

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

09-MAY-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

722428

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 1FAPP6249KH102923	Vehicle Make FORD	Vehicle Model THUNDERBIRD	Vehicle Year 1989	Current Odometer Reading
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Purchase Date 01-NOV-1999	Dealer's Name _____	Engine Size (CID/CC/L) 3.8L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☒ Motorbell ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021 05150000 08600000	Part Name(s) ENGINE:GASKETS:VALVE COVER ENGINE:OTHER PARTS EXHAUST SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 06-APR-2000 Mileage at Failure(s) 112000 Vehicle Speed at Failure(s) 65	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE HEAD GASKET FAILURE ON FORD 3.8L V-6 ENGINE, RESULTING IN OVERHEATING AND CRACKED CYLINDER HEAD. ESTIMATED REPAIR COST \$1,500 TO \$2,000. THIS IS A WIDESPREAD PROBLEM WITH THIS ENGINE COVERING MANY YEARS AND DIFFERENT FORD MODEL CARS. FORD HAS EXTENDED EXISTING WARRANTIES FOR SOME MODELS BUT ONLY BACK TO YEAR 1994. PROBLEM IS DUE TO INSUFFICIENT HEAD GASKET THICKNESS AND CYLINDER HEAD BOLT TENSION. ALUMINUM HEADS EVENTUALLY WARP, AND ENGINE COOLANT IS DRAWN INTO ONE OR MORE CYLINDERS CAUSING MISFIRING, POTENTIAL BEARING DAMAGE, EXHAUST SYSTEM CONTAMINATION, OVERHEATING, CRACKED CYLINDER HEADS, CRACKED ENGINE BLOCK. CARS AFFECTED INCLUDE WINDSTAR, MERCURY SABLE, MUSTANG, THUNDERBIRD, LINCOLN, TAURUS, FROM 1988 TO 1997. CENT

CONTINUED ON BACK (SEE)

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.