



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 156

Date Received

08-DEC-1999

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

853866

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) _____ <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1FTHX25E2TEA47254	FORD TRUCK	F250	1996			
Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo	<input type="checkbox"/> Diesel		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Gas	<input type="checkbox"/> Fuel Injection		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	<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

Component 06300000	Par. Name(s) ELECTRICAL SYSTEM:WIRING	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 02-DEC-1999 Mileage at Failure(s) 61 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

### APPLICATION INCIDENT INFORMATION

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


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

2 DEFECTIVE WIRES WHICH GO OVER THE HEATER CORE SHORT CIRCUITED AND CAUSED THE VEHICLE TO STALL UNEXPECTEDLY AND WITHOUT WARNING. THIS COULD CAUSE A CRASH. PLEASE PROVIDE FURTHER INFORMATION. \*AK

CONTINUED ON BACK PLEASE

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.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> NATIONWIDE 1-800-424-8393 DC METRO AREA (202) 366-0123 INTERNET: <a href="http://www.nhtsa.dot.gov">http://www.nhtsa.dot.gov</a></p>		<p><b>FOR AGENCY USE ONLY</b> 156</p>	
<p>DATE RECEIVED 00 JAN -5 AM 08-DEC-1999 OFFICE DEFECTS INVESTIGATION</p>		<p>OD, OR 8:53 OD, RT up, fr Reference No. 853886</p>		<p>Work Number Home Number</p>	
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of a signature, your name and address to the vehicle manufacturer. Signature of Owner: _____ Date: 12/18/99</p>					
<p align="center"><b>VEHICLE INFORMATION</b></p>					
<p>Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FTHX25E2TEA47254</p>		<p>Vehicle Make FORD TRUCK</p>	<p>Vehicle Model F250</p>	<p>Vehicle Year 1996</p>	<p>Current Odometer Reading 62854</p>
<p>Purchase Date MARCH 1996 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used</p>		<p>Dealer's Name LONG FORD SALES City: EUREKA State: MO Zip Code: 63025</p>		<p>Engine Size (CID/CC/L) 7.3 <input checked="" type="checkbox"/> Turbo Diesel Gas <input type="checkbox"/> Fuel Injection</p>	<p>No Cylinders 8</p>
<p>Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic</p>	<p>Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag</p>		<p>Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel</p>
<p>Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other</p>	<p>Body Style <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other</p>	<p align="center"><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Component 08300000</p>	<p>Part Name(s) ELECTRICAL SYSTEM:WIRING</p>		<p>Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear</p>		<p>Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement</p>
<p>No of Failures</p>	<p>Date(s) of Failure(s) 02-DEC-1999 Mileage at Failure(s) 81 Vehicle Speed at Failure(s) 70 MPH</p>		<p>Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	
<p align="center"><b>APPLICATION INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Fatalities</p>	<p>Estimated Property Damage</p>	<p>Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p align="center"><b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b></p>					
<p>2 DEFECTIVE WIRES WHICH GO OVER THE HEATER CORE SHORT CIRCUITED AND CAUSED THE VEHICLE TO STALL UNEXPECTEDLY AND WITHOUT WARNING. THIS COULD CAUSE A CRASH. PLEASE PROVIDE FURTHER INFORMATION. *AK</p>					
<p align="right">CONTINUE ON BACK IF NEEDED</p>					
<p>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.</p>					



# Office of Defects Investigation

## Investigations Database

96

Series F250 S/C 4X2

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: December 8, 1999 10:44:55 AM

Super cab

NHTSA Action Number: PE96041

7.3 Diesel

Make: FORD TRUCK

OH VTD

Model: F SERIES

Year: 1996

Component: ELECTRICAL SYSTEM

Manufacturer: FORD MOTOR COMPANY

Date Investigation Opened: Thu, June 13, 1996

Date Investigation Closed: Thu, November 14, 1996

NHTSA Recall Campaign Number:

Summary: VEHICLE ELECTRICAL FIRE

This search returned 1 record.

[New Search](#)

[Return to Safety Problems and Issues](#)



[Send mail to the Web Master](#)

21 LIMON, COLORADO 719-775-2811 106 LUBBOCK, TEXAS 806-747-2505 70 MORIARTY, NM 505-832-6314 74 BIG SPRING, TEXAS 915-264-4423

77 BARSTOW, CALIFORNIA 877-255-5165

78 TERRELL, TEXAS 972-563-6939 75 PHOENIX, ARIZONA 602-386-6443 112 NEW BRAUNFELS, TX 830-508-9396 73 RAWLINS, WY 307-326-2103

PARTS  SERVICE

**RIP GRIFFIN'S TRUCK TRAVEL CENTERS #70**  
 1014 CENTRAL AVE S.W.  
 MORIARTY, NEW MEXICO 87035  
 (505) 832-4421

REPAIR ORDER #  
 DATE: 11/20/01  
 PAGE: 1 OF 1

WARRANTY INFO SEE BACK OF INVOICE  
 CUSTOMER:

VEHICLE:  
 TRUCK 1996 FORD  
 LICENSE:  
 ENGINE: MILEDORSTROG  
 TRANS: MORIART

**PARTS**

**LABOR**

QTY	PART NUMBER	DESCRIPTION	PRICE	TECH	DESCRIPTION	PRICE
1	KIT ELEC. CONN.		3.20		TRUCK NOT START ON PARKING LOT	13.30
					VEHICLE WILL NOT START WILL	
					NOT TURN OVER	
		SUBTOTAL	3.20			16.30
					SUBTOTAL	16.30

VISA JB

**GENERAL OFFICES:**  
 LUBBOCK, TEXAS (806) 795-8785

K 48008

Unless otherwise provided by law, the seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. NOT RESPONSIBLE FOR DAMAGE TO VEHICLE LEFT IN CAR IN OUR

**Notice Pursuant to § 70.001, Texas Property Code**  
 I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with § 9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

LABOR \$ 16.30  
 PARTS \$ 3.20  
 SUBT. \$ 19.50  
 TAX \$ 0.00  
 SUPPLIES \$ 0.00  
 TAX \$ 0.39  
 SUB TOTAL \$ 19.89  
 TOTAL \$ 21.35  
 CHECK # VISA  
 DUE \$ 1.35  
 0.00

# RICH FORD

## SALES

8601 LOMAS BLVD., N.E.  
 P.O. BOX 3487  
 ALBUQUERQUE, NEW MEXICO 87190  
 (505) 292-0000 • FAX 293-6631

19 PLAZA LOOP  
 EDGEWOOD, NEW MEXICO 87015  
 (505) 292-0000

**WARRANTY DISCLAIMER.** Any warranties on the products sold hereby are those made by the manufacturer. The Seller, RICH FORD, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay, and RICH FORD, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.  
**LIMITED EXPRESS WARRANTY.** Labor and parts 1 year or 12,000 miles, whichever comes first, hereby limits warranties to same period.

INVOICE TO \_\_\_\_\_ DRIVER/OWNER INFORMATION -- INVOICE: C04245

FOR OFFICE USE \_\_\_\_\_ VEHICLE INFORMATION \_\_\_\_\_  
 TAG: 1702 ADV: 089 LAMM, TIM INVOICE: PRELIM CUS C AG VIN 1FTHX2SF2TEA47254 LICENSE NUMBER: \_\_\_\_\_  
 INVOICED AT: 12/01/99 16:38:57 96 FORD F-250 XCAB WHITE  
 ODOMETER IN: 62854 DIST: IFA

CONCERN	DESCRIPTION	OPERATION	TECH	AMOUNT	
51	CHECK FOR SHORT IN ELECTRICAL SYSTEM #22 FUSE BLOWS AND VEHICLE WILL NOT RUN	88	245	136.40	
CORRECTION	CK CIRCUIT FOUND SHORTED FUEL HEATER REPLACE FUEL CAN AND NOSE				
PART NUMBER	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
FMC F6TZ	9155 A	FILTER AS	1	410.55	410.55
Q10	-FC392		1	5.47	5.47
FMC D9AZ	6731 A	FILTER AS	4	7.77	31.08

FACTORY TYPE: C INDICATORS - FRANCHISE: N  
 TOTAL CHARGE FOR CONCERN 383.50

**GRAND TOTALS**

SUMMARY OF CHARGES FOR INVOICE C04245		PAYMENT DISTRIBUTION FOR INVOICE C04245	
PARTS	447.10	TOTAL CHARGE	624.60
HAZ MATERIAL	8.18	CASH DUE	624.60
LAB-MECHANICAL	136.40		
SUB-TOTAL	591.68		
SALES TAX @ 5.563%	32.92		
TOTAL CHARGE	624.60		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TIMOTHY LAMM  
 PAYMENT METHOD CASH VISA MASTERCARD AM EXPRESS  
 DISCOVER PERSONAL CHECK CHECK #

*WIRE HARNESS FAULT, SHORT HEATER*

CUSTOMER SIGNATURE \_\_\_\_\_

ON LINE SERVICE INVOICING BY \_\_\_\_\_

TO REORDER FORMS OR SUPPLIES CALL 1-800-448-4888 EXT. 1000

The attached is an  
account of our problem  
with our '96 Diesel Truck.

We tried to get it to  
the President of the  
Ford Motor Company  
to no avail.

When we called

Ford Motor Co.

Cust. Assistance Center  
in Detroit

1-800-392-3673

we were told the President  
could not be contacted.

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December 28, 1999

President Ford Meta Company!

On December 1, 1999 on our way to Mesa, Arizona, my wife and I stopped for lunch in Maricopa, N.M.

When we were ready to leave our 1996 Diesel Truck would not start. Lucky for us there was a diesel repair shop nearby. A blown fuse was discovered (for the glow plug system). We bought an extra fuse just in case we might need it. The bill was \$21.35.

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A few miles this side of Albuquerque, New Mexico traveling 70 mph in the outside lane after passing a vehicle the motor of my truck stopped dead. There was a lot of traffic and many lanes to cross to get to the shoulder. Thank God we were going down a hill so I fought my way across the lanes of traffic.

We had another blown fuse! We got off the next exit looking for a Ford Dealer but before we did that we stopped at a parts store for 2 more fuses.

Sure enough about a mile down a busy city street another fuse was blown, disabling the truck again.

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I used another fuse and, needless to say, I was so stressed out I felt I was about to have a heart attack.

We finally found a Ford Dealer Lick Ford (Albuquerque, N.M.). We waited 3 1/2 hours for service. The results were:

The Wire harness came loose and had dropped across the heater for the glow plug. This caused a short in the electrical system which blew the fuses. The charge for this repair was \$624.00, plus.

I am writing this for two reasons:

① There is an engineering defect in my truck and I have found this is not an isolated thing and has happened to other people with Ford Diesel Trucks

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4

I hope you will take proper measures to correct this defect.

(2) I believe I should be reimbursed for these enclosed bills because the trouble was not through my negligence.

In the fact, I have had  
(3) new Ford Trucks and  
(1) used with little or no trouble. I have always taken the best care of my trucks as far as maintenance, etc, is concerned. I have become very disillusioned with my truck after all this trouble.

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5

Please put yourself in my  
place trying to operate a  
vehicle with no power on  
a congested interstate at  
2:30 in the afternoon.

I tell you quite honestly,  
my wife and I are  
lucky to be alive. I hope  
this never happens to you  
or your loved ones

May I look forward to  
a quick response.

Sincerely,



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