



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 2005 FEB 16
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received

Repository

11:51
13 JAN 2005

Reference No.
10107336

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City LUBBOCK State TX 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 1MEUM62W1Vh Make MERCURY Model COUGAR Model Year 1997

Date Purchased 1-23-97 Dealer's Name and Telephone Number Gastly Ford-Mercury Inc Engine: _____ Fuel Type: Gas
Original Owner Dealer's City Levelland State TX Zip Code 75036 No. Cylinders 8

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 060000 ENGINE AND ENGINE COOLING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-JAN-2005 Failure Mileage 33212 Failure Speed 0 MPH
Trapped with

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: DOTM19ABC036) 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), crash(es), 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).

THE CONSUMER RECEIVED A RECALL WELL OVER SEVEN YEARS AGO, AT THE TIME OF THE RECALL THE CONSUMER WAS NOT EXPERIENCING ANY PROBLEM WITH THE INTAKE MANIFOLD MENTIONED IN THE LETTER. WHILE DRIVING THE VEHICLE, THE RADIATOR LEAKED ANTIFREEZE ONTO THE STREET. THE VEHICLE WAS TOWED AND ACCORDING TO THE RECALL LETTER THE MANIFOLD IS CRACKED. *NM

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

The Privacy Act of 1974 (Public Law 93-502) 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.

Lubbock, TX

US Department of Transportation
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

I purchased a 1997 Mercury Cougar in January, 1997.

In February 1998, I received a letter informing me that the engine had a defective manifold that could crack resulting in the loss of coolant which could cause engine damage.

Upon receipt of the letter, I took the car to Pioneer Lincoln Mercury in Lubbock, TX for replacement of the defective manifold. However, they refused to replace the manifold unless it was leaking.

The car is now 8 years old with only 33,000 miles and the manifold has cracked causing the loss of coolant almost immediately. No leak was present prior to the time the manifold cracked.

For the following reasons, I contacted Ford Motor Company in regards to replacing the manifold:

- 1) The manifold should have been replaced in 1998 under the recall notice instead of extending the warranty on the manifold.
- 2) A manifold should last the life of the engine unless defective as it has no moving parts.
- 3) Had I not been afraid to drive the car on out of town trips for fear the manifold would crack, the car would have a lot more miles and would have cracked during the extended warranty period. (My daughter and grandchildren live in El Paso, TX and the car would have been used on monthly trips to visit them; however, I did not wish to be stranded 80 miles for the nearest repair facility should the manifold crack and immediately disable the car as it now has.)

My request of Ford Motor company representative, Blaine Young, was that Ford Motor Company replaces the manifold and extends the engine warranty for such a period as to determine if further engine damage has been done by the immediate loss of coolant.

The basis for my request to extend the engine warranty was that the immediate loss of coolant was an area where I was unable to stop; therefore, I had to drive the car to a location that would not have been a traffic hazard. This may have caused further engine damage which cannot be determined until the car has been driven for a while. The car was towed to my home from the location where I was able to park.

Mr. Young agreed with me that the manifold should last the life of the engine but stated that Ford Motor Company would not repair the engine as the extended warranty has expired.

I have had the manifold replaced by Pioneer Lincoln Mercury at a cost of \$897.29. Pioneer Lincoln Mercury agrees that Ford Motor should pay for the repair as this would be the right thing to do but Pioneer Lincoln Mercury could not help as Ford has refused to be responsible for the repairs.

Included with this letter is a copy of the letter from Ford Motor Company and pictures of the manifold that was removed from the car showing a 5 1/2 inch crack.

Any assistance you can give me with the aforementioned problem will be appreciated.

Sincerely,

JAN 97
IN SERVICE NOTE

A. R. Kadak
Manager
Vehicle Service and Programs
Ford Customer Service Division



Ford Motor Company
P.O. Box 1904
Dearborn, MI 48121-1904

97 Cougar
Vehicle ID #: 1MELM62W1VE 97M91 February, 1998

LUBBOCK, TX



Ford Motor Company is providing coverage under Service Program, Number 97M91, to owners of certain 1996 and 1997 Crown Victoria with taxi prep packages, Thunderbird, Cougar and Mustang cars. All affected cars are equipped with 4.6L SOHC engines.

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

The coolant leakage is from the intake manifold cross over coolant passage directly behind the alternator. This coverage program is for coolant leakage from this specific location.

No Charge Coverage: Ford is providing additional coverage for this condition only. If your car's engine should experience this condition, your dealer will verify the condition according to the instructions provided by Ford and replace the engine intake manifold assembly.

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

This coverage exceeds the provisions of your car's original vehicle component warranty coverage.

What You Should Do: PLEASE KEEP THIS LETTER. If your car's engine intake manifold should exhibit the condition described above 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 coverage.



Changed Address
or Sold the
Car?

Please fill out the enclosed prepaid postcard and mail it to us if you
have changed your address or sold the car.

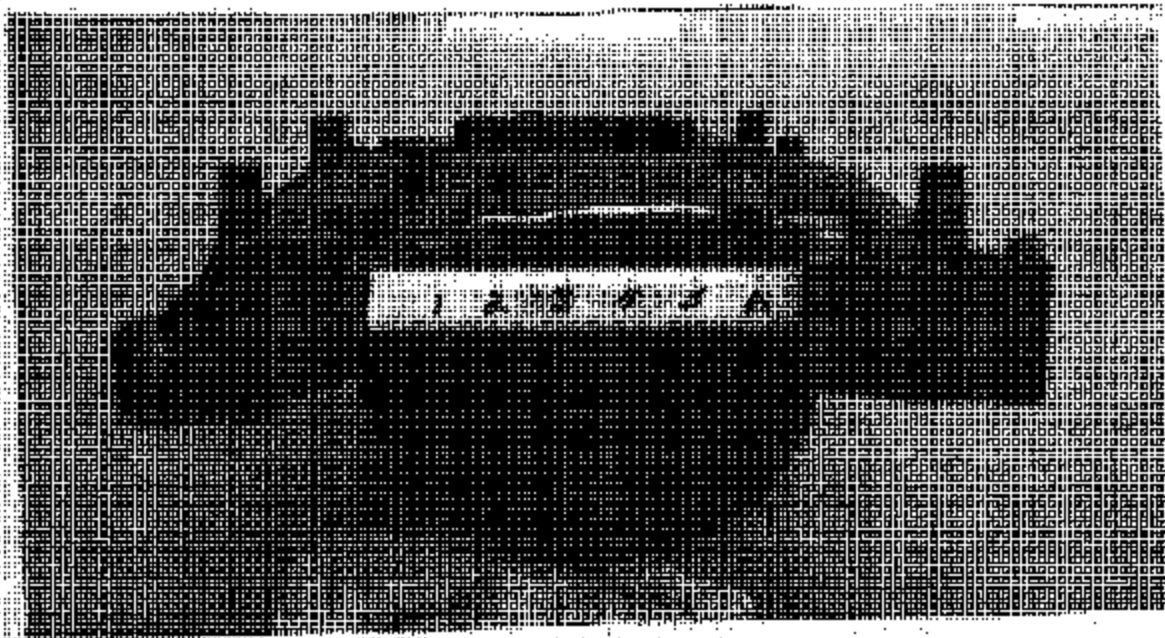
We are taking this action as part of our ongoing efforts to maintain owner confidence in our
products. We hope this program will confirm your continued satisfaction with your
Ford-built car.

Sincerely,



A. R. Kaduk
Manager
Vehicle Service and Programs

O.N.P.
97M91



White powder has been placed in the crack
in order that it can be seen.