



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.doi.gov/hotline

FOR AGENCY USE ONLY

Date Received

POSTED

Ord.

Copied

up_ltr

00 OCT -3 2:11:12

Reference No.

OFFICE
DEFECTS INV

555336

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Street No. [REDACTED] Apt. No. [REDACTED]
City [REDACTED] State [REDACTED] Zip Code [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

Date 9/26/2000

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) 1 F T H X 2 5 G X J K A 8 6 1 7 8		Make FORD	Model F-250 PICKUP	Year 1998
Purchased Date <input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name Dealer's City		State	Zip Code
Engine Size (CID/GCL)	No. Cylinders		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
Manufacture Date (on driver's door or pillar)	Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Restraint System <input type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Passengerside Air Bag <input checked="" type="checkbox"/> U-Panl Deck <input type="checkbox"/> Interbell <input type="checkbox"/> 2-Point Roll	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"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other		Specialty <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Motorcycle		Body Style <input type="checkbox"/> 2 Door <input type="checkbox"/> 4 Door <input checked="" type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) FIRE WALL SHEET METAL	Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input 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
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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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies) THE FIRE WALL SHEET METAL FAILED DUE TO METAL FATIGUE - THE CLUTCH & BRAKE EXERT TOO MUCH FORCE FOR THE DESIGN & GAUGE OF THE FIRE WALL FORD IS WELL AWARE OF THIS & HAS PUBLISHED BULLETINS RE- THE PROBLEM - I HAD TO HAVE A WELDER - WELD THE SHEET METAL & INSTALL THE FORD BRACKET TO FIX PROBLEM - THIS COULD BE FATAL ON THE FREEWAY, OR IN TOWN, ON A FAILURE - I SPENT \$125 FOR WELD & BRKT INSTALL + 139.43 AT FORD "TICKET ENCLOSED"

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 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.

Mail postage free or fax to 202-366-7882

Transmission and Drivetrain: All Technical Service Bulletins
Dash Panel Cracks At Clutch Master Cylinder Soft Pedal and Inco

TRUCK No. 88-18-11

- ✓ DASH PANEL CRACKS AT CLUTCH MASTER CYLINDER
- ✓ CLUTCH - HIGH EFFORT - DASH PANEL CRACKING
- ✓ CLUTCH - SOFT PEDAL AND INCOMPLETE RELEASE

GHT TRUCK: 1987-88 F-SERIES

SUE: Incomplete clutch release and/or hydraulic fluid leaking into the cab from the clutch master cylinder may be caused by the reinforcement plate on the clutch master cylinder separating from the dash panel. The separation of the reinforcement plate reduces the clutch master cylinder pushed inward. Reinforcement plate separation can also cause deflection of the clutch master cylinder that results in a misalignment of the pushed to the clutch master cylinder. Misalignment causes the O-ring in front of the secondary seal to ~~leak~~ hydraulic fluid.

ATTENTION: To correct this, install a new service released clutch master cylinder mounting bracket. Refer to the following procedure for service details.

With an assistant pushing the clutch pedal down several times, check for separation between the dash panel (cowl) and the clutch master cylinder reinforcement disk.

NOTE: THIS MUST BE DONE FROM UNDER THE HOOD IN THE ENGINE COMPARTMENT.

If separation is present, install a new clutch master cylinder mounting bracket. (ERTZ-7K309-A for 1988 model year trucks or ERTZ-7K509-A for 1987 model year trucks). Refer to the following service details:

- a. Remove the two (2) clutch master cylinder retaining nuts.
- b. Position the clutch master cylinder forward.
- c. Repair and seal the dash panel, as required.
- d. Install the clutch master cylinder mounting bracket onto the clutch master cylinder mounting studs.
- e. Reposition the clutch master cylinder.
- f. Reinstall the clutch master cylinder retaining nuts. Torque to 7-11 ft-lb (9-15 N-m).

RT NUMBER PART NAME CLASS

17Z-7K309-A Clutch Master Cylinder C

17Z-7K509-A Clutch Master Cylinder CU

Mounting Bracket

OTHER APPLICABLE ARTICLES: 87-16-15, 86-20-10, 85-5-24, 85-5-26, 84-1-14, 83-24-22, 83-23-16

WARRANTY STATUS: Eligible Under Basic Warranty Coverage

OPERATION: 881811A - Install Mounting Bracket

ME: 0.5 Usc. Mt. Time To Repair Dash Panel If Required

R CODING: Basic Part No. 7K509

Condition Code: 14

- ✓ CLUTCH (HYDRAULIC) - PEDAL DOES NOT FULLY RETURN - DIAGNOSTIC TIPS
- ✓ TRANSMISSION - MANUAL - GEAR CLASH AND HARD SHIFTING



5 HOURS BE A RECORD + PAID
IN FULL BY CARD

Att. Docer

TO THE SERVICE
MANAGER
THANK YOU



Mel Clayton Ford

Service Direct (805) 898-0800

FAX: (805) 682-8530

350 HITCHCOCK WAY

SANTA BARBARA, CA 93105



VALUE PRICING!



E.P.A. #CAD981969934

B.A.R. #AQ141113

QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE	AMOUNT PAID

WARRANTY ONLY

THIS WARRANTY IS LIMITED TO THE ORIGINAL PURCHASER OF THE MOTORCRAFT PARTS AND LABOR. IT IS VOID IF THE MOTORCRAFT PARTS AND LABOR ARE NOT USED IN ACCORDANCE WITH THE MOTORCRAFT SERVICE MANUAL. MOTORCRAFT PARTS AND LABOR ARE NOT TO BE USED IN REPAIRS THAT ARE NOT RECOMMENDED BY MOTORCRAFT. MOTORCRAFT PARTS AND LABOR ARE NOT TO BE USED IN REPAIRS THAT ARE NOT RECOMMENDED BY MOTORCRAFT. MOTORCRAFT PARTS AND LABOR ARE NOT TO BE USED IN REPAIRS THAT ARE NOT RECOMMENDED BY MOTORCRAFT.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

INVOICE TO

INITIAL OWNER INFORMATION - INVOICE# 000785

FOR OFFICE USE

DATE: 09/14 ADV: 257 VALLEGAO INVOICE: PRELIM REG # C AV VIN 1FAX2B6XK8A8178 LICENSE NUMBER OR NO
 TEX RULES: NYNNM INVOICE# 09/21/2000 09:40:06 88 80 0 F-250 4WD 2DR TAN
 ODOMETER MI: 58465 DIST: FMC
 DATES BEGIN: 09/21/00 ENDS: 09/21/00

CHARGE	DESCRIPTION	OPERATION	EST	AMOUNT
CONFECTION	REPLACE CLUTCH PEDAL BEVEL & PUSH ROD RETAINER BUSHING	M	128	111.00
	PART NUMBER	POH	NOTE	DESCRIPTION
	PKR 2372	7526 A		LVR-CL PED
	PKR 2372	7526 A		BUSHING-CLUTCH RELEASE

FACTORY (TECH 128 - GALYEN, JIMMIE)

Check 2370

SUB-TOTAL	AMOUNT
PARTS	24.99
LAB-MECHANICAL	111.00
TOTAL CHARGE FOR CONCERN	135.99

SUMMARY OF CHARGES FOR INVOICE #00785

PARTS	24.99
SERVICE HISTORY FEE	1.00
LAB-MECHANICAL	111.00
SUB-TOTAL	137.99
S.B. SALES TAX 7.75%	1.94
TOTAL CHARGE	139.93

PAYMENT DISTRIBUTION FOR INVOICE #00785

TOTAL CHARGE	139.93
CASH DUE	139.93

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST:
 WAR - WARRANTY

ESTIMATE
 I ACKNOWLEDGE NOTICE AND FULL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE X. **1**
 ESTIMATE \$6.00 REVISED ESTIMATE \$152.00

PAID
 SEP 21 2000

MEL CLAYTON FORD

By

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MPT VALLEGAO
 MEL CLAYTON FORD'S 24 HOUR HOTLINE: 1-800-5624

2370