



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

Repository

2004 NOV -9
23-AUG-2004

Reference No.
10039439

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BENLD State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 a signature or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2FAFP74W9WX [REDACTED]
Make FORD Model CROWN VICTORIA Model Year 1998

Date Purchased AUG 1999 Dealer's Name and Telephone Number DICK JONES LINCOLN/MERCURY
Original Owner Dealer's City ST. PETERS State MO Zip Code [REDACTED]
Engine 4.6 No. of Cylinders 8 Fuel Type: REGULAR GASOLINE
4.6 C.I.

Transmission Type AUTOMATIC Antilock Brakes Cruise Control
Powertrain [REDACTED] Vehicle Component Code 063200 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 19-AUG-2004 Failure Mileage 159000 Failure Speed [REDACTED]

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: DOTM9ABC036) [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

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).

1) INTAKE MANIFOLD CRACKED. CONSUMER WAS CONCERNED THAT THE VEHICLE WILL CATCH ON FIRE. *AK
2) MECHANICS AT QUALITY MOTORS DISCOVERED CRACKED INTAKE MANIFOLD AFTER THEY REPLACED SPARK PLUGS AND WIRES; NOTICED THE MOTOR CONTINUED TO RUN ROUGH. AS THE MOTOR WARMED UP, THEY NOTICED INTAKE MANIFOLD WAS LEAKING GASOLINE/OXYGEN FUMES.
3) GARAGE EXPLAINED DANGER OF FIRE AND EXPLOSION. THEY INFORMED US SEVERAL INTAKE UNITS WERE REPLACED ON SEVERAL LOCAL POLICE 40 FORD CARS AFTER ONE CAUGHT FIRE.

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

FIRE AND BURNED UP.

THE ORIGINAL INTAKE MANIFOLDS ARE MADE OF EPOXY PLASTIC. THE REPLACEMENT UNITS ARE MADE OF METAL; WHICH DON'T CATCH ON FIRE.

ENCLOSED ARE (A) REPLACEMENT COST RECEIPTS. (B) NEWSPAPER ARTICLE CONFIRMING DANGER. I BELIEVE I SHOULD BE REIMBURSED FOR THE COST AND THESE DANGEROUS ORIGINALS SHOULD BE RECALLED. I KEPT THE ORIGINAL UNIT; WOULD BE VERY PLEASED IF YOU WOULD EXAMINE IT AND FOR YOUR OWN CONCLUSION.

AFTER REPLACEMENT OF THIS INTAKE MANIFOLD AT GREAT EXPENSE, OUR LTD RUNS LIKE A NEW ONE. PLEASE FEEL FREE TO CALL [REDACTED]

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

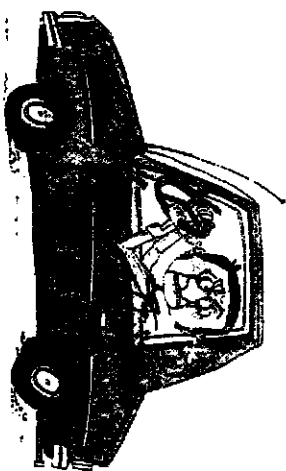


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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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



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<http://www.nhtsa.dot.gov/hotline>

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DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE



**VEHICLE
OWNER'S**

Court admonishes car dealer in lawsuit

* NOT ONLY POLICE CARS - WE DRIVE THE SAME CAR - LTD'S HAVE BECOME DANGEROUS

Letter sent from Springfield, Ill., dealer urges police to opt out of suit

By ROBERT GOODRICH
Of the Post-Dispatch

An inquiry has been ordered by a Belleville judge into a letter sent by a Springfield, Ill., Ford dealership to law enforcement agencies across Illinois that have filed suit claiming Ford police cruisers are unsafe.

Circuit Judge Lloyd A. Cueto warned that the inquiry could lead to civil or criminal contempt proceedings and to action by the Illinois Registration and Disciplinary Commission. The commission is a state agency that disciplines attor-

neys.

On Friday, Cueto put Landmark Ford's fleet sales manager, Lyle Snow, under oath and grilled him about a letter dated Sept. 23 to local sheriffs and police chiefs. It suggests they "opt out" of the suit and keep buying from Landmark.

However, the "opt out" period for police agencies that did not wish to join the suit expired last Dec. 15.

The Landmark letters included "opt out" forms similar to those sent to Illinois police agencies last year in preparation for trial.

Landmark is a defendant in the

case. Snow acknowledged he had talked to the dealership's attorney, Edward T. "Ted" Graham, before sending the letter, authorities said.

Cueto said he told Graham he should have known that contact with opposing parties in the suit was improper. He said he had also issued a specific order against it.

Among those receiving letters from Landmark were St. Clair County Sheriff Mearl J. Justus and Centreville Police Chief Curtis McCall. Their departments are the lead plaintiffs in the case.

Patricia Murphy, the plaintiff's attorney, said some agencies had

sent back angry responses, including one police chief who said he was outraged that it came out just after a crash in Texas in which another officer had perished in a fire.

The trial, starting its fifth week in circuit court in Belleville, is scheduled to end Friday. Nine similar cases are pending around the country.



Cueto
Warns against
potential con-
tempt

The Illinois case is a statewide class-action suit over whether Ford should pay \$62 million to install better fire protection on about 14,000 Crown Victoria Police Interceptors driven by hundreds of police agencies.

The suit contends the Interceptor can erupt in flames if hit from behind because the gas tank is behind the rear axle. Plaintiffs say at least 21 officers have burned to death across the country.

Ford had captured more than three-fourths of the police car market nationwide. It contends the Interceptor is at least as safe as competing models and says police agencies continue to demand them.

A Ford attorney was in the court-

room Friday when Cueto ordered the inquiry into Landmark's action. Cueto questioned Snow about whom he had talked to at Ford Motor Co. before sending the letter.

Snow said the only Ford representative he contacted had refused to talk to him because of the suit. Cueto said that for now, "I don't find Ford Motor Co.'s fingerprints on anything."

He authorized plaintiff lawyers in the case to take sworn statements from Graham, the attorney for Landmark, and others who might have been involved in preparing and sending the letter.

Reporter Robert Goodrich
E-mail: rgoodrich@post-dispatch.com
Phone: 618-235-8919



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet



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888-327-4236

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).