



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
(1-888-327-4296) 2003 SEP -2
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received
11:28
01-AUG-2003

Repository
Reference No.
10031836

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City CHARLOTTE State NC Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature, this report will be sent to the vehicle manufacturer.
Signature of Owner [Redacted] Date 8/11-03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2 MELM75W9VX639895
Make FORD Mercury Model GRAND MARQUIS Model Year 1997
Date Purchased 3-22-97 Dealer's Name and Telephone Number Hayward Linda Mercury
Engine: No. of Cylinders 8 Fuel Type: GAS
Original Owner Dealer's City GASTONIA State NC Zip Code [Redacted]
Transmission Type Auto Antilock Brakes Cruise Control Powertrain V-8
Vehicle Component Code 063200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-AUG-2003 Failure Mileage 55462 Failure Speed Intake manifold cracked CAUSING LOSS OF ANTI FREEZE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make June-July 2005 Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM149ABC036) 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), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured 0 Number of Deaths 0 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).

CONSUMER STATED VEHICLE OVERHEATED DUE TO THE PLASTIC INTAKE MANIFOLD, AND COOLANT GOT INSIDE OF ENGINE. DEALER REPLACED THE MANIFOLD, AND CHARGED \$700. *AK checked with 3 Dealers telling them of Symptoms that anti-freeze was disappearing - All 3 went directly to intake manifold SAID there had been problems with above part and that Ford Motor Co had made Advs on some but THAT MY VEHICLE WAS NOT included. Called Ford Motor Co and they said they would not help New part installed at my cost had changed and had metal at some places where failure of old intake manifold had failed
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and Department of Transportation. 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 an injunctive enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

This was definitely a design failure as original was all plastic and had no moving parts. New part vs party Medal where old part cracked causing leak of anti-freeze

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

Noticed Antifreeze was disappearing and had strong smell of same in Auto- Took back to dealer and they went directly to Intake manifold but said they could not help with cost of repair. I then went to 2 other dealers giving them symptoms and they went directly to Intake Manifold but said with my Vehicle # There was no recall but that some had been recalled for this problem - Call Ford Motor Co and got the same answer - Some had been recalled and repaired at Co-expense but mine was not. This has done great damage to my opinion of Ford Motor Co - standing behind their product and their integrity.

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



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 75173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. H-WY. 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

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety Administration
http://www.nhtsa.gov

**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).**