



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 335

Date Received

Repository ☐

PI # 46
08-SEP-2003

Reference No.

10038404

OWNER INFORMATION (Type or Print)

Name

Address

City

WEST ELKHART

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side

2MEUM75W8T6643093

Make

FORD

Model

GRAND MARQUIS

Model Year

1995
1996

Date Purchased

11-30-98

Dealer's Name and Telephone Number

Donna Lincoln Agency

Engine:

No. Cylinders

4.6L SOHC
POWER

Fuel Type:

LEAD
FREE
REGULAR

Original Owner

Dealer's City

ELKHART

State

IND

Zip Code

46574

Transmission Type

AUTOMATIC
45 Pcd

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

4R70W

Vehicle Component Code

083200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

8-14-03

Failure Mileage

90000

Failure Speed

40 MPH

PLASTIC INTAKE MANIFOLD

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

The Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTNALSABC036)

☐ 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).

WHILE DRIVING ENGINE LIGHT ILLUMINATED, DRIVER BEGAN TO SMELL SMOKE. VEHICLE HAD TO BE TOWED, AND INTAKE MANIFOLD WAS REPLACED.*AK

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 Federal 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)

WIFE WAS DRIVING SUVARELY SPARKED LIKE SMOKEHOLE BURNING SHE
POUNED INTO GAS STATION FOUND ALL COOLANT OUT ON GROUND TOOK
VEHICLE TO DEALERSHIP HAD IT REPAIRED AT THE COST OF 233.00
WAS TOLD THIS PART WAS NOT COVERED BY FORD -
INCLUSE IS A COPY OF A LETTER SENT TO THE LAW ENFORCEMENT
DEPT ACKNOWLEDGING A DEFECT IN THEIR CARS AND A REPLACEMENT
AT NO COST MY ENGINE IS THE SAME AS THEIRS AND I
SHOULD HAVE THE SAME REPLACEMENT AT NO COST FORD
ACKNOWLEDGES THAT THEY HAVE A DEFECTIVE PART THEREFORE
I SHOULD NOT HAVE HAD TO PAY

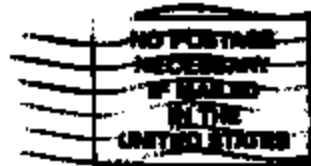
ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.gov/questionnaire>

OASIS RESULT:
2MELM75W8TX643093

09/22/2003

09:29:17

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**
1998 GRAND MARQUIS**BODY STYLE**
4 DR SEDAN LS**ENGINE**
4.8L SOHC
(ROMEO)**ENGINE
CALIBRATION**
818FR11A**TRANSMISSION**
4R70W 4 SPD AUTO**AXLE CODE**
C8**▶ GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
04/15/1998**BUILD DATE**
01/29/1998**SALE MILEAGE****▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

THIS VEHICLE HAD A CUDL CONTACT CLOSED*▶ FIELD SERVICE ACTIONS****NO CAMPAIGN MESSAGE(S) FOUND****▶ EXTENDED COVERAGES****NO ESP INFORMATION AVAILABLE****▶ REPAIR HISTORY****NO REPAIR HISTORY ON VEHICLE****END OF OASIS REPORT FOR 2MELM75W8TX643093**



A. R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1804
Dearborn, MI 48121-1804

97 Crown Victoria
Vehicle ID #: 2FALP71W7VX156149 99M01

April, 1999

ELKHART COUNTY SHERIFF DEPT
111 N 3RD ST
GOSHEN, IN 46526-3214

|||||

Ford Motor Company is providing a no-charge Service Program, Number 99M01, to owners of certain 1997 and 1998 Crown Victoria Police Interceptor vehicles equipped with 4.6L SOHC engines. This service program provides additional coverage for the intake manifold.

Reason For This Program: Fatigue cracks may develop in some of the composite intake manifolds used on the 4.6L SOHC engines installed in the affected cars. This condition may result in engine coolant leakage which, if not detected or ignored, will cause engine overheating. Complete loss of coolant may result in engine damage or engine failure.

What We Will Do: If the engine of your car should develop a coolant leak at the intake manifold cross over coolant passage, located directly behind the alternator, your dealer will verify the condition. If the coolant leakage is from the location described above, your dealer will replace the engine intake manifold assembly free of charge.

This no charge coverage is available for 7 years from the vehicle's warranty start date (no mileage limitation) and is automatically transferred to subsequent owners.

What You Should Do: PLEASE KEEP THIS LETTER. If your car's engine intake manifold should exhibit the above condition within the 7 year coverage described above, contact your dealer. Show the dealer this letter. The dealer will replace the intake manifold assembly after verification of this specific condition. If you should lose this letter the dealer will still honor the provisions of this program.

Refunds: If you paid to have the engine intake manifold replaced due to a leak at the cross over coolant passage before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

Changed Address Or Sold The Vehicle? Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle?

I HAVE THE SAME MOTOR AND HAVE
(OVER) THE ABOVE SITUATION
PLEASE ADVISE ME
THANKS
Paul Polach

We are taking this action as part of our ongoing effort to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford-built vehicle.

Sincerely,



A. R. O'Neill

Director

Vehicle Service and Programs

O.N.P.
99M01