



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 1367

Date Received: 2004 FEB 10 PM 1:16  
Repository:   
Reference No.: 10053457

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: HELENDALE State: CA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]

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: [REDACTED] Date: 1/20/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2NMLM75W [REDACTED]  
Make: MERCURY Model: GRAND MARQUIS Model Year: 1997  
Date Purchased: July 13, 2002 Dealer's Name and Telephone Number: HEMBORG FORD Engine: 4.6 Fuel Type: 87 OCTANE  
Original Owner:  Dealer's City: NORCO State: CA Zip Code: 92860 No. Cylinders: 8  
Transmission Type: AUTOMATIC  Antilock Brakes Powertrain: 4.6 REAR WHEEL DRIVE Vehicle Component Code: 06S200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD  
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 12-31-03 Failure Mileage: 87000 Failure Speed: 50  
NEW PART # FBZ-9424-AAA  
OLD PART # UNAVAILABLE (FORD MIGHT KNOW)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTMALSABC036): [REDACTED] Original Equipment Prior Repair:  Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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: 0 Number of Deaths: 0 Reported to Police: N NO

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 AT 50 MPH SMOKE STARTED COMING FROM UNDER THE HOOD. THE PLASTIC INTAKE MANIFOLD CRACKED, AND WATER WENT ALL OVER THE ENGINE. DEALERSHIP INSTALLED AN ALUMINUM INTAKE MANIFOLD. \*AK  
WHILE DRIVING ABOUT 45 MPH, I DROPPED DOWN INTO PASSING GEAR AND SPED UP TO ABOUT 55 MPH. AT THAT TIME THE PLASTIC CROSS OVER FEED LINE FOR THE RADIATOR ~~AND~~ FLUID CRACKED; AND THE PRESSURE THAT WAS BUILT UP IN THE COOLING SYSTEM SPEWED COOLANT ALL OVER THE ENGINE COMPARTMENT.  
THE NEW PART THAT REPLACED THE OLD PART IS NOW MADE OUT OF ALUMINUM FOR THE CROSS OVER FEED LINE. APPARENTLY, THIS IS A COMMON PROBLEM WITH THE PLASTIC INTAKE MANIFOLD THAT INCORPORATED THE PLASTIC CROSS OVER FEED LINE. THIS SHOULD BEA RECALLED ITEM. I HAVE THE OLD PART.

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

The Privacy Act of 1974-Public Law 93-578 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.

SHEET #1

**SERVICE PROCEDURE:**

**INSPECTION:**

**NOTE:** To properly inspect the intake manifold you must look down behind the alternator.

1. Inspect the coolant crossover area of the intake manifold as shown (refer to Figure 1) for engine coolant seepage. If seepage is present the intake manifold must be replaced.
2. Install the new parts supplied in the Intake Manifold Kit. Refer to the appropriate Workshop Manual for service procedures.

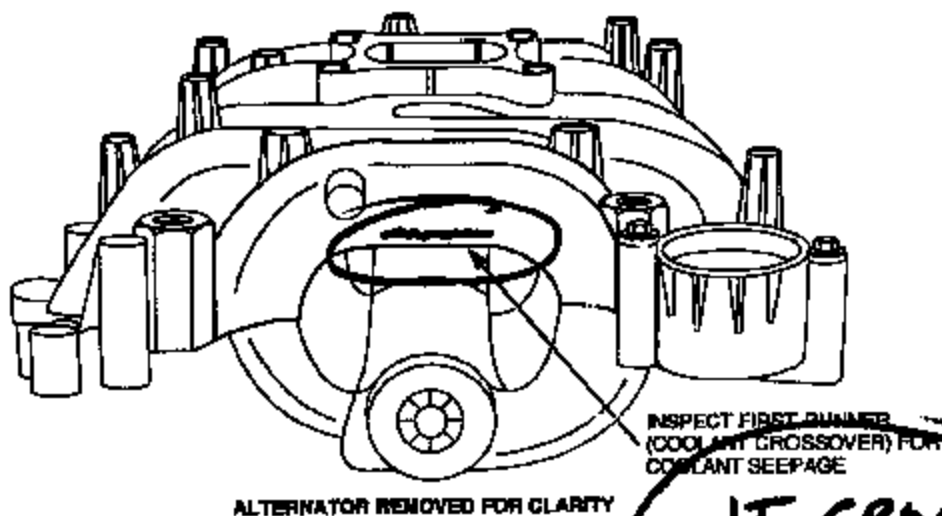


FIGURE 1

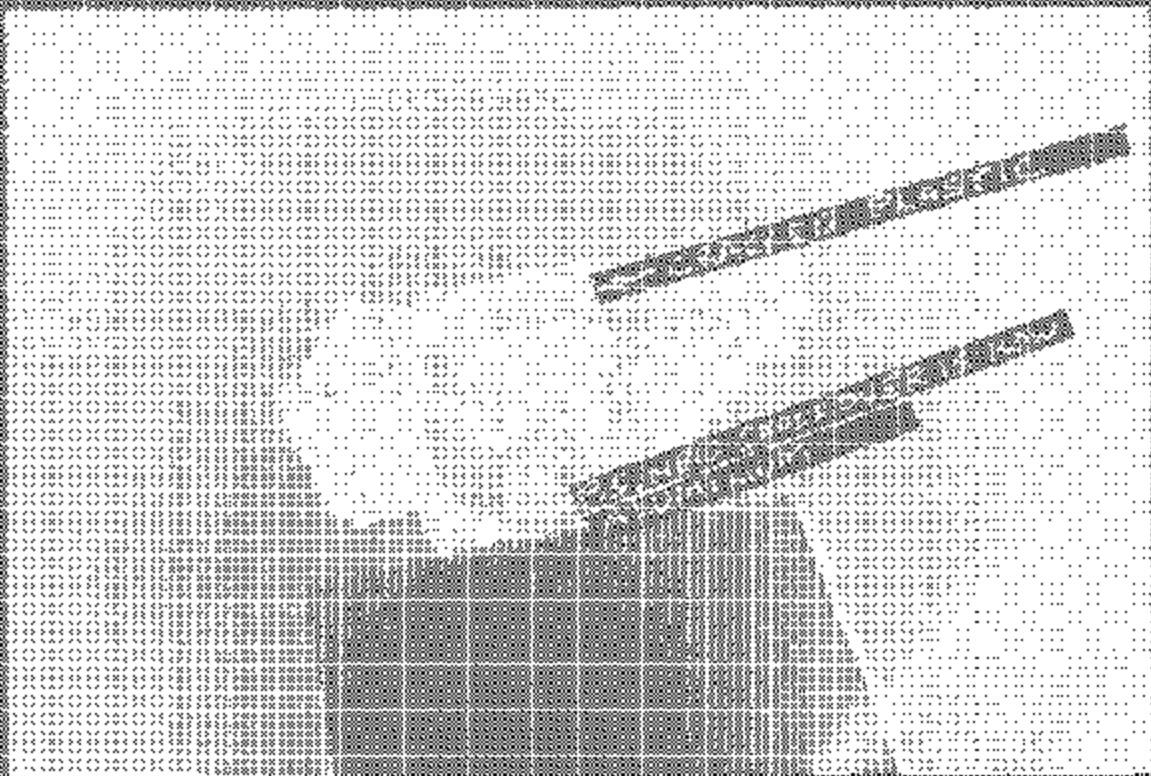
*Ford Motor Company*

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DEARBORN, MICHIGAN 48121  
11-01

SK 1W7E-9E473-BA

SHEET 1 OF 1

4.6L 2V INTAKE MANIFOLD  
INSPECTION/REPLACEMENT



**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).**