



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

## Auto Safety Hotline

## Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

## FOR AGENCY USE ONLY 258

Date Received

11-DEC-2001

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
ip\_lr \_\_\_\_\_

Reference No.

755509

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)<br><small>(Locate at bottom of<br/>windshield or driver's side<br/>door)</small> | Vehicle Make | Vehicle Model  | Vehicle Year | Current Odometer Reading |
| 2FALP74WXVX141446                                                                                         | FORD         | CROWN VICTORIA | 1997         |                          |

|                                                                                            |                                                                                           |                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purchase Date<br><b>01-JUL-1997</b>                                                        | Dealer's Name _____                                                                       | Engine Size<br>(CID/CC/L) <b>4.6L</b>                                                                                                                                                                                                       | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input checked="" type="checkbox"/> Fuel Injection                                                                                                         |
| <input checked="" type="checkbox"/> New <input 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 checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel<br><input type="checkbox"/> Passengerside Airbag | 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 <input type="checkbox"/> Sport Util<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ |
|                                                                                            |                                                                                           |                                                                                                                                                                                                                                             | Body Style<br><input type="checkbox"/> 2-Door<br><input checked="" 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>06212000</b> | Part Name(s)<br><b>FUEL:CARBURETOR:UNKNOWN TYPE:MANIFOLD:INTAKE</b> | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failure<br><b>1</b>    | Date(s) of Failure(s) <b>27-OCT-2001</b>                            | Failed Part(s)<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                               | NHTSA Previously<br><input type="checkbox"/> Yes <input type="checkbox"/> No                |
|                              | Mileage at Failure(s) <b>65000</b>                                  |                                                                                                                                          |                                                                                             |
|                              | Vehicle Speed at Failure(s) <b>55</b>                               |                                                                                                                                          |                                                                                             |

## 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<br><b>0</b> | Number of Fatalities<br><b>0</b> | Estimated Property Damag<br><b>0</b> | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------|----------------------------------|--------------------------------------|-------------------------------------------------------------------------------------------|

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

FORD KNOWS ABOUT THIS DEFECT BUT WILL NOT OFFER ANY ASSISTANCE TO CUSTOMERS WHO OWN RESIDENTIAL CROWN VICTORIAS. THE DESIGN FLAW (FATIGUE CRACK IN COMPOSITE INTAKE MANIFOLD COOLANT CROSSOVER PASSAGE) AFFECTS VEHICLES WITH THE 4.6 LITER ENGINES ASSEMBLED BETWEEN 8/8/95 AND 11/22/97 AT THE ST. THOMAS PLANT. THE CRACK CAUSES A RAPID LOSS OF COOLANT DIRECTLY BEHIND THE ALTERNATOR AND CAN RESULT IN SEVERE ENGINE DAMAGE DUE TO OVERHEATING. I WAS ABLE TO PULL OVER AFTER THE ENGINE STARTED TO OVERHEAT. THE TOW TRUCK TOOK IT TO THE FORD DEALER WHERE A REDESIGNED MANIFOLD WAS INSTALLED AT MY COST.  
\*AK

CONTINUE ON REVERSE

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.