

DEC 30 2014
INFORMATION Redacted PURSUANT TO THE FREEDOM OF

U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline			
OWNER INFORMATION (Type or Print)		Date Received 18-NOV-2014		Repository ☐ Reference No. 10658959	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City PHOENIX	State AZ	Zip Code [REDACTED]			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2FAFP73W73X [REDACTED]		Make FORD		Model CROWN VICTORIA	
				Model Year 2003	
Date Purchased AUG 2003	Dealer's Name and Telephone Number SUNSET FORD 623-977-8888		Engine: No: Cylinders 8		Fuel Type: G
Original Owner ☒	Dealer's City PEORIA	State AZ	Zip Code 85382		
Transmission Type AUTO	☐ Antilock Brakes ☒ Cruise Control	Powertrain 4.6L V8	Multiple Failure: SEE BELOW		Incident Date(s) 14-NOV-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD/HEADER/MUFFLER/TAIL PIPE AIR MANIFOLD, THERMOSTAT ASSY.				Failure Mileage 98,777	Failure Speed 0
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: DOTM9ABC036)		☐ 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 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 2003 FORD CROWN VICTORIA. THE CONTACT STATED THAT FLUID WAS LEAKING UNDERNEATH THE VEHICLE. THE DEALER STATED THAT THE INTAKE AIR MANIFOLD WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE FAILURE MILEAGE WAS UNKNOWN.					
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.					

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

ENGINE AIR MANIFOLD CRACKED ON DRIVERS
SIDE, THERMOSTAT ASSY FAILED LOCATED IN
SAME AREA AS CRACK. BOTH REPLACED SEE
ATTACHED BILL. VEHICLE WAS DRIVEN NIGHT
BEFORE AND PARKED IN GARAGE. NEXT MORNING
ENGINE COOLANT WAS PUDDLED ON GARAGE FLOOR.
COOLANT EXTREMELY LOW. TAKEN TO SANDERSON
FORD IMMEDIATELY.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

PHOENIX

AZ 852

19 DEC '14

PM 31

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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



BODY SHOP

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ER NO.	ADVISOR MICHAEL WILLIAMSON 333233	TAG NO. W069	INVOICE DATE 11/15/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 98,784	COLOR BLUE/
	YEAR / MAKE / MODEL 03/FORD/CROWN VICTORIA/4DR SDN	DELIVERY DATE	DELIVERY MILES	
OENIX, AZ	VEHICLE I.D. NO. 2 F A F P 7 3 W 7 3 X	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/14/14	
BUSINESS PHONE	COMMENTS E# 175 425 596			

MO: 98788

1 CHARGES

DR 18FOZ - DIAGNOSE *COOLING SYS DIAG TECH(S):203462 3987 620.95
CUSTOMER STATES SEEING DROPS IN DRIVEWAY.
CHECK AND ADVISE.
NEEDS HOOD SHOCKS AND IAC VALVE IS MAKING NOISE INTERMITTANT
COOLING SYSTEM DIAG FOUND INTAKE MANIFOLD LEAKING, RR INTAKE
MANIFOLD AND REPLACED THERMOSTAT, ROAD TESTED WELL

IS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	1		3W7Z-9424-AE	MANIFOLD ASY		528.82
	1		XR3Z-9L437-BA	GASKET		10.72
	2		2L3Z-9439-AA	GASKET - INTAK		55.58
	3		VC-7DIL-B	ANTI-FREEZE		12.80
	1		RT-1234	THERMOSTAT ASY		15.37
	1		RG-571	SEAL - THERMOS		9.70
	1		EV-258	VALVE ASY		19.82
TOTAL - PARTS						733.99

CODE	DESCRIPTION	CONTROL NO
FQML	MENU LABOR QUICK LANE	-50.00
FQMP	MENU PARTS QUICK LANE	-50.00
TOTAL - MISC		-100.00

1 TOTALS
LABOR 620.95
PARTS 733.99
MISC -100.00

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 1254.94

2 CHARGES

DR 2 99FOZQ99P Q/LANE INSPECTION TECH(S):10 0.00

2 TOTALS
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

3 CHARGES

DR 3+04FOZ MAINTENANCE TECH(S):3987 0.00
CUSTOMER REQUEST TO REPLACE PCV VALVE.
REPLACED IAC VALVE
NO CHARGE

3 TOTALS
JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

CODE	DESCRIPTION	CONTROL NO
# A	AEV ENVIRONMENTAL DISPOSAL CHARGE	2.00
# A	SS SHOP SUPPLIES	19.00



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LABOR RATE	LICENSE NO.	MILEAGE 98,784	COLOR BLUE/	STOCK NO.
YEAR / MAKE / MODEL 03/FORD/CROWN VICTORIA/4DR SDN	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE I.D. NO. 2 F A F P 7 3 W 7 3 X	F.T.E. NO.	P.O. NO.	R.O. DATE 11/14/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 175 425 596	MO: 98788	

TOTAL - MISC 21.00

COMMENTS
DISCOUNT PER CHRIS S.

TECHNICIAN CERTIFICATION

203462
3987

JUAN A VALLADOLID
KEVIN M. NICHOLS

3588
8132

TOTALS

[CHARGE ACCOUNT] () [CREDIT CARD] ()
[CHECK NUMBER] () [CASH] ()
All Claims for adjustments must be accompanied by this invoice within 12 mo. or 12,000 miles whichever occurs first. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TOTAL LABOR....	620.95
TOTAL PARTS....	733.99
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	21.00
TOTAL MISC DISC	-100.00
TOTAL TAX.....	64.68
TOTAL INVOICE \$	1340.62

CUSTOMER SIGNATURE