



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

Date Received

Od_or _____
rt_dt _____
od_rt _____
up_itr _____

2004 SEP 21 AM 9:04

Reference No.

10094475

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Street No.: [REDACTED] Apt. No.: [REDACTED]
City: Miami State: FL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] WK
Cell: [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 _____ Date 08 / 30 / 04

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits): 1MEFM62W9VH [REDACTED] Make: FORD Model: MERCURY/COUGAR XR7 Year: 1997
Purchased Date: 11/13/96 Dealer's Name: Gold Coast Lincoln/Mercury (out of business) Engine Size: 4.8 Turbo Diesel Gas Fuel Injection
 New Used Dealer's City: Miami State: Fla Zip Code: 33177 No. Cylinders: 8
Transmission Type: Manual Automatic Restraint System: Driverside Air Bag Motorbelt Passengerside Air Bag 2-Point Belt 3-Point Belt
Cruise Control: Yes No Drivetrain: Front Rear 4-Wheel Vehicle Type: Car Sport Utility 2-Door 4-Door Van Truck Minivan Motorcycle Other Body Style: Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

1F8AZ*9424*BB Part Name(s): Original plastic intake manifold 2. Recall replaced intake Manifold Location: Left Right Front Rear Failed Part(s): Original Replacement Handicap Adaptive Equip: Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand: _____ Tire Name: _____
Complete Tire Size: _____ DOT No.: _____
No. of Failures: _____ Date(s) of Failure(s): _____ Mileage at Failure(s): _____ Vehicle Speed at Failure(s): _____
Failed Part(s) Available?: Yes No NHTSA Previously Contacted?: Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash: Yes No Fire: Yes No Number of Persons Injured: _____ Number of Fatalities: _____ Reported to Manufacturer: Yes No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). The original plastic intake manifold, made of plastic had an original design flaw, it could not take the hot water and pressure at the front/water pump location. Thus Ford had a recall replacement, date 3/9/99 mileage 40,975. The replacement was also made of plastic, when I questioned the Service Manager assured me, the replacement was reinforced plastic. Well on 4/7/00 mileage, 138,434 the plastic recall replacement Intake Manifold, cracked in the same location, overheating the car for the second major time! Thus, I had to pay for a third replacement \$948.55, the replacement Manifold "shocked me", it is constructed in two (2) pieces, the front now constructed of metal (non-plastic)

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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)

to take the heat and pressure! Attempts at convincing, Armstrong Ford Dealer, Ford Motor Company by both e-mail and certified mail, "failed"! It was apparent to me of two things happened: 1. Gold Coast Lincoln/Mercury Dealer that replaced the first plastic manifold under recall, installed a like defective original shelf/stock part plastic manifold, instead of the re-designed two piece half metal manifold. Believing I the Cougar's owner wouldn't have the car by the next failure! 2. Or Ford called for a recall and did not have either: A recall part to rectify the plastic cracking deficiency, or failed with a new plastic manifold design having the same original defective deficiency! In any event I should not have had to pay for this part/labor! I even asked for Ford repair dollar credits, "No luck" I attached your cover letter you stated you have my correspondence from the Attorney General. If required I will fax data!

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

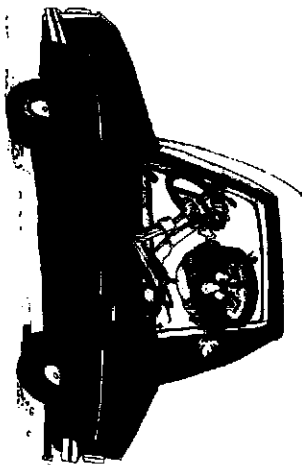
DASH 2 DOT

and dial toll free at

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