

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 252

Date Received

08-FEB-2000

Oid_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

856556

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 driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2FALP74WTX185391	FORD	CROWN VICTORI	1996	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150000 02000000	Part Name(s) ENGINE:OTHER PARTS SUSPENSION	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 12-DEC-1999 Mileage at Failure(s) 60000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE ROCKER ARM WAS REPLACED. ALSO, CONSUMER EXPERIENCED SHAKING AND TREMBLING WHEN HE DROVE VEHICLE. *AK

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.

U.S. Department of Transportation National 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 252	
OWNER INFORMATION (Type or Print)		Date Received AM 6:24 08-FEB-2000		Od or rt_dt od_rt up_itr	
[REDACTED]		589291		Reference No. 856556	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Work Number Home Number	
Signature of Owner		Date 2/16/00			
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN.) (Located at bottom of windshield or driver's side) 2FALP74WTX185391		Vehicle Make FORD	Vehicle Model CROWN VICTORI	Vehicle Year 1996	Current Odometer Reading 60,000
Purchase Date 5/19/98 <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name Major Motors, Ames, IA.		Engine Size (CID/CC/L) Triton 4.6	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas	<input type="checkbox"/> Fuel Injection
City _____ State _____ Zip Code _____	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05150000 02000000	Part Name(s) ENGINE: OTHER PARTS SUSPENSION VALVE TRAIN FAILURE 1st engine and repaired also Ford Thunderbird - replacement eng.		Location Left Right Front Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement	
No of Failures 2	Date(s) of Failure(s) 12-DEC-1999		Mileage at Failure(s) 60000	Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
					NHTSA Previously Contacted? <input checked="" 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage 0	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
ENGINE ROCKER ARM WAS REPLACED. ALSO, CONSUMER EXPERIENCED SHAKING AND TREMBLING WHEN HE DROVE VEHICLE. *AK see attached sheet 2nd rebuilt with new Ford replacement parts failed after 36 miles Replacement Thunderbird engine failed with same problem. New parts put into engine but engine is still noisy.					
CONTINUE ON BACK IF NEEDED					
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Albertville
(256) 891-3511

Whitaker Towing Service

1644 Railroad Avenue • P.O. Box 127
Guntersville, AL 35976
(256) 582-3811

Boaz
(258) 593-5711

Date 12-17-99		P.O.#	
VIN # 1996 Ford Crown Vic.		Vehicle #	
Job Description Low Car from Mike's Auto to Mayer Motors Oil Arab			
paid 40.00 Check 12/17/99 Ch# 775			
Type of Towing/Hauling <input type="checkbox"/> Small Wrecker <input type="checkbox"/> Sling/Hoist Tow <input type="checkbox"/> Abandoned <input type="checkbox"/> Medium Wrecker <input type="checkbox"/> Wheel Lift <input type="checkbox"/> Stolen <input type="checkbox"/> Large Wrecker <input type="checkbox"/> Winching/Recovery <input type="checkbox"/> Wreck <input type="checkbox"/> Rollback <input type="checkbox"/> Stuck <input type="checkbox"/> Breakdown <input type="checkbox"/> Truck/Trailer/Lowboy <input type="checkbox"/> Impounded by _____			
Vehicle Towed to Mayer Motors (Arab)		Storage From _____ To _____	
From Mike's		Days @ _____ = _____	
Mileage	Time	Hook-up Charge	
Start _____	Start _____	Towing Charge	40.00
Finish _____	Finish _____	Recovery Charge	
Total _____	Total _____	Over Time	
Operator _____		Site Clean-up	
Ticket _____		Deliver	
Authorized Signature _____		Labor	
Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.		Storage	
		Total	40.00

Invoice 15485

PO 7?

Carfax Vehicle History Report

Miscasset Ford Inc
Not on application
Miscasset, ME 04578

The Vehicle Identification Number submitted was checked against the Carfax(R) database of over 1.01 billion vehicle records. The Carfax database includes U.S. and Canadian title and registration activity, rental and lease usage, odometer readings from emissions inspection stations, auto auctions and other sources. The results of this search are displayed below.

SECTION 1 VEHICLE SPECIFICATIONS

Vehicle ID: 2PALF74W4TX185391
Yr/Mfg: 1996 Ford
Model: Crown Victoria LX
Body: 4D Sedan Large car
Engine: 4.6L V8 FI
Fuel: Gasoline
Driveline: Rear-wheel drive
Aspiration: Normal
Country Mfg. Canada

Mr. Mark Wieden - Ford Motor Credit -

SECTION 2 CLEAN TITLE HISTORY GUARANTEE

RESULT: CLEAN TITLE HISTORY GUARANTEED FOR THIS VEHICLE

The VIN submitted was checked against the Carfax database to determine if any title document for this 1996 Ford was designated or marked with any of the following types of problems:

Salvage/Junk Title-----> Checked. No Problem Title Found.
Rebuilt/Reconstructed Title-----> Checked. No Problem Title Found.
Flood Damage Title-----> Checked. No Problem Title Found.
Damage Disclosure Title-----> Checked. No Problem Title Found.
Manufacturer Buyback (LEMON) Title-----> Checked. No Problem Title Found.
Exceeds Mechanical Limits Title-----> Checked. No Problem Title Found.
Not Actual Mileage Title-----> Checked. No Problem Title Found.

For information on the Clean Title History Guarantee, see section 5.

SECTION 3 ODOMETER ROLLEBACK CHECK

RESULT: No odometer rollback detected in the Carfax database.

The VIN submitted for this 1996 Ford was checked against the Carfax database to determine if any reported odometer reading is less than a previous reading.

SECTION 4 VEHICLE HISTORY DETAILS

The Carfax database contains the following information about this 1996 Ford:

DATE REPORTED	ODOMETER READING	INFORMATION SOURCE	GENERAL COMMENTS
01/07/1997	20,371	Auto Auction Southeast Region	Vehicle Sold

if in Ohio -> NO warranty work in "Program Cars"

http://www.carfaxonline.com/cgi-bin/dealer_order.exe

ought car:
-MR. David O'Hayes -
1-853-44 Ford
(6 mos - lease)
DeLatur
(256-350 4454)

John Carpenter Ford
Moulton, Al. 974-1186
2/97
Service file - recall -
Title Clerk -
Ford Motor Credit (seller) - (Buyer)

(Go Between)
Purchased from 12/21/1999 Moody
Bessa Bihays - 205-640-1010
Auto - not mandatory -
97701 - normal service
< calibration of update of computer. 4/97
- no performance - done

03/13/1997 20,598 Alabama
Motor Vehicle Dept.
Decatur, AL
Title #20960087 (No Title)

05/19/1998 32,923 Auto Inventory
Decatur, AL

09/11/1998 33,069 Alabama
Motor Vehicle Dept.
Guntersville, AL
Title #23210103

Title or registration issued

Offered for sale at dealership

Title or registration issued

at Cloverleaf
31 Highway
← Mike/Joyce Purch Car

NOTE: You have significantly reduced your risk of purchasing a vehicle with a hidden problem. However, Carfax has not inspected this vehicle. There could be other potential problems with this vehicle that have not been reported to Carfax.

NOTE: Not all titles issued represent a change in vehicle ownership. For example, a title could be issued to reflect an address change or correction.

SECTION 5 CLEAN TITLE HISTORY GUARANTEE INFORMATION

Carfax agrees to pay to the holder of this report 10% of the wholesale value of the vehicle, up to \$1,000, if Section 2 of this report indicates a Clean Title History and a Problem Title actually exists for this vehicle. The individual or entity must have ownership of the vehicle in question at the time a claim is made. This offer is not valid with any other guarantee offered by Carfax.

For complete terms and conditions of the Carfax Clean Title History Guarantee ask your authorized Carfax subscriber for a Clean Title History Guarantee certificate, or a copy of "A Consumers Guide to Buying a Quality Used Vehicle." The terms and conditions also appear on the Carfax Web site at www.carfax.com or may be obtained by writing to Carfax.

WARRANTY DISCLAIMER

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CARFAX(R)
C370007 09:54 12/21/1999 1-800-274-2277 www.carfax.com

Beck's Garage
Albertville, Alabama
878-6008

The following is a short history of the car from the time it was made to the time we purchased the car.

Our Ford dealer in Maine got this information about the car sent to me via the internet.

1. It was a program car. Built in St. Thomas plant in Ontario, Canada on 3-19-96 and sold to Rhode Island. (Sold to F135801 and ship to F88-931) There is a PO 7 program til March 31'2000, on the vehicle. If it is a program car and has less than 50,000 miles, and you are the first owner, it could be repaired by Ford. I don't qualify.
2. Ford program cars are given to a brokerage firm in Birmingham (A'Dessa). On 3-19-97, John Carpenter Ford purchased the car and serviced the car for the owner, Mr. David O'Hayes (256-350-1154). He is notified by the company that the check engine light has a recall. (recalibration of some sort) 97T01. He recalls getting that notice, and he told me that he thought that it was taken care of. Records at John Carpenter show that it is still an open recall.
3. After about 12,000 miles the car is traded in to Cloverleaf Buick in Decatur. (5-19-97 at 32,923 miles)
4. Cloverleaf sells it to Major Motors where we later purchased the vehicle. It had 33,069 miles on it.

We did not purchase the extended warranty because we felt that we were buying a good car. We did not know about the service bulletin.
(My husband drove a crown victoria for his law enforcement work and had his car well over 100,000 miles on it.)

Trouble began:

12-10-99--Joyce drives to Huntsville, Al. for concert. Filled up gas tank before concert. Following concert, I started my car. It really rumbled and acted like it was starving for gas. I had a friend with me. I drove my friend home whereupon, it really idled roughly. Drove home.

12-11-99-- Before work, I drive to Mike's Auto to check out car. Tell him what car is doing. He says it sounds like I have bad gas. I had put dry gas and fuel injector cleaner in the gas tank after I got home from the concert. He said to drive it some and let it work itself out. I went to work and after work, I did not have any problems in starting it. I drove to Jacksonville State University (112 miles) for my course and did not have any more problems in starting or driving it home.

12-12-99--I start the car to go to work and it does not want to catch and rumbles very roughly. I call a wrecker, but it does not come in a timely fashion, so I try the car again and manage to get it running and drive about two miles to Mike's auto and leave the car with him. I call later in the day and he says that I have bent valves. He ran a compression check and found 1,2,3 cylinders were low on compression. He pulled the right valve cover and found 3 rocker arms off and 3 bent valves which indicated that the heads had to come off.

Mike could not perform the necessary work at that time because he lacked the necessary tool that would allow him to fix the engine properly. He ordered the tool.

About this time, Mike's Auto got another car, a Lincoln Town car with the same engine and 67,000 miles with valve problems.

12-16-99 I called Ford Customer to file a complaint.

12-17-99--I called Ford Customer Service and got the same exact message (nothing we can do-no warrantee etc.) I ask to file a mediation complaint.

12-17-99--I called Major Motors, where we purchased the car and asked what they could do for me. They indicated that they would be willing to let me have the parts at cost.

12-17-99--The car gets towed to Major Motors, with the valve covers still off and in the car itself as I had instructed Mike to do.

Cynthia, the Service Manager suggests that Ford that should work on the car instead, if we were filing mediation, so that there wouldn't be any middle man.

12-17-99--The car is towed from Major Motors to Bob Skolfield.

The car stayed at Bob Skolfield's until 1/7/99.

Skolfield Ford had called the Ford Motor Company and was told not to work on the car as it would be tampering with evidence until the mediation paperwork had been filed.

I was not able to wait until that time as I was going to school and needed my car.

I told them that I wanted the car repaired anyway, that I would pay for the repairs and fight with Ford later. Skolfield Ford tells me that he is short handed and would be a couple more weeks before he could start working on it.

12-20-99-I call Ford Motor company to tell them that I have not received my paperwork and that I was very frustrated.

12-22-99- The SB application was initiated.

I called Major Motors and told them that they would be getting the car back to repair as Skolfield was not able to do it in a timely fashion. She also said that they were short handed and that she would not be able to do it for at least a week.

January 7,2000--Out of desperation, I looked through the yellow pages and found

Charlie Beck's garage and they rebuilt engines. Mr. Beck said that he thought that he could get onto it right away and had the car towed to his place.

Mr. Beck found out that there was a service bulletin out on the engine. Hasty Auto did the "valve job" and all other parts needed to repair the engine were ordered through the local Ford Dealership, Gilbert and Baker Ford, Highway 431, Albertville.

1-18-00--I call Ford Customer service--no paperwork

1-27-00--Ford initiates SB application for second time.

2-2-00--redid application

2-2-00--called another Lincoln dealer and asked if they were having problems fixing 4.6 engines so that they would stay running. He did indicate that they had had a few problems.

Mr. Beck put the car together and took it for a long test drive. He put 36 miles on it and it skipped again. In opening up the again for a second time, he discovered more rocker arms off on the opposite side of the engine.

He tried to replace more valves for a long period of time, but the engine kept popping them off. He decided that it could not be repaired as he had done everything that he had been told to do--Billy Thrasher Ford, Gilbert and Baker, and Cloverleaf Lincoln and Mercury.

In order to get the car working again, he ordered a used Thunderbird engine, same kind, with 70,000 miles from a salvage yard. It had a 30 day warrantee with it. He installed that engine, drove it, and called me on Feb. 4 and said that he would have it ready for me by Monday, Feb. 7. I had to get a loan, so I had to wait until Wednesday to pick it up.

2-7-00--Called Ford Customer--was told that Gilbert and Baker had tried 3 times to call me. We have an answering machine, and they never called or left a message. Told them that my first engine could not be repaired with Ford parts and needed another engine.

2-9-00-- I paid for the car, and on my way home about 1/2 mile from Mr. Beck's garage, the engine light came on. I pulled over and called him. He said to bring it in the next day. He felt sure that it was not the engine.

Feb. 10, I drive the car to Mr. Beck. He puts it on the computer and finds a vacuum part out of order or adjustment, fixes it. I drive about 1 mile to the gas station on my way home and the check engine light comes on. I turn around and go back to Mr. Beck whereupon he put it on the computer and finds an oxygen sensor not connected tight enough. I drove home, but I heard a popping noise from the engine.

2-10-00--called Ford customer service to tell them the cost of my vehicle and what happened to the new/used engine that was put into my vehicle because the first one could not be repaired.

2-11-00--I started the car and the engine made a rumbling sound and did not want to

start. Mr. Beck came to get the car, opened up the Thunderbird engine and found two bent valves. He replaced all of the rocker arms in the Thunderbird with the new ones ordered from Ford that should have repaired my first engine. I asked him to keep it over the weekend and drive it as much as he could to be sure. He drove it 138 miles.

February 15. I drove my car home. So far it is running.

Mr. Beck did not charge me for breaking down the first engine a second time, after fixing it initially. Enclosed is a slip that he did not charge me out of the kindness of his heart, that I hope to recover his labor for him in a mediation or lawsuit against Ford.

The State Attorney General's office gave me this number and I have given this number to Mr. Dale Hamilton. He had to bring his Lincoln tinker back for a second fix-same problem two days after Mike's Auto fixed it the first time. He has since traded his car in because he said that he didn't trust it. I feel the same way about my car, but do not have the money to trade mine in at this time. I feel that I am being forced into buying an extended warrantee just to protect myself after 30 days.

I feel that the value of this car as a trade in will diminish as a result of having another engine in it. In the meantime, my old engine with all of its parts is sitting in Mr. Beck's garage until this is settled.

I would have had further expenses in that I would have had to rent a car. At 150.00 a week, (the cheapest rate that I could find). My mother-in-law, who fell into ill health and had her Cadillac for sale at the time this happened to our car now has an extra two thousand miles plus and has had to take it off of the market until we got our car back. I feel that this amount of money is owed her for her "renting her car to us, thereby reducing her value from her car.

Enclosed: -Car tax form
-bill from Charlie Beck for one rebuilding of engine
-bill from Mr. Beck for labor that he lost having to take down two more engines.
-towing the first time to Arab

Not enclosed:
-payment to Mike's auto for his labor to diagnose the problem 40.00.
-rental fee for car for 8 weeks at 150.00.

I feel that the Ford Motor company has been unfair in not admitting that they are having problems with their engine and should have to own up. My car now smells like the interior of a mechanic's shop because it has been there so long. We have been Ford loyal customers. This is our 12th Ford vehicle and we feel that we have been shafted.

The Ford Customer Service center has been of no help to us whatsoever and at times, they have dared us to do whatever it takes.

I do appreciate your looking into this matter. I would appreciate hearing the results of our complaint.

Sincerely,

