



**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**

|   |              |
|---|--------------|
| Data Received<br><br><b>05-OCT-2000</b> | Od_or _____  |
|   | rt_dt _____  |
|   | od_rt _____  |
|   | up_ltr _____ |
| Reference No.<br><b>733540</b>          |              |

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) <small>(Listed at front of windshield or drivers side)</small><br><b>1FALP6242SH137138</b> | Vehicle Make<br><b>FORD</b> | Vehicle Model<br><b>THUNDERBIRD</b> | Vehicle Year<br><b>1995</b> | Current Odometer Reading |
|---|-----------------------------|-------------------------------------|-----------------------------|--------------------------|

|   |                                       |                                    |   |
|---|---------------------------------------|------------------------------------|---|
| Purchase Date<br><b>01-APR-1998</b>                                   | Dealer's Name _____                   | Engine Size (CID/CYL) <b>232/3</b> | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input checked="" type="checkbox"/> Fuel Injection |
| <input type="checkbox"/> New <input checked="" type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No. Cylinders _____                |   |

|  |   |  |  |   |   |  |
|--|---|--|--|---|---|--|
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | Antilock Brakes<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> Passengerside Airbag<br><input type="checkbox"/> Motorbell<br><input type="checkbox"/> 2-Point Belt | Cruise Control<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input checked="" type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | Vehicle Type<br><input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Sport Ult Truck<br><input type="checkbox"/> Motorcycle | Body Style<br><input checked="" type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____ |
|--|---|--|--|---|---|--|

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|                              |  |   |   |
|------------------------------|--|---|---|
| Component<br><b>05240000</b> | Par. Name(s)<br><b>ENGINE COOLING SYSTEM:FAN</b> | Location<br><input type="checkbox"/> Left<br><input type="checkbox"/> Frnt<br><input type="checkbox"/> Right<br><input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
|------------------------------|--|---|---|

|                             |   |   |   |
|-----------------------------|---|---|---|
| No. of Failures<br><b>1</b> | Date(s) of Failure(s) _____<br>Mileage at Failure(s) _____<br>Vehicle Speed at Failure(s) _____ | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|---|---|---------------------------|----------------------|---------------------------|---|

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**THE ELECTRIC FAN STOPPED WORKING BUT I'M NOT EXACTLY SURE WHEN. THE FACTORY CHARGES OVER \$200 FOR THE FAN ALTHOUGH USUAL ELECTRIC FANS RANGE AROUND \$50. AUTO PARTS STORES DO NOT CARRY THE FAN (POSSIBLY A DESIGN LOCK BY THE COMPANY) I HAD TO GET ONLINE TO FIND ONE BUT I STILL NEEDED MY CAR FOR TRANSPORTATION (I'M IN THE ARMY) THE ENGINE BARELY GOT HOT AND BLEW THE HEAD GASKET. I WAS ONLY DRIVING ABOUT 2 MILES ROUND TRIP TO WORK. I KNOW IT ALL HAS TO DO WITH FORD'S POSSIBLE MONOPOLY ON THE ENGINE FAN. I ALWAYS BELIEVED TH FAN IS A SAFETY FEATURE AND THEY DID A GOOD JOB OF MAKING IT UNAVAILABLE WHEN I NEEDED IT. I'M REPORTING THE HEAD GASKET AFTER SEEING HOW MANY OTHER FORD 3.8L OWNERS HAD PROBLEMS WITH THEIRS. I'D LIKE TO GET SOME SATISFACTION OUT OF THIS, PLEASE RE**

CONTINUED ON BACK PLEASE

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.