



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

FOR AGENCY USE ONLY 100079

Date Received

2003 OCT 25-AUG-2003

Repository ☐

-1 AM 11:21

Reference No.
10034556

OWNER INFORMATION (Type or Print)

Name

Address

City

OKLAHOMA CITY

State

OK

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
In the absence of an aut
Signature of Owner

to the manufacturer of your vehicle? ☒ YES ☒ NO
provide your name or address to the vehicle manufacturer.
Date 9/19/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on drivers side

2FALP74W8VX144281

Make

FORD

Model

CROWN VICTORIA

Model Year

1997

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

6

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

052000 ENGINE AND ENGINE COOLING; COOLING SYSTEM

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-AUG-2003

Failure Mileage

84,490

Failure Speed

57

CRACKED INTAKE MANIFOLD + CRACKED BLOCK

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: DOTM15ABC036)

☐ Original Equipment

Failure Location:

☐ Prior Repair

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), crash(es), 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).

WHILE TRAVELING AT 60 MPH TEMPERATURE GAUGE WENT TO HOT, CONSUMER WAS FORCED TO PULL OUT OF THE ROAD, TOOK VEHICLE TO THE DEALER, AND MECHANIC STATED IT WAS A CRACKED MANIFOLD. *AK

ENGINE PRESSURIZED AND TOLD THAT THE BLOCK WAS CRACKED.
HAD TO REPLACE ENGINE.

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 Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses 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 a administrative enforcement or litigation against a manufacturer, your responses, 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)

DRIVING ON I-44 FROM NORMAN, OKLAHOMA WHEN IT WENT OFF.
ENGINE BEGAN TO OVERHEAT SO WE PULLED OVER. WHILE PULLED OVER
THE GAUGES PEGGED AND STEAM EMANATED FROM HOOD. THE VEHICLE
WAS TOWED AND I WAS TOLD THE INTAKE MANIFOLD (PLASTIC)
WAS CRACKED. I REPLACED THE MANIFOLD AND BEGAN RESEARCH TO
FIND THAT THIS IS A RECALL ON OTHER MODELS WITH SAME ENGINE.
THE ENGINE WAS PRESSURIZED AND WE WERE TOLD THAT THE
BLOCK WAS CRACKED. I PAID TO REPLACE THE ENGINE AND HAVE
THE NEW INTAKE MANIFOLD (METAL) TRANSFERRED TO THE REPLACEMENT
ENGINE. THE ENGINE OVERHEATED, I PULLED OVER, I HAD TO REPLACE
THE ENGINE AND MANIFOLD. I FEEL THIS SHOULD HAVE NOT
HAPPENED KNOWING THAT THE INTAKE IS A RECALL ON OTHER MODELS.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 PERMIT NO 73175 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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NHTSAwww.nhtsa.gov



PSA CONSULTING ENGINEERS, INC.

Date: September 11, 2003
From: [REDACTED]
To: U.S. Department of Transportation
Attn: NHTSA
Ref: 1997 Crown Victoria
Subject: Overheating

Attached is all the information regarding my plight. The following is a summary of the issue and my concern:

On the evening of August 22nd, 2003 at approximately 9:45 pm while traveling North on I-44 from Norman, OK to Oklahoma City at roughly 60mph my car air conditioner quit working. Shortly after the temperature gauge began to rise. I signaled to pull over, the gauge pegged, the engine died, and steam emanated from the hood. The elapsed time of the aforementioned sequence of events was approximately 5 minutes. My wife and 8 month old were now stranded on the median of a major highway. I have experienced an engine overheating on other vehicles in my life and it has always been either a thermostat or a water pump. The vehicle was towed to the mechanic who services my vehicles. The diagnosis was a cracked intake manifold which I viewed personally.

The first problem I have is that the intake manifold is made of plastic. As an engineer I am quite amazed that the intake of the car that is used by police officers across the country is made of plastic. I researched this matter to find that the intake is a recall item on the same engine of another make vehicle which utilizes this engine. The Cougar, Marquis, Mustang, and Crown Vic all have the same engine. I agreed to the intake manifold replacement and the invoice is attached. The replacement part is made of metal so it is quite obvious to the most casual observer that FORD recognizes the deficiency of the plastic part.

After pressurizing the engine it was reported to me that the block is also cracked. I then was forced to locate a replacement engine. I decided against a new (remanufactured) engine and found a 1997 Mustang engine from Wilson's. The invoice is attached along with the invoice for the installation of the engine from OKC Auto Works.



PBA CONSULTING ENGINEERS, INC.

As I mentioned I feel that the design of a plastic intake manifold is a defect which should have been a recall. I was planning to drive across the state the following day and can only imagine the problems that would have arisen if we would have been stranded in the middle of nowhere with my 8 month old son in the August heat. The overheating occurred in the evening when the outside temperature was in the 80s. I pulled over immediately and I do not feel that the failure of the intake and the crack of the engine should have occurred. I pulled over immediately and the complete failure of the engine seems impossible. The cooling system of the vehicle was serviced in June (see attached invoice) and this reinforces my opinion that the cooling system was operating as designed yet the result of a complete engine loss occurred.

I hereby authorize NHTSA to provide a copy of this report to the manufacturer of my vehicle. I have paid \$2962.35 to completely replace the engine and intake manifold. This has been quite a burden due to the fact that we are a single income family in order to allow my wife to stay home and raise our child. Other than this obvious defect, we are happy with the vehicle which was previously owned by my father who purchased it from the Ford dealer located on 41st and Memorial in Tulsa, Oklahoma. The VIN is provided on the Owner Questionnaire but please contact me if further information is required. Thank you for offering me the opportunity to voice my concern and I hope the manufacturer considers making this defect a recall. The Crown Victoria has several recalls, but this is currently not considered to be a recall. The issue of the vehicle catching on fire upon a high speed impact from the rear was a recall on police cruisers but not on the rest of the population. The overheating issue I have described is a costly defect which, in my opinion, should warrant a recall to avoid severe customer dissatisfaction with this vehicle.

Please contact me if you have any questions or comments.

Oklahoma City, Oklahoma

**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).**