



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

AUTO SAFETY HOTLINE
VEHICLE OWNER'S QUESTIONNAIRE
NATIONWIDE 1-800-424-9800
DC METRO AREA 306-0123

POSTED

FOR AGENCY USE ONLY

REFERENCE NO.

554815

DATE RECEIVED

RECEIVED

QC'd

OWNER INFORMATION (TYPE OR PRINT)

60 SEP 20 AM 9:53

[REDACTED]

SIGNATURE OF OWNER

[REDACTED]

DATE **9-7-00**

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.* 2FAFF74W4YK116625				VEHICLE MAKE & MODEL FORD Crown Victoria		MODEL YEAR 2000	
<small>* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE</small>							
CURRENT ODOMETER READING 11000		DATE PURCHASED 10 15 99		DEALER'S NAME, CITY, & STATE FORD HOWENSON IL		ENGINE SIZE (CID/CC/L) NO. CYLINDERS 4.6 8	
<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED						<input type="checkbox"/> TURBO DIESEL <input checked="" type="checkbox"/> GAS <input type="checkbox"/> FUEL INJECTED	
TRANSMISSION TYPE 3 4 5 (Speed)		<input checked="" type="checkbox"/> AUTOMATIC		CHUISE CONTROL <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		POWER STEERING <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
				POWER BRAKES <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		AIR CONDITIONED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
						BODY STYLE <input type="checkbox"/> STAWAG 4 DR <input type="checkbox"/> 2 DR <input checked="" type="checkbox"/> HATCH BK <input type="checkbox"/> VAN <input type="checkbox"/> PK UP TRK <input type="checkbox"/> OTHER	

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S) 4.6 GAS ENGINE			LOCATION L Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/>		FAILED PART(S) <input checked="" type="checkbox"/> ORIGINAL <input checked="" type="checkbox"/> REPLACEMENT		
NO. OF FAILURES 2		DATE(S) OF FAILURE(S) 7-15-2000		MANUFACTURER CONTACTED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		NHTSA PREVIOUSLY CONTACTED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
		MILEAGE(S) AT FAILURE(S) APPROX. 10,000					
		VEHICLE SPEED AT FAILURE(S)					

APPLICABLE ACCIDENT INFORMATION

ACCIDENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		FIRE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		NUMBER PERSONS INJURED		NUMBER OF FATALITIES		PROPERTY DAMAGE (Est) \$		POLICE REPORT FILED <input type="checkbox"/> YES <input type="checkbox"/> NO	
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NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

FORD 4.6 GAS ENGINE LEAKING CYLINDER HEADS. OIL LEAKING FROM HEAD GASKETS. OIL CAN LEAK OUT AND DO SERIOUS DAMAGE TO ENGINE. OR ENGINE FAIL WHICH MEANS NO STEERING OR BRAKES. FORD REPLACED ENGINE AND REPLACEMENT ENGINE HAS SAME LEAK WITHIN 500 MILES. FORD REFUSES TO REPLACE ENGINE A.C.W.

CONTINUE ON BACK IF NEEDED

PLEASE CONTACT.

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.