



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

2008 MAR 25 PM 2:18

Reference No. 10220145

OWNER INFORMATION (Type or Print)

Name, Address, City (SNATVILLE SNEELVILLE), State (GA), Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number (2FAPF74W5V), Make (FORD), Model (CROWN VICTORIA), Model Year (1998), Date Purchased (08-01), Dealer's Name (World Ford), Engine (8 cylinders), Fuel Type (Gas), Transmission Type (AUTOMATIC), Antilock Brakes, Cruise Control, Powertrain (UNKNOWN), Vehicle Component Code (063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD), Multiple Failure (1)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) (18-OCT-2007), Failure Mileage (59000), Failure Speed (0), Intake manifold

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, 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 (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).

TL*THE CONTACT OWNS A 1998 FORD CROWN VICTORIA. THE VEHICLE WAS TAKEN TO THE DEALER BECAUSE THE CONTACT WAS INFORMED OF A SAFETY RECALL. THE DEALER STATED THAT THE INTAKE MANIFOLD FAILED. ALL OF THE ENGINE COOLANT LEAKED FROM THE RESERVOIR. THE COPPER TUBING CONNECTED TO THE INTAKE THAT WENT TO THE RESERVOIR FAILED AND CAUSED THE VEHICLE TO BEGIN STEAMING. THE PURCHASE DATE, POWERTRAIN, AND RECALL NUMBER WERE UNKNOWN. THE CURRENT MILEAGE WAS 60,078 AND FAILURE MILEAGE WAS 59,000.

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.

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

World Ford has merged w/ Stone Mt. Ford - since we purchased the car. When I was told there was a recall on the manifold I went to St. Mt. Ford + was told they could not help me as the recall had expired - Ford Motor Co. failed to notify me of same. I have contacted Ford three times by phone + written Mr. Mulally - I received a letter back from Althea Bellas (Customer relations) that they could not help me as the recall had expired - I just want them to be fair as it was their mistake not to notify me of recall - Letter + repair bill encl

ATTACH ADDITIONAL SHEETS IF NECESSARY

NORTH METRO GA 300

13 MAR 2008 PM 10 1

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 ... Avenue SE, Washington, DC 20590-0001 202-366-77-9382

Official Business Penalty for Private Use \$300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

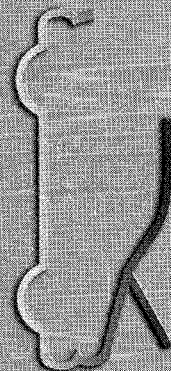
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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382
20077+9382**



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





Grayson Automotive
 2188 Scenic Hwy. North
 Snellville, GA 30078

Phone: 770-736-9555

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED]

QUAN.	PART NO.	NAME OF PART	SALE AMT.	CUSTOMER'S INFORMATION			
1	LOWER INTAKE SET		341.89	DATE	CUSTOMER'S ORDER NO.	WHEN PROMISED	PHONE
				10-18-07			
				YEAR • MAKE • MODEL	SERIAL NO.		MOTOR NO.
				98 Crown Vic.			
				LICENSE NO.	MILEAGE	WRITTEN BY	
					59248	RF	
				<input type="checkbox"/> LUBE	<input type="checkbox"/> OIL CHANGE	<input type="checkbox"/> FLUSH TRANS.	<input type="checkbox"/> FLUSH DIFF.
				<input type="checkbox"/> WASH	<input type="checkbox"/> POLISH		
				<div style="border: 1px solid black; border-radius: 50%; padding: 10px; display: inline-block;"> PP. Discover </div>			
				GAS, OIL & GREASE		ACCESSORIES	LABOR ONLY
				GALS. GAS			280.00
				QTS. OIL			341.89
				LBS. GREASE			
				TOTAL GAS OIL & GREASE			
				<input type="checkbox"/> RETAIN PARTS			
				<input type="checkbox"/> DESTROY PARTS			
				TOTAL ACCESSORIES			
				AUTHORIZED BY			
				ESTIMATE AMOUNT • PARTS & LABOR			
						TOTAL	642.40

TOTAL PARTS
 MECHANICS RECOMMENDATIONS

280.00
 341.89
 /
 20.51

