



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.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 1375

Date Received  
25 JUN 2003  
2003 AUG 15

Repository   
Reference No.  
10024879

**OWNER INFORMATION (Type or Print)**

Name  
Address  
City BURBANK State CA Zip Code

Daytime Telephone Number  
Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of a signature, this report will be sent to the vehicle manufacturer.  YES  NO  
Signature of Owner Date 072503

**VEHICLE INFORMATION**

17 Digit Vehicle Identification Number (format of numbers of which is on driver's side) 1FALP4200TF124416 Make FORD Model MUSTANG GT Model Year 1996

Date Purchased 5-3-96 Dealer's Name and Telephone Number JUNKER FORD - 918-980-9800 Engine: Fuel Type: No. of Cylinders 8

Original Owner  Dealer's City 5500 Lankershim Blvd State CA Zip Code 91601

Transmission Type MANUAL  Antilock Brakes  Cruise Control Powertrain CONTROL Module - REPROGRAM (Article # 96-25-11) Vehicle Component Code 060000 ENGINE AND ENGINE COOLING Multiple Failure: 5

**FAILED COMPONENT(S) / PART(S) INFORMATION**

Incident Date(s) 6/03-03 / 10-02 Failure Mileage 80,681 Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM13ABC036)  Original Equipment  Prior Repair Failure Location:  
Tire Component Code Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: Date Manufactured: Model No./Name:  
Seat Type: Installation System:  
Child Seat Component Code: Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), condition(s) and injury(ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE PLASTIC INTAKE MANIFOLD CRACKED, CAUSING COOLANT TO LEAK INTO ENGINE, MIXING WITH OIL, RESULTING IN ENGINE DAMAGE. DEALER REPLACED MANIFOLD, THERMOSTAT, HOSES, ETC. \*AK - NOT SURE WHAT THEY REPAIRED.  
ALSO, (AAA Certified Repair Shop, INDICATED THAT FORD 96 GT 4.6 L AIR CONDITIONING UNITS SHUTS OFF IN High Ambient Temperatures AND Vehicle MAY overheat: the Cooling System - overheating AND/OR Vehicle

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

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

GOING INTO THERMO PROTECTION MODE.

The Sunrise Ford Dealer WAS OR SHOULD HAVE REPLACED THE ABOVE REPAIRS DURING THE WARRANTY OR UNDER THE BUMPER TO BUMPER WARRANTY COVERAGE. THIS WORK SHOULD HAVE ALSO BEEN DONE AT THE TIME THE INTAKE MANIFOLD CRACKING DUE TO OVERHEATING WHICH WAS 10/16/2000 WHEN WORK WAS COMPLETED. THE CAR STARTED SHAKING AND CUT-OFF AROUND 10/9/2000 OR SO. TO BELIEVE THE CONSTANT OVERHEATING, LEAKING AND NOT PERFORMING THE APPROPRIATE WARRANTY RECALL REPAIRS IS A CONTRIBUTING FACTOR FOR THE 3,529.61 IN REPAIRS IT WILL COST ME TO GET MY CAR BACK ON THE ROAD. I AM VERY UPSET THAT FORD WOULD TREAT A CUSTOMER/CONSUMER THIS WAY. I'VE SPENT 25,000 FOR THIS CAR AND THE CAR'S PAID IN FULL AND I AM UNABLE TO DRIVE IT. I'VE RENTED A CAR COSTS \$562.03 - WANT TO BE REIMBURSED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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, NVS-216 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

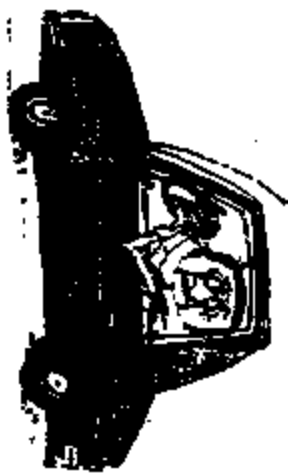
DASH2DOT

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.dhs.gov/nhtsa

8/2/03

To Whomever it MAY CONCERN:

The \$856.59 FORD CHARGED ME ON 6/27/03 FOR CAR REPAIRS WERE FRAUDENTLY.

SUNRISE KNEW MY ENGINE WAS DESTROYED FROM THE CONSTANT LEAKING OF COOLANT FROM THE PLASTIC INTAKE MANIFOLD, THE COOLING SYSTEM AND THE AIR CONDITIONING UNIT.

I ASKED THEM WHEN THE CAR WAS BROUGHT IN TO FORD ON 6/19/03 TO CHECK MY CAR'S ENGINE.

THEY DID NOT CHECK MY ENGINE.  
PLEASE SEE ATTACHED (MULTI-INSPEC-



# QualityCare

Auto Service



## Multi-Point Inspection Report Card As Recommended by Ford Motor Company

Customer Name: [REDACTED] Year/Model: 92 MUST Date: 6-26-03

ROV Tag: 94786 Mileage: 2281

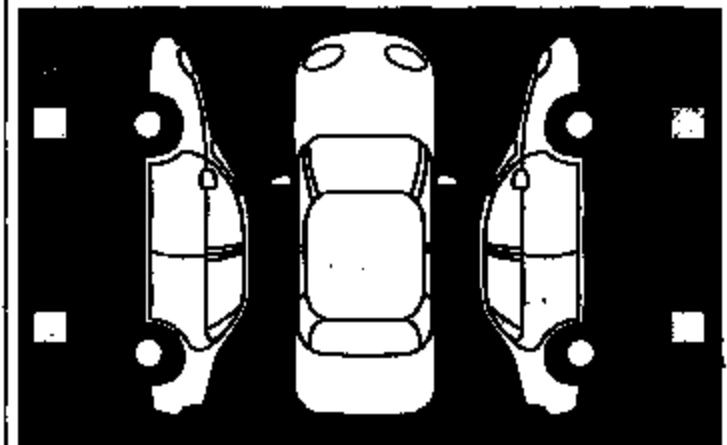
CHEVROLET AND BUICK ARE 5-YEAR

MAY REQUIRE FUTURE ATTENTION

EXPIRES 2003.3.4.03.03

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Window washer fluid level
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Transmission fluid level
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake fluid level
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Power steering fluid level
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Coolant recovery reservoir fluid level
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4 x 4 transfer case, front drive axls, clutch reservoir fluid (truck only)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Operation of turn, interior lights, exterior lamps, turn signals, hazard and brake lamps
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield washer spray, wiper operation and wiper blades
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Radiator, heater, and air-conditioning hoses for leaks and damage
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Engine air cleaner filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Oil and/or fluid leaks
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Constant velocity (CV) drive side boots (if equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Exhaust system (leaks, damage, loose parts)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Steering and bearing linkages and lubricate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Suspension (shocks/struts for bounce/leaks/damage) and lubricate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake system (including lines, hoses, and parking brake) and wheel and/or and-play and bearing noise
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Engine Cooling system, hoses and clamps
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Accessory drive belt(s)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Battery terminals (clean if necessary)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clutch operation
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Evaporative fuel system hoses and tubes (only at 80,000 mile intervals pre-1999 vehicles)

<input checked="" type="checkbox"/>	Good	Factory Spec Cold Cranking Amps
<input checked="" type="checkbox"/>	Recharge	
<input checked="" type="checkbox"/>	Bad	Actual Cold Cranking Amps



3 to 5mm or 4/32" to 5/32" tread or 1.04 to 1.06 in. Round on 240R to 240R

LF	TREAD DEPTH	RF	
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>		7/32 or Greater	7/32 or Greater
<input checked="" type="checkbox"/>		4/32 to 6/32	4/32 to 6/32
<input checked="" type="checkbox"/>		3/32 or less	3/32 or less
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>		7/32 or Greater	7/32 or Greater
<input checked="" type="checkbox"/>		4/32 to 6/32	4/32 to 6/32
<input checked="" type="checkbox"/>		3/32 or less	3/32 or less
LR		RR	

Comments: **CAR & NEEDS**  
~~Replace Air Filter~~  
~~Replace Spark Plugs~~  
**Replace Tires & Alignment**

Service Advisor: \_\_\_\_\_  
 Technician: Jenny S Customer Signature: \_\_\_\_\_

**ACME****AUTOWORKS**

**ACME AUTOWORKS**  
 738 N. Victory Blvd.  
 Burbank, CA 91502  
 (818) 842-1100

ARB AH 00412 EPA 000130665

**Article No.**  
**96-25-11**  
**Cont'd.**

**POWERTRAIN CONTROL MODULE—REPROGRAM**  
**POWERTRAIN CONTROL MODULE (PCM)—SERVICE**  
**PROCEDURES—SERVICE TIP**

2. Be sure to use cable with oversized OCL connector. The oversized connector incorporates an 18-volt transformer supplying the required voltage to reprogram the PCM.

**OTHER APPLICABLE ARTICLES: NONE**  
**WARRANTY STATUS: INFORMATION ONLY**  
**OASIS CODES: 208000, 690000, 698298**

**Article No.**  
**96-25-12**

- **AIR CONDITIONING—AIR CONDITIONING SHUTS OFF IN HIGH AMBIENT TEMPERATURES AND VEHICLE MAY OVERHEAT—4.6L AND GT OR COBRA**
- **COOLING SYSTEM—OVERHEATING AND/OR VEHICLE GOING INTO THERMO PROTECTION MODE—VEHICLES WITH 4.6L ENGINE AND GT OR COBRA**

**FORD: 1996 MUSTANG**

**ISSUE:** In severe operating environments (ambient temperatures above 38°C/100°F and/or extended high engine rpm) some vehicles may experience engine overheating and/or enter into the thermo protection mode. In thermo protection mode, the A/C system will shut off accompanied by a reduction in engine power. This may be caused by insufficient cooling from the cooling system in these types of environments.

**ACTION:** Install a severe duty Cooling System Kit. The kit will increase the vehicle's cooling system capacity to operate more efficiently in severe conditions. Refer to the following text for additional information.

The Cooling System Kit will include a larger radiator, larger cooling fan, a revised A/C condenser and all necessary hardware.

**NOTE:** THIS TSB ARTICLE PRIMARILY AFFECTS THE WARM SOUTHERN UNITED STATES (ALABAMA, ARIZONA, CALIFORNIA, COLORADO, FLORIDA, GEORGIA, LOUISIANA, NEVADA, NEW MEXICO, OKLAHOMA, SOUTH CAROLINA, TEXAS AND UTAH).

Application chart	
Vehicle	Part Number
GT without trans. and w/o ABS	PEZZ-8005-EA
GT without trans. and w/ABS	PEZZ-8005-FA
GT with trans. and w/o ABS	PEZZ-8005-GA
GT with trans. and w/ABS	PEZZ-8005-HA
Cobra	PEZZ-8005-JA

PART NUMBER	PART NAME
PEZZ-8005-EA	Cooling System Kit
PEZZ-8005-FA	Cooling System Kit
PEZZ-8005-GA	Cooling System Kit
PEZZ-8005-HA	Cooling System Kit
PEZZ-8005-JA	Cooling System Kit

**OTHER APPLICABLE ARTICLES: NONE**  
**WARRANTY STATUS:** Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

OPERATION	DESCRIPTION	TIME
962512A	Install Modification Kit	4.1 Hrs.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
8005	11
OASIS CODES: 402000, 608000, 609500, 609600, 614000, 614500, 614600	

Index # **046072**

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**