

Form Approved: O.M.B. No. 2127-0008

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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 365-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK: 

Date Received **22-Aug-02**
Reference No. **0d-or**
rt-dt
od-rt
up-ir

STREET NO. **New Port Bichey** APT. NO. **FL**
CITY STATE

ENTER ZIP CODE

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ Yes ☐ No

In the name and address to the vehicle manufacturer.

8/6/02
DATE

VEHICLE IDENT. NO. (VIN) Located at bottom of windshield on driver's side

VEHICLE MAKE

VEHICLE MODEL

MANUFACTURE DATE

MODEL YEAR

2FALP7BWA4V2147775

Ford

CHRYSLER

01 09 97

1997

VEHICLE MANUFACTURER

- ☐ BMW ☒ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other
☐ Daimler/Chrysler ☐ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW

PURCHASE DATE

- ☒ New
☐ Used

DEALER'S NAME

CITY

STATE

ZIP CODE

2/18/97

Brown Ford

Hudson

FL

34667

ENGINE SIZE

FUEL SYSTEM

FUEL TYPE

TRANSMISSION TYPE

ANTILOCK BRAKES

RESTRAINT SYSTEM

CRUISE CONTROL

100/100

☐ Turbo

☐ Diesel

☐ Manual

☐ Yes

☒ Driverside Airbag

☐ 2-Point Belt

☐ Yes

NO. CYLINDERS

☒ Fuel Injection

☐ Gas

☒ Automatic

☒ No

☒ 3-Point Belt

☐ Motorbelt

☐ No

DRIVETRAIN

VEHICLE TYPE

DOORS

BODY STYLE

- ☐ Front ☐ 4-Wheel
☒ Rear

- ☒ Car ☐ Minivan ☐ Truck ☐ Other
☐ Van ☐ Sport Utility ☐ Motorcycle

- ☐ 2-Door ☐ Hatchback ☒ Sedan
☒ 4-Door ☐ Pick Up Truck ☐ Stationwagon

COMPONENT

NO. OF FAILURES

- ☐ Child Seat
☐ Electrical Lights & Alarms
☐ Engine & Cooling System
☐ Equipment
☐ Fuel System, Exhaust
☐ Heater, Defrost, Ventilation
☐ Interior
☐ Parking Brake
☐ Power Train
☐ Service Brakes
☐ Steering
☐ Structure
☐ Suspension
☐ Visual Systems
☐ Other **EXP. 100% AIR BAG**

1 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

INCIDENT DATE

JUNE 26, 2002

MILEAGE AT INCIDENT

105,000

VEHICLE SPEED AT INCIDENT

70 MPH

FAILED PART(S)

- ☒ Original
☐ Replacement

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

TIRE NAME

COMPLETE TIRE SIZE

TIRE BRAND

- ☐ BF Goodrich
☐ Cooper
☐ Firestone
☐ Goodyear
☐ Kelly Springfield
☐ Michelin
☐ Yokohama
☐ Other

HANDICAPPED ADAPTIVE

FAILED PART(S) AVAILABLE?

NHTSA PREVIOUSLY CONTACTED?

- ☐ Yes ☒ No

- ☒ Yes ☐ No

- ☐ Yes ☐ No

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

CRASH

NUMBER OF PERSONS INJURED

- ☐ Yes
☒ No

1 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

FIRE

NUMBER OF FATALITIES

- ☐ Yes
☒ No

1 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

CAUSE OF INCIDENT

- ☐ Wear/Commod/Rust
☒ Weak/Poor Fit/Loose
☐ Cut/Torn
☐ Disconnect/Fell Off
☐ Erratic/Poor Performance
☐ Excessive Effort

- ☐ Noisy
☐ Leaks
☐ Short
☐ Loose/Sticks/Grabs
☐ Stability/Vibration
☐ Broken

RESULT OF INCIDENT

- ☒ Explosion
☐ Loss of Control
☒ Poor Visibility
☐ Inadvertent Start
☐ Rollover
☐ Stalls
☐ Sudden Acceleration

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

Attached letter
To Ford
No Response as of
8/6/02

Continue on additional page if necessary.

Describe any additional incidents. (Include date and mileage)

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 tabulated summary thereof, may be used in support of the agency's action.

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HS Form 350 (Rev. 8/99)

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

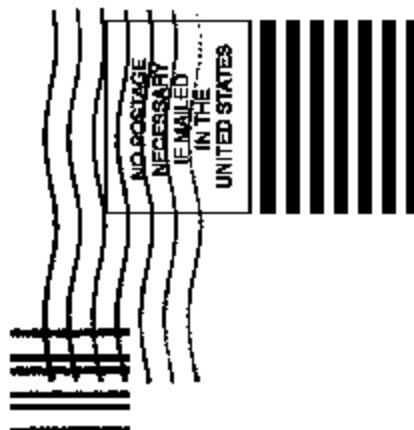


BUSINESS REPLY MAIL

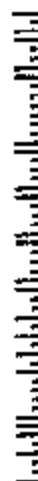
FIRST-CLASS MAIL PERMIT NO. 73173 WASHINGTON, D.C.

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



2003070001



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



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

www.nhtsa.dot.gov/hotline

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

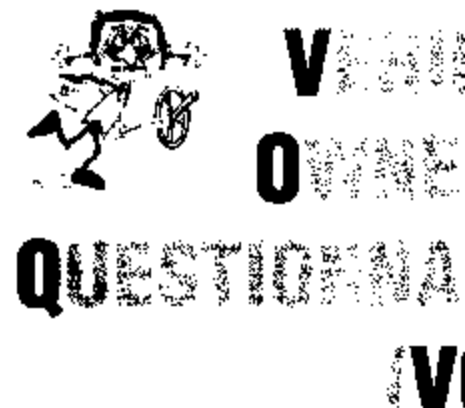
DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



[REDACTED]
NEWPORT RICHEY FL.
[REDACTED]

FORD MOTOR COMPANY
CUSTOMER ASSISTANCE CENTER
P.O. BOX 43360
DETROIT MI. 48243

TO WHOM IT MAY CONCERN

REGARDING MY 1997 CROWN VICTORIA ID. 2FALP73W2VX147775

On a recent trip to conn.on I 84 near Waterbury there was like an explosion under the hood. Steam and smoke was coming from everywhere. I was in the outside lane in heavy traffic. By the time I got off to the right side of the road the engine was very hot, this was a very dangerous situation for a few minutes.

I used to live in this area and knew a mechanic nearby. I called to see if he could help since he serviced all police cars in the area, that were crown victories. He knew the problem at once and told me it was most likely the intake manifold blew out and it was a common problem. He told me all the dealers in the area had the parts in stock but it would be a week before I could get it worked on, he was wright. So he got me the parts at a little discount and loaned me the tools and I did the job myself in a few hours.

I was pleased to see that problem was corrected on the replacement manifold and my friend let me read a recall he received from ford regarding the intake manifolds. When I called you and asked if it would be possible to get money back for the part and I would donate my labor. I was told they knew nothing about the problem and I should go to my dealer. When I went to my dealer they thought it funny that I wanted money back and told me to call your dept. Could I be getting the runaround? And could Ford be trying to hide a serious problem from there customers? Lets recap, the intake manifold is not a wear item so it would not be an in stock item but all dealers have them. the replacement part has been upgraded so the problem will not reaccure, does this sound like a problem you do not know about?

This is the the second ford we bought in the last ten years and I think the crown Victoria is the finest car you can buy for the money. Its reliable ,comfortable and safe and I am not mad that this happened. I understand that things can go wrong ,but I am very disappointed with ford over the treatment I am getting over 300.dollars.

[REDACTED]