



**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire**
TO REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

2005 MAR -9 AM 3:20

Od_or _____
n_dk _____
od_it _____
up_fr _____

Reference No.

10114919

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Street No: [REDACTED] Apt. No.: [REDACTED]
City: WYCKOFF State: N.J. Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the vehicle manufacturer? YES NO
In the absence of your authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [REDACTED]

Date: 3/1/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 2MEFM75W318		Make MERCURY	Model GRAND MAR.	Year 2001
Purchased Date 11/00	Dealer's Name TOWN MOTORS		Engine Size (CID/CGL) 4.6	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City ENGLEWOOD	State NJ	Zip Code	No. Cylinders 6
Manufacture Date (on driver's door or pillar) 09/00	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) HEAD GASKET/GASKETS	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input type="checkbox"/> No
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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) N/A
Mileage at Failure(s)	Vehicle Speed at Failure(s)
Failed Part(s) Available?	NHTSA Previously Contacted?
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
------------------------------------------------------------------------------	-----------------------------------------------------------------------------	--------------------------------	---------------------------	-------------------------------------------------------------------------------------------------

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

HEADGASKET/GASKETS LEAKING OIL. THIS IS DUE TO METAL CHIPS LEFT BETWEEN HEADGASKET & BLOCK. (SEE ATTACHED) OIL DRIPSON HOT CATALYTIC CONVERTER. THIS CAN CAUSE A FIRE. BURNT OIL FUMES COME INTO PASSENGER COMPARTMENT. THIS INVOLVES ALL FORD CARS, TRUCKS, LINCOLNS, MERCURYS, WITH 4.6 & 5.4 LITER ENGINES, FROM 1999-2002. IF OUT OF WARRANTY THERE IS NO COST RELIEF FROM FORD. APPROX. REPAIR COST \$1500.00. PRESENT MILEAGE ON THIS VEHICLE IS 44000 MILES. A VEHICLE OF THIS AGE & MILEAGE (OVER)

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 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.

SHOULD NOT HAVE THESE PROBLEMS.

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 (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

Engine: All-Technical Service Bulletins Engine - Oil Leak From R/H Cylinder Head Gasket

Article No.

03-6-2

03/31/03

ENGINE - CYLINDER HEAD DECK LEAK - 4.6 AND
5.4L ENGINES - NEW "SERVICE-ONLY" GASKET AND
CYLINDER HEAD KITS AVAILABILITY

FORD:

1999-2002 CROWN VICTORIA, MUSTANG
1999-2001 E SERIES, EXPEDITION, F-150, SUPER DUTY F SERIES
2000-2001 EXCURSION

LINCOLN:

1999-2002 TOWN CAR
1998-1999 NAVIGATOR

MERCURY:

1999-2002 GRAND MARQUIS

Article 02-22-7 is being republished in its entirety to update the Model Year and Model Line coverage.

ISSUE

Some vehicles equipped with the Romeo built 4.6L 2V engine or 5.4L 2V Windsor and 5.4L Supercharged engine may exhibit an oil leak or oil weepage from the cylinder head gasket at the right hand rear or the left hand front of the engine. Oil weepage is not considered detrimental to engine performance or durability. An oil leak may be caused by metal chip debris lodged between the head gasket and the block, chip debris between the cylinder head and the head gasket, or by damage to the cylinder head sealing surface that occurred during the manufacturing process.

ACTION

Once an oil leak is verified with a black light test at the head gasket joint, replacement of the head gasket can be performed. If the head was damaged by chip contamination, the head should be replaced. A revised "Service-Only" gasket is now released for both of these cases.

SERVICE INFORMATION

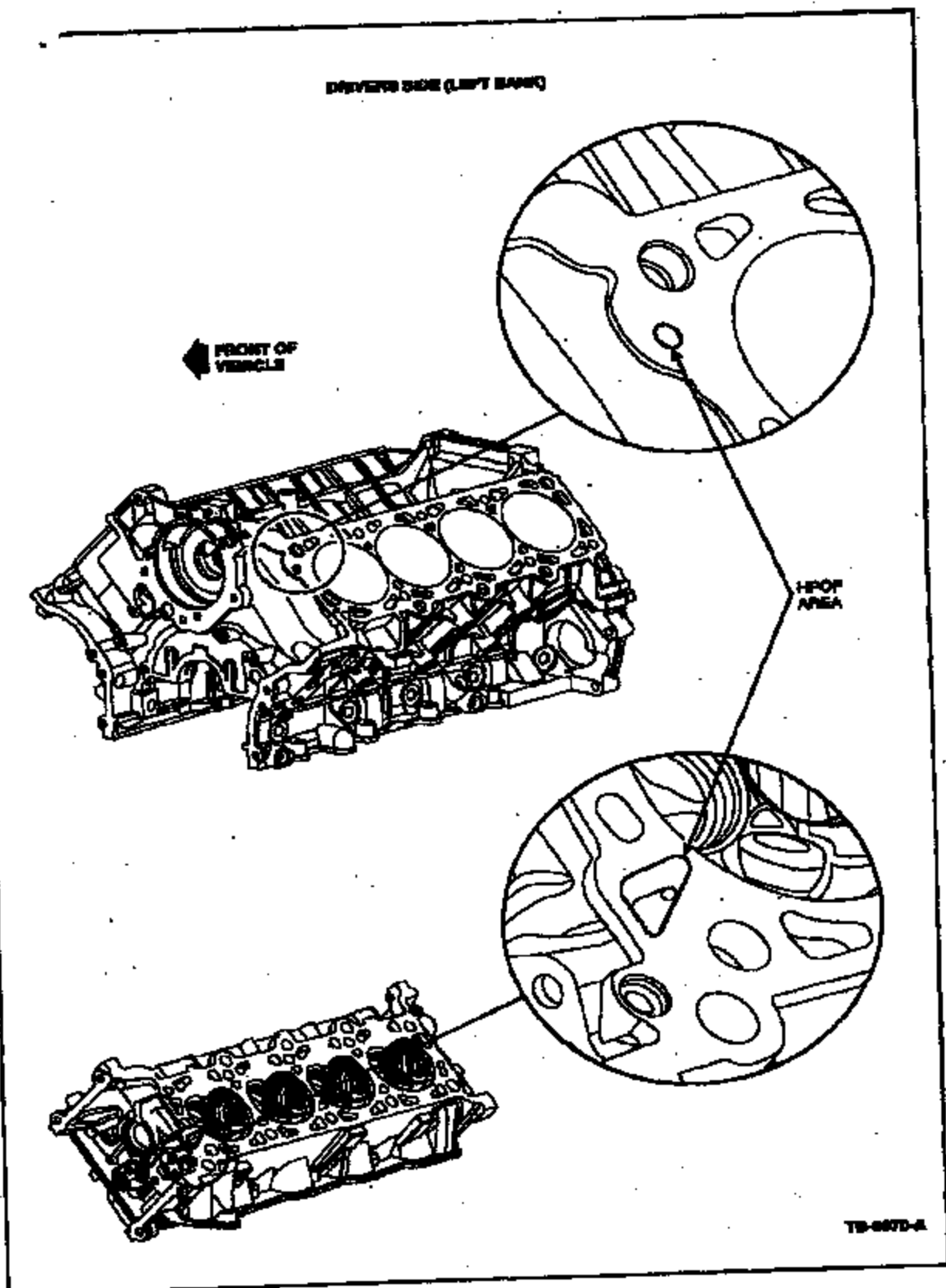


Figure 1

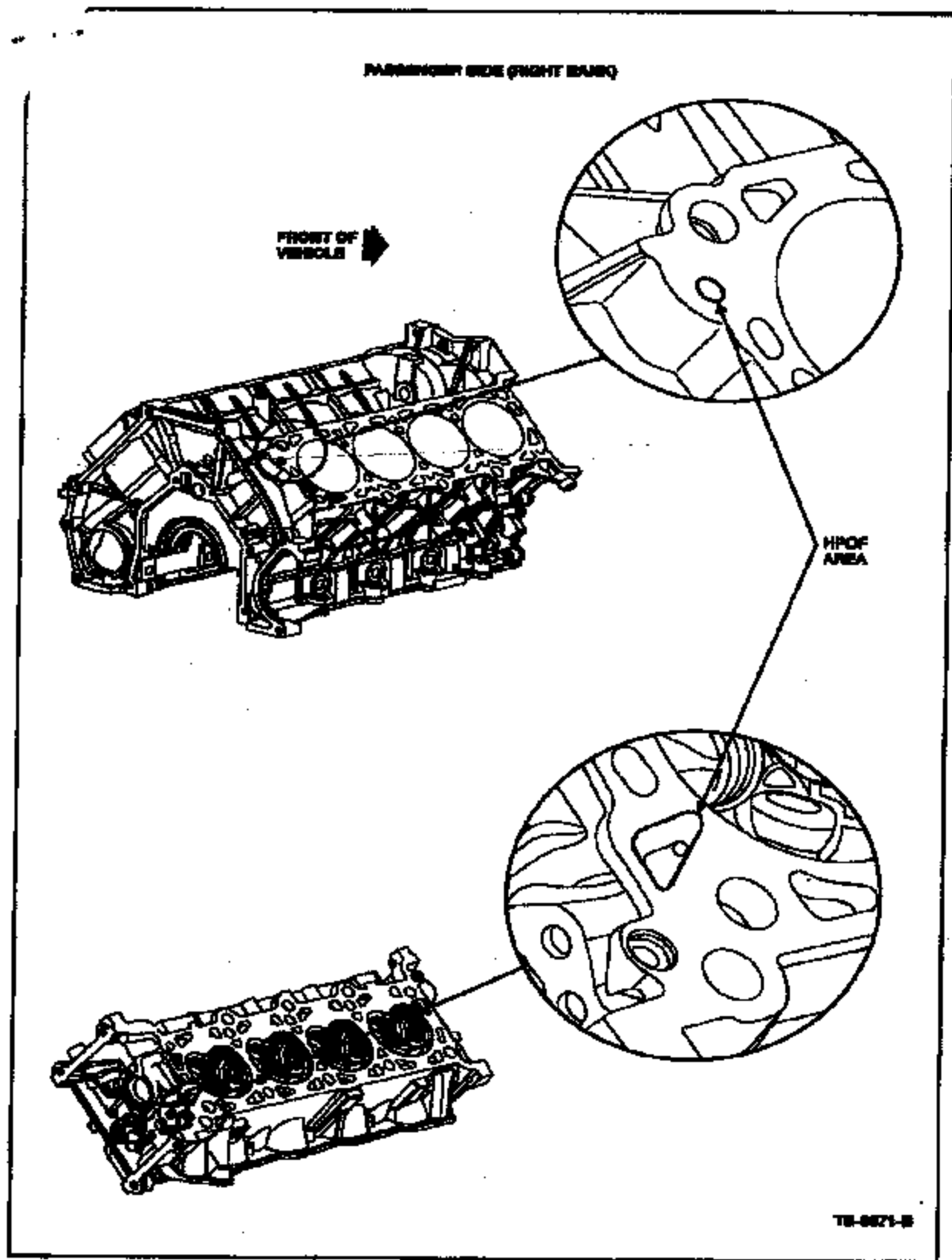


Figure 2

Cylinder heads damaged by brinnelling (depression marks from original gasket) of the head may still be reusable. The revised "Service-Only" gasket has a feature by which the embossed sealing area does not follow the same sealing path as the original gasket. This area is surrounding the High Pressure Oil Feed (HPOF) area. It is triangular in shape and is found in the rear of the passenger side cylinder head, or, in the front of the drivers side cylinder head (Figure 1 and Figure 2).