



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 798

Date Received

23-MAY-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8010366

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) (Location at bottom of windshield and driver's side)		Vehicle Make FORD	Vehicle Model MUSTANG	Vehicle Year 1995	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____ Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Dates of Failure(s) 20-MAY-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 72500		
	Vehicle Speed at Failure(s) _____		

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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING, THE VEHICLE WOULD LEAK OIL AND COOLANT FROM THE TAIL PIPE. CONTACTED THE DEALER AND WAS INFORMED THE HEAD GASKET WAS DEFECTIVE. THE VEHICLE IS BEYOND THE SEVEN YEAR OR 100K MILE WARRENTY THEY HAVE.*JB

COPIES OF REPORTS - FREE -

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 798 Date Received: <u>23-MAY-2002</u> Office: <u>DEFECTS INVESTIGATION</u> Reference No.: <u>8010366</u> Date: <u>06/05/02</u>	
OWNER INFORMATION (Type or Print) [Redacted] 755387 CORONA CA [Redacted]			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized signature, your name and address to the vehicle manufacturer: Signature of Owner: [Redacted] Date: <u>06/05/02</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>1FALP4044SF199711</u>		Vehicle Make <u>FORD</u>	Vehicle Model <u>MUSTANG</u>
Purchase Date <u>JAN 1995</u> ☒ New ☐ Used		Dealer's Name <u>HEMBORG FORD</u> City <u>CORONA</u> State <u>CA</u> Zip Code <u>92880</u>	Vehicle Year <u>1995</u> Engine Size (CID/CC/L) <u>3.8L</u> No. Cylinders <u>6</u> ☐ Turbo Diesel Gas Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☐ No	Restraint System ☒ 3 Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No Drive Train ☒ Front ☒ Rear ☒ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>05150021</u>	Part Name(s) <u>ENGINE:GASKETS:VALVE COVER</u>	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures <u>1</u>	Date(s) of Failure(s) <u>20-MAY-2002</u> Mileage at Failure(s) <u>72500</u> Vehicle Speed at Failure(s) <u>N/A</u>	Failed Part(s) ☒ Yes ☐ No	NHTSA Previously ☐ 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 <u>0</u>	Number of Fatalities <u>0</u>
Estimated Property Damage <u>\$2,000</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING, THE VEHICLE WOULD LEAK OIL AND COOLANT FROM THE TAIL PIPE. CONTACTED THE DEALER AND WAS INFORMED THE HEAD GASKET WAS DEFECTIVE. THE VEHICLE IS BEYOND THE SEVEN YEAR OR 100K MILE WARRENTY THEY HAVE. JB			

CONTINUE ON BACK IF NEEDED

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

WHILE DRIVING, THE VEHICLE STARTED SHAKING TREMENDOUSLY. ENGINE DID NOT HAVE SAME POWER AS IT SHOULD HAVE. LEAKING A MIXTURE OF COOLANT / OIL FROM EXHAUST. COULD HAVE CAUSED ACCIDENT HAD I NOT PULLED OVER. ENGINE CONTINUED TO RUN ROUGH.

THE NEXT DAY, DIFFICULTY STARTING, MIXTURE LEAKING OUT OF EXHAUST, ENGINE SHAKING, SMOKE FROM EXHAUST, THE VEHICLE IS NOW INOPERABLE. WE CALLED FORD COMPANY, THEY ADMITTED HEAD GASKET WAS DEFECTIVE AND RECALLED. REFUSE TO HELP IN ANY WAY. WE ARE CONCERNED OUR OTHER CARS WITH SAME ENGINE TYPE MAY HAVE SAME PROBLEM. THIS PART SHOULD NOT FAIL AT 13,000 MILES. CAN CAUSE SEVERE ENGINE DAMAGE AND POTENTIAL

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

20590+0001

1-888-DASH-2-DOT

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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