



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 100148

Date Received

Repository ☐

709 306 12 AM 7:1
14-JUL-2005

Reference No.
10128816

OWNER INFORMATION (Type or Print)

Name

Address

City PLACENTIA

State CA

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 / /

VEHICLE INFORMATION

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

2FALP74W5V

Make

FORD

Model

CROWN VICTORIA

Model Year

1997

Date Purchased

Dealer's Name and Telephone Number
FAIRWAY FORD 714-524-1200

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

PLACENTIA

State

CA

Zip Code

92870

Transmission Type

☐

Antilock Brakes

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

063200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-JUN-2005

Failure Mileage

78685

Failure Speed

67

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

0

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).

DT. THE VEHICLE IS A 1997 FORD CROWN VICTORIA. ON 6-12-05 THE CONSUMER WAS DRIVING ON ROUT E140 WHEN HE SMELLED AN ODOR COMING FROM THE VEHICLE. HE CALLED THE HIGHWAY PATROL WHICH ARRANGED TO HAVE HIM TOWED TO BARSTOW. THE VEHICLE BROKE DOWN BECAUSE THE PLASTIC INTAKE MANIFOLD CRACKED. THE VEHICLE LOST ALL THE COOLANT WHICH CAUSED THE ENGINE TO OVERHEAT. WHEN THE MECHANIC FROM CASTNERS AUTO SERVICE 214 SOUTH BRADFORD AVENUE, PLACENTIA, CA 92870 TELEPHONE # 714-528-1311 WAS REMOVING THE SPARK PLUGS HE NOTICED THAT THERE WAS ALUMINUM FLAKING ON THEM. THERE WAS NO COMPRESSION. HE REPLACED THE ENGINE AND ALL THE PARTS THAT WENT WITH IT ON 6-15-05 THROUGH 6-30-05. MECHANIC TOLD THE CONSUMER THAT IT WOULD COST MORE TO REPAIR THE ENGINE THAN TO BUY A NEW ONE. THE REPLACED ENGINE WAS FORD

MANUFACTURED. CONSUMER HAS NOT CONTACTED THE MANUFACTURER AS OF NOW. VEHICLE WAS MANUFACTURED IN OCTOBER 1996.

TAK

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 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.

Castner's Auto Service, Inc.

214 S. Bradford Ave.
Placentia, CA 92870-5615

Re:

1997 Crown Victoria

VIN: 2FALP4W5VX [REDACTED]

Owner: [REDACTED]

Invoice #: 23603

Vehicle was towed into our shop in a cranks but no start condition. Diagnosis indicated severe overheating due to running engine without the proper amount of coolant. Engine had been so hot that the pistons had started to melt as indicated by small "flecks" of aluminum on the spark plugs. A large crack or open seam was found in the coolant cross over of the intake manifold creating a large coolant leak. This mechanic will assume that the broken intake manifold caused a rapid loss of coolant and continuing to drive the vehicle after the coolant loss is when the damage to the engine occurred.



Ronald L. Castner

**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).**