



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

258

Date Received

26-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

739971

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FBJS31G2THB02299	FORD TRUCK	E350	1996	

Purchase Date 01-MAY-2098 ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) 160 No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
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Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 2	Date(s) of Failure(s) 20-JUN-2098 Mileage at Failure(s) 32000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SYMPTOM IS THE ABS LIGHT ON THE DASH COMES ON INTERMITTENTLY FOR A FEW WEEKS, THEN STEADY. WHEN THE LIGHT COMES ON, THE ABS IS INOPERATIVE (UNSAFE CONDITION). THE 1ST HCU FAILED WITHIN 2 YEARS (\$550 TO REPLACE). THE SECOND FAILED JUST OVER A YEAR LATER. THE DEALER MECHANIC SAYS THAT HE SEES *LOTS* OF THESE (\$550 TO REPLACE EACH OCCURRENCE). FORD CLAIMS NO RESPONSIBILITY. I HAVE A CLASS C MOTORHOME BASED ON THE SAME '96 FORD E350 CHASSIS. THE ABS LIGHT IS COMING ON INTERMITTENTLY. I BELIEVE THE HCU'S THAT FORD IS INSTALLING ARE DEFECTIVE AND THEY SHOULD DESIGN A BETTER ONE (THAT LASTS LONGER THAN 1-2 YEARS). CURRENTLY, FORD EXPECTS THE CUSTOMER TO PAY \$550 EVERY 1-2 YEARS JUST TO KEEP THE ABS SYSTEM FUNCTIONAL. THAT'S ON TOP OF ANY OTHER NORMAL MAINTENANCE

CONTINUE ON BACK IF NEEDED

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.