <input type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No |
|---|--|---------------------------|----------------------|--|

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Fuel Tank was seeping gas from Jim Clark Ford (Green Valley, AZ). Mechanic suggested that it might be due to a malfunctioning check valve. There was gas on the tank. After reading (12/24/99) that Ford had this problem I used the computer to access NHTSA Recall on Ford Fuel Tanks # 93V12500. My truck had not been recalled. The service manager determined that I had a bad fuel tank and would not refer to the recall data. Overly

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I was FORCED to Replace the Fuel Tank on My
Bus (See Attached Documents). The Cost was \$546.83. The
SAFETY violation is that I was sent out on the Road
with a Leaking Fuel Tank on 12/18/99 and the Tank
was not replaced until 12/30/99. The possibility of
a Fire was Very Real. Fuel Tanks should not Leak.
The Tank should have been Recalled at some Point.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline



728625

copy

| | | |
|--|--|--|
| <input type="checkbox"/> <div style="text-align: center;"> MERCURY LINCOLN 1301 S. Wilcox Tucson, AZ 85711 (520) 570-7301 <small>Hours: Mon. - Fri. 7am to 7pm - Sat. 8am to 5pm</small> </div> | <input type="checkbox"/> <div style="text-align: center;"> FORD 6420 E. 22nd Street Tucson, AZ 85710 (520) 570-7301 <small>Hours: Mon. - Fri. 7am to 7pm - Sat. 8am to 5pm</small> </div> | <input type="checkbox"/> <div style="text-align: center;"> CHRYSLER 1030 West Duval Road Green Valley, AZ 85614 (520) 626-8262 <small>Hours: Mon. - Fri. 7:30am to 5pm - Sat. 8am to 5pm</small> </div> |
|--|--|--|

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
 I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X

| | | | | |
|--|----------------------|-----------------|--|-------------|
| AUTHORIZED SIGNATURE & DATE | | | DEALER CODE | P.R.A. CODE |
| PROGRAM CODE(S) | APPROVAL CODE OR NO. | COMMITMENT CODE | | |
| REPAIR 1 | | | | |
| <small>ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PROMPT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVE BEFORE.</small> | | | | |
| SIGNED | | | DEALER, GENERAL MANAGER OR AUTHORIZED PERSON | DATE |

THIS COPY MUST BE RETURNED FOR ADJUSTMENT.

BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED
 PLEASE SEE IMPORTANT WARRANTY INFORMATION ON THE BACK.

INVOICE TO

DRIVER/OWNER INFORMATION

INVOICE: C13586

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1160 ADV: 274 MONROE, L INVOICE: PRELIM CUG C JJ VIN 1FTHX25G3PKR03296 LICENSE NUMBER [REDACTED]
 TAX RULES: YMMN INVOICED AT: 12/08/99 15:02:10 93 FORD F-250 2ND XCAB [REDACTED]
 ODOMETER IN: 93955 DIST: FMC DATES INSERVICE: 05/03/93 PRODUCTION: 021193
 DATES BEGIN: 12/08/99 DONE: 12/08/99

| CONCERN 02 | DIC AND FILTER REPLACEMENT | OPERATION | TECH HOURS | AMOUNT |
|-------------|----------------------------|-----------|----------------------|--------|
| CORRECTION | CHANGED OIL AND FILTER | 02 | 157.3 | 10.61 |
| PART NUMBER | PO# | NOTE | DESCRIPTION | QTY |
| FMC KIT1S | | | LOF/UP TO 50TS | 1S |
| 010 VO | | GOG | VALVOLINE OIL FILTER | 1 |
| 010 OIL | | GOG | MTCRAFT OIL | 5 |

FACTORY TECH: 157 - LAKE, JOHN
 COND CODE : M99

| | |
|--------------------------|-------|
| SUBTOTAL | |
| PARTS | 9.34 |
| LAB-MECHANICAL | 10.61 |
| TOTAL CHARGE FOR CONCERN | 19.95 |

TYPE: C

| CONCERN 04 | INSP AND SERV/REPLACE AIR /PCV FILTERS | OPERATION | TECH HOURS | AMOUNT |
|------------|---|-----------|------------|--------|
| CORRECTION | SERVICE OR REPLACE AIR/PCV FILTER AS REQUIRED | 04 | 157.0 | .00 |
| COMMENT | AIR FILTER OK | | | |

FACTORY TECH: 157 - LAKE, JOHN
 COND CODE : 82

| | |
|--------------------------|-----|
| SUBTOTAL | |
| TOTAL CHARGE FOR CONCERN | .00 |

TYPE: C

| CONCERN 08 | FRONT WHEEL ALIGNMENT | OPERATION | TECH HOURS | AMOUNT |
|------------|--|-----------|------------|--------|
| CORRECTION | CHECK AND RESET ALIGNMENT AS NECESSARY | 08 | 157.3 | 34.95 |

FACTORY TECH: 157 - LAKE, JOHN
 COND CODE : M99

| | |
|----------------|-------|
| SUBTOTAL | |
| LAB-MECHANICAL | 34.95 |

ON LINE SERVICE INVOICING BY [X] THIS FORM PRINTED ON RECYCLED PAPER

TO REQUEST FORMS OR SUPPLIES CALL 1-800-999-5288 EXT. 3000

RECOMMENDED BY FORD MOTOR COMPANY

QualityCare

at your service

Copy

Year/Model: _____

Date: 12/9/99

License Plate: _____

VIN: _____

Repair Order #: _____

REPORT CARD

EVERY 5,000 (OR 3,000) MILES:

Check operation of horn, interior lights (map light/trunk/dome/glove), exterior lamps, turn signals, hazard warning lights, and brake lights

Check windshield washer spray, wiper operation, and wiper blades

Inspect half shaft boots, if equipped

Visually inspect exhaust system for leaks, damage, loose parts, and remove any foreign materials trapped by shielding

Inspect and lubricate drive shaft, transmission, u-joints, and transmission shift linkage (if equipped)

Inspect and lubricate steering and steering linkages

Inspect and lubricate suspension

Visually inspect radiator, heater, and air conditioning hoses for leaks or damage

CHECK AND FILL:

4x4 transfer case, front drive axle, and clutch reservoir fluid (truck only)

Transmission fluid

Brake fluid

Power steering fluid

Coolant recovery reservoir fluid

Window washer fluid

EVERY 15,000 MILES:

(Plus above items)

Inspect brake system including lines, hoses and parking brake

Inspect engine cooling system, hoses, clamps

Inspect non-neoprene accessory drive belt (only at 105,000-mile interval)

EVERY 30,000 MILES:

(Plus above items)

Inspect clutch operation*

Inspect evaporative fuel system hoses and tubes (only at 60,000- and 120,000-mile intervals)*

Visually inspect battery and clean terminals (if required)

Inspect neoprene accessory drive belt (not required at 30,000 miles)*

* Only applies to pre-1999 vehicles.

REPORT CARD

NON-MILEAGE RELATED CHECKS:

Inspect shocks/struts for excessive bounce, leaks and damage

Inspect windshield for cracks, chips, and pitting

Check battery performance

Visually inspect for oil/fluid leaks

BRAKES & TIRES:

Brake Lining 9 mm

Tire Tread 10 32nds

Wear Pattern _____

Tire Pressure 65 psi

Brake Lining 9 mm

Tire Tread 10 32nds

Wear Pattern _____

Tire Pressure 65 psi

BRAKE INSPECTION NOT REQUIRED THIS VISIT



Brake Lining 5 mm

Tire Tread 14 32nds

Wear Pattern _____

Tire Pressure 25 psi

Brake Lining 5 mm

Tire Tread 14 32nds

Wear Pattern _____

Tire Pressure 25 psi

Comments:

- thanks
1. fuel tank seeping
2. AC PS belt cracked
3. steering gear adjustment

Technician: _____

Service Advisor: _____

This Courtesy Inspection completed by your
Quality Care Service Team

INGTON

Fuel-leak complaints spur probe of dual-tank Ford trucks

WASHINGTON (AP) - A federal safety agency is investigating some older model Ford F-series pickup trucks with dual fuel tanks after hundreds of complaints of fuel leaks that could lead to fires.

About 1.37 million of the F-series pickups from the 1990 through 1998 model years still

are on the road with the dual fuel tanks, the National Highway Traffic Safety Administration said.

High pressure can build up in the dual fuel tanks through malfunction of the fuel system, forcing gas to leak past the fuel cap, the report said.

The report said at least 3,245 consumers complained about

problems with the fuel system, and 19 fires - one with a fatality - were reported.

Ford spokesman Mike Vaughn said Ford is cooperating with NHTSA on the investigation.

In 1993, Ford recalled the 1990-98 model F-series pickup trucks with dual fuel tanks to fix them, but more complaints brought the latest action.