



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 100145

Date Received

2004 FEB 19 PM 2: 21
08 JAN 2004

Repository ☐

Reference No.
10053889

OWNER INFORMATION (Type or Print)

Name

Address

City

TARZANA

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

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 1/17/04

VEHICLE INFORMATION

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

2FALP73W5V

Make

FORD

Model

CROWN VICTORIA

Model Year

1997

Date Purchased

10-19-96

Dealer's Name and Telephone Number

Galpin Ford (818) 787-3800

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☐

Dealer's City

North Hills

State

CA

Zip Code

91343

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

083200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-SEP-2003

Failure Mileage

139000

Failure Speed

35

Intake manifold cracked

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: DOTM18ABC036)

☐ 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, failure(s), condition, 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).

INTAKE MANIFOLD CRACKED. "AK (1) No special event leading to failure, (2) the car overheated, resulted in manifold being replaced due to cracking & related fluids, (no longer have part) (3) my mechanic (not Ford) told me replacement part now has metal where crack happened (old part plastic). Said it was a faulty design. Researched internet site Alldata & found all model engines for 1997 and 1998 had recall campaigns by Ford for intake manifold cracking & replacement. (See attached copies). Call corporate Ford (800) 392-3673 on 9/25/03 spoke with operator # 3090 Rose & was told my VIN # not recalled & received no help. Contacted dealer (Galpin) where I bought car & spoke with ME Sims in person & phone several times from 9/26/03 - 10/16/03 without results. They refused to reimburse (over)

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) The 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.

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

repair costs. On 10/16/03 spoke with Brad Wilson (Ford Rep) (949) 629-1829 without result. Explained it was a voluntary campaign by Ford & my VIN not included even though same problem. Please see attached copy of web site with numerous consumer complaints with exact same problem. If I had been traveling a high speed on freeway when manifold cracked, car could have stalled & created dangerous situation. IF Ford did a voluntary campaign to replace some intake manifolds so NHTSA would not issue a full recall, then they should repair other faulty ones experiencing exact same problem with different VIN #'s. Could you please investigate this so numerous other consumers in my situation can receive reimbursement and so others in the future will not break down and possibly cause a serious accident resulting in injury or death. For example, traveling high speed on freeway, sudden loss of fluids results in steam from hood, limiting or obstructing visibility and or panic could lead to accident in addition to stalling. Thank you

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 72173 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
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IN THE
UNITED STATES



U.S. Department of Transportation
National Highway Traffic Safety Administration
http://www.safercar.gov

DOT Auto Safety Hotline
(DASH) & DOT

1-888-DASH-2-DOT
1-888-327-4236

DASH2DOT
and dial toll free at

DOT AUTO SAFETY HOTLINE
TO REPORT VEHICLE SAFETY DEFECTS
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**VEHICLE
OWNER'S
QUESTIONNAIRE**


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Manifold with crack - 1/3

Manifold with crack - as provided by CrownVic96

Comments:

 Comment from [brian.kuehner](#)

(Friday, Dec 13th, 2002 - 10:40:18 AM)

I own a 98 mustang gt with the same plastic intake. I recently suffered the same crack in the intake. I am very interested in a class action suit. In the last 12 months I have put in over 4,000 in repairs and Im a little sick of it.

 Comment from [samilo.franco](#)

(Monday, Jan 27th, 2003 - 07:12:42 PM)

1997 gt, mustangs 4.6l having same problem. My intake is cracked and I want it fixed, but Ford doesn't want to do anything. I want it fixed and will gladly take part in class action suit.

Automotive Recalls and Technical Service Bulletins for 1997 Ford Crown Victoria V8-281 4.6L VIN W SFI.

Provided by ALLDATA



[Click Here For Full Technical Service Bulletins, Recall Information & More](#)

Bulletins for 1997 Ford Crown Victoria V8-281 4.6L VIN W SFI

Safety Recalls

TSB Number	Issue Date	TSB Title
1. 00S16	SEP 00	Recall - Seat Belt Inspection/Replacement
2. 00S15	SEP 00	Recall - Seat Belt Retractor Inspection/Replacement
3. 00B33	MAR 00	Recall - Airbag Deactivation Shunt Replacement
4. 98S37	DEC 98	Recall - Front Lower Control Arm Ball Joint Replac
5. 98S20	AUG 98	Recall - Airbag Deactivation Switch Durability Con
6. 98B19	MAY 98	Recall - Potential Brake fluid Leak
7. 97S63	APR 97	Recall - Hood Striker Plate Replacement

General Recalls

TSB Number	Issue Date	TSB Title
1. 01M02	MAR 01	Campaign - Intake Manifold Additional Warranty Cov
2. 99M01	MAR 99	Campaign - Intake Manifold Cracking
3. 97M91	MAR 99	Campaign - Intake Manifold Replacement

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 03-7-2	APR 03	Wipers/Washers - Wiper Motor Transfer Tips
2. 02-21-13	OCT 02	Engine - Cylinder Head Straightedge Surface Check
3. 02-20-8	OCT 02	A/C System - Diagnosis and Service Tips
4. 02-17-6	SEP 02	A/T - Inadvertent Shift Interlock Disabling
5. 02-16-4	AUG 02	Audio System - Whining/Buzzing Noise From Speakers
6. 02-11-7	JUN 02	A/C System - Musty/Mildew Odors
7. 02-11-4	JUN 02	Aluminum Engine - New Cleaners/Service Tips
8. 02-2-3	FEB 02	Engine - Aluminum Block/Head Machining
9. 02-2-2	FEB 02	Intake Manifold - Cross-Over Channel Coolant Seepa
10. 02-1-4	JAN 02	Engine Head Gasket - Approved Replacement Procedur
11. 02-1-9	JAN 02	Engine Oil - Oil Recommendations/Applications
12. 02-1-6	JAN 02	Wheels/Tires - Road Force Measurement Equipment
13. 01-24-6	DEC 01	Engine - Oil System Priming Procedures
14. 01-23-6	NOV 01	Engine Coolant - Propylene Glycol Recommendations
15. 01-21-14	OCT 01	Fuel Tank - Punctures During High Speed Rear Impac
16. 01-20-5	OCT 01	Driveability - Vacuum Leak Detection
17. 01-19-4	OCT 01	Hood Lamp Switch - Updated Replacement Part
18. 01-15-7	AUG 01	A/T - Fluid Application Charts
19. 01-15-6	AUG 01	Heater Core - Repeated Failure
20. 01-9-7	MAY 01	Emissions/Computers/Electronics - Driveability Dia
21. 01-7-3	APR 01	Fuel Pump - Whine Heard Through Radio Speakers

Automotive Recalls and Technical Service Bulletins for 1997 Ford Crown Victoria V8-281 4.6L CNG SOHC VIN 9.

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Bulletins for 1997 Ford Crown Victoria V8-281 4.6L CNG SOHC VIN 9

Safety Recalls

TSB Number	Issue Date	TSB Title
1. 00S16	SEP 00	Recall - Seat Belt Inspection/Replacement
2. 00S15	SEP 00	Recall - Seat Belt Retractor Inspection/Replacement
3. 00B33	MAR 00	Recall - Airbag Deactivation Shunt Replacement
4. 98S37	DEC 98	Recall - Front Lower Control Arm Ball Joint Replac
5. 98S20	AUG 98	Recall - Airbag Deactivation Switch Durability Con
6. 98B19	MAY 98	Recall - Potential Brake fluid Leak
7. 97S63	APR 97	Recall - Hood Striker Plate Replacement

Emissions Recalls

TSB Number	Issue Date	TSB Title
1. 99E03	OCT 99	Recall - Fuel Filler Valve Replacement

General Recalls

TSB Number	Issue Date	TSB Title
1. 01M02	MAR 01	Campaign - Intake Manifold Additional Warranty Cov
2. 97M91	MAR 99	Campaign - Intake Manifold Replacement

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 03-7-2	APR 03	Wipers/Washers - Wiper Motor Transfer Tips
2. 03-4-9	MAR 03	Fuel System - CNG Fill Valve Fuel Leak
3. 02-21-13	OCT 02	Engine - Cylinder Head Straightedge Surface Check
4. 02-20-8	OCT 02	A/C System - Diagnosis and Service Tips
5. 02-17-6	SEP 02	A/T - Inadvertent Shift Interlock Disabling
6. 02-16-4	AUG 02	Audio System - Whining/Buzzing Noise From Speakers
7. 02-11-7	JUN 02	A/C System - Musty/Mildew Odors
8. 02-11-4	JUN 02	Aluminum Engine - New Cleaners/Service Tips
9. 02-5-3	MAR 02	CNG Fuel Tank - Inspection Interval
10. 02-2-3	FEB 02	Engine - Aluminum Block/Head Machining
11. 02-2-2	FEB 02	Intake Manifold - Cross-Over Channel Coolant Seepa
12. 02-1-4	JAN 02	Engine Head Gasket - Approved Replacement Procedur
13. 02-1-9	JAN 02	Engine Oil - Oil Recommendations/Applications
14. 02-1-6	JAN 02	Wheels/Tires - Road Force Measurement Equipment
15. 01-24-6	DEC 01	Engine - Oil System Priming Procedures
16. 01-23-6	NOV 01	Engine Coolant - Propylene Glycol Recommendations

Automotive Recalls and Technical Service Bulletins for 1997 Ford Crown Victoria V8-281 4.6L VIN 6 SFI.

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Bulletins for 1997 Ford Crown Victoria V8-281 4.6L VIN 6 SFI

Safety Recalls

TSB Number	Issue Date	TSB Title
1. 00S16	SEP 00	Recall - Seat Belt Inspection/Replacement
2. 00S15	SEP 00	Recall - Seat Belt Retractor Inspection/Replacement
3. 00B33	MAR 00	Recall - Airbag Deactivation Shunt Replacement
4. 98S37	DEC 98	Recall - Front Lower Control Arm Ball Joint Replacement
5. 98S20	AUG 98	Recall - Airbag Deactivation Switch Durability Concern
6. 98B19	MAY 98	Recall - Potential Brake fluid Leak
7. 97S63	APR 97	Recall - Hood Striker Plate Replacement

General Recalls

TSB Number	Issue Date	TSB Title
1. 01M02	MAR 01	Campaign - Intake Manifold Additional Warranty Coverage
2. 99M01	MAR 99	Campaign - Intake Manifold Cracking
3. 97M91	MAR 99	Campaign - Intake Manifold Replacement

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 03-7-2	APR 03	Wipers/Washers - Wiper Motor Transfer Tips
2. 02-21-13	OCT 02	Engine - Cylinder Head Straightedge Surface Check
3. 02-20-8	OCT 02	A/C System - Diagnosis and Service Tips
4. 02-17-6	SEP 02	A/T - Inadvertent Shift Interlock Disabling
5. 02-16-4	AUG 02	Audio System - Whining/Buzzing Noise From Speakers
6. 02-11-7	JUN 02	A/C System - Musty/Mildew Odors
7. 02-11-4	JUN 02	Aluminum Engine - New Cleaners/Service Tips
8. 02-2-3	FEB 02	Engine - Aluminum Block/Head Machining
9. 02-2-2	FEB 02	Intake Manifold - Cross-Over Channel Coolant Seepage
10. 02-1-4	JAN 02	Engine Head Gasket - Approved Replacement Procedures
11. 02-1-9	JAN 02	Engine Oil - Oil Recommendations/Applications
12. 02-1-6	JAN 02	Wheels/Tires - Road Force Measurement Equipment
13. 01-24-6	DEC 01	Engine - Oil System Priming Procedures
14. 01-23-6	NOV 01	Engine Coolant - Propylene Glycol Recommendations
15. 01-21-14	OCT 01	Fuel Tank - Punctures During High Speed Rear Impact
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21. 01-7-3	APR 01	Fuel Pump - Whine Heard Through Radio Speakers

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Bulletins for 1998 Ford Crown Victoria V8-281 4.6L SFI

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TSB Number	Issue Date	TSB Title
1. 00S16	SEP 00	Recall - Seat Belt Inspection/Replacement
2. 00S15	SEP 00	Recall - Seat Belt Retractor Inspection/Replacement
3. 00S13	JUL 00	Recall - Vehicle Jacking Procedure
4. 98E37	DEC 98	Recall - Front Lower Control Arm Ball Joint Replac
5. 98S20	AUG 98	Recall - Airbag Deactivation Switch Durability Con
6. 98B20	JUN 98	Recall - Mini-Spare/Traction Control Problem

General Recalls

TSB Number	Issue Date	TSB Title
1. 01M02	MAR 01	Campaign - Intake Manifold Additional Warranty Cov
2. 00B60	FEB 01	Campaign - Rear Upper Control Arm Reinforcement
3. 99B09	APR 99	Campaign - Rear Frame Cosmetic Cracking
4. 99B03	MAR 99	Campaign - Inertia Switch Bracket Replacement
5. 99M01	MAR 99	Campaign - Intake Manifold Cracking
6. 97M91	MAR 99	Campaign - Intake Manifold Replacement

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 03-7-2	APR 03	Wipers/Washers - Wiper Motor Transfer Tips
2. 03-2-6	FEB 03	Cooling System - Cooling Fan Motor Service Procedu
3. 02-21-13	OCT 02	Engine - Cylinder Head Straightedge Surface Check
4. 02-20-8	OCT 02	A/C System - Diagnosis and Service Tips
5. 02-17-6	SEP 02	A/T - Inadvertent Shift Interlock Disabling
6. 02-16-4	AUG 02	Audio System - Whining/Buzzing Noise From Speakers
7. 02-13-6	JUL 02	Stoptamps/Shift Interlock - Inoperative
8. 02-11-7	JUN 02	A/C System - Musty/Mildew Odors
9. 02-11-4	JUN 02	Aluminum Engine - New Cleaners/Service Tips
10. 02-9-7	MAY 02	Turn Signals - Intermittent Rapid Flashing
11. 02-4-5	FEB 02	Battery - Charging Tips and Guidelines
12. 02-2-3	FEB 02	Engine - Aluminum Block/Head Machining
13. 02-2-2	FEB 02	Intake Manifold - Cross-Over Channel Coolant Seepa
14. 02-1-4	JAN 02	Engine Head Gasket - Approved Replacement Procedur
15. 02-1-9	JAN 02	Engine Oil - Oil Recommendations/Applications
16. 02-1-6	JAN 02	Wheels/Tires - Road Force Measurement Equipment
17. 01-24-6	DEC 01	Engine - Oil System Priming Procedures
18. 01-23-6	NOV 01	Engine Coolant - Propylene Glycol Recommendations
19. 01-21-10	OCT 01	Engine - Oil Leaking From Head Gasket

Automotive Recalls and Technical Service Bulletins for 1998 Ford Crown Victoria V8-281 4.6L SFI.

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Bulletins for 1998 Ford Crown Victoria V8-281 4.6L SFI

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4. 98S37	DEC 98	Recall - Front Lower Control Arm Ball Joint Replacement
5. 98S20	AUG 98	Recall - Airbag Deactivation Switch Durability Concern
6. 98B20	JUN 98	Recall - Mini-Spare/Traction Control Problem

General Recalls

TSB Number	Issue Date	TSB Title
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4. 02-20-8	OCT 02	A/C System - Diagnosis and Service Tips
5. 02-17-6	SEP 02	A/T - Inadvertent Shift Interlock Disabling
6. 02-16-4	AUG 02	Audio System - Whining/Buzzing Noise From Speakers
7. 02-13-6	JUL 02	Stopslamps/Shift Interlock - Inoperative
8. 02-11-7	JUN 02	A/C System - Musty/Mildew Odors
9. 02-11-4	JUN 02	Aluminum Engine - New Cleaners/Service Tips
10. 02-9-7	MAY 02	Turn Signals - Intermittent Rapid Flashing
11. 02-4-5	FEB 02	Battery - Charging Tips and Guidelines
12. 02-2-3	FEB 02	Engine - Aluminum Block/Head Machining
13. 02-2-2	FEB 02	Intake Manifold - Cross-Over Channel Coolant Seeps
14. 02-1-4	JAN 02	Engine Head Gasket - Approved Replacement Procedure
15. 02-1-9	JAN 02	Engine Oil - Oil Recommendations/Applications
16. 02-1-6	JAN 02	Wheels/Tires - Road Force Measurement Equipment
17. 01-24-6	DEC 01	Engine - Oil System Priming Procedures
18. 01-23-6	NOV 01	Engine Coolant - Propylene Glycol Recommendations
19. 01-21-10	OCT 01	Engine - Oil Leaking From Head Gasket

Automotive Recalls and Technical Service Bulletins for 1998 Ford Crown Victoria V8-281 4.6L CNG SOHC VIN 9.

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Bulletins for 1998 Ford Crown Victoria V8-281 4.6L CNG SOHC VIN 9

Safety Recalls

TSB Number	Issue Date	TSB Title
1. 00S16	SEP 00	Recall - Seat Belt Inspection/Replacement
2. 00S15	SEP 00	Recall - Seat Belt Retractor Inspection/Replacement
3. 00S13	JUL 00	Recall - Vehicle Jacking Procedure
4. 98S37	DEC 98	Recall - Front Lower Control Arm Ball Joint Replacement
5. 98S20	AUG 98	Recall - Airbag Deactivation Switch Durability Concern
6. 98B20	JUN 98	Recall - Mini-Spare/Traction Control Problem

Emissions Recalls

TSB Number	Issue Date	TSB Title
1. 99E03	OCT 99	Recall - Fuel Filler Valve Replacement

General Recalls

TSB Number	Issue Date	TSB Title
1. 01M02	MAR 01	Campaign - Intake Manifold Additional Warranty Coverage
2. 00B60	FEB 01	Campaign - Rear Upper Control Arm Reinforcement
3. 99B13	JUN 99	Campaign - Brake Line Replacement
4. 99B09	APR 99	Campaign - Rear Frame Cosmetic Cracking
5. 99B03	MAR 99	Campaign - Inertia Switch Bracket Replacement
6. 97M91	MAR 99	Campaign - Intake Manifold Replacement

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 03-7-2	APR 03	Wipers/Washers - Wiper Motor Transfer Tips
2. 03-4-9	MAR 03	Fuel System - CNG Fill Valve Fuel Leak
3. 03-2-6	FEB 03	Cooling System - Cooling Fan Motor Service Procedure
4. 02-21-13	OCT 02	Engine - Cylinder Head Straightedge Surface Check
5. 02-20-8	OCT 02	A/C System - Diagnosis and Service Tips
6. 02-17-6	SEP 02	A/T - Inadvertent Shift Interlock Disabling
7. 02-16-4	AUG 02	Audio System - Whining/Buzzing Noise From Speakers
8. 02-13-6	JUL 02	Stoptlamps/Shift Interlock - Inoperative
9. 02-11-7	JUN 02	A/C System - Musty/Mildew Odors
10. 02-11-4	JUN 02	Aluminum Engine - New Cleaners/Service Tips
11. 02-9-7	MAY 02	Turn Signals - Intermittent Rapid Flashing
12. 02-5-3	MAR 02	CNG Fuel Tank - Inspection Interval
13. 02-4-5	FEB 02	Battery - Charging Tips and Guidelines

**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).**