



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

858

Date Received

29-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

879265

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
FILL INN	FORD	CROWN VICTORI	1997	

Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ 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 05100000 12420000	Part Name(s) ENGINE INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 29-JAN-2001 Mileage at Failure(s) 58 Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SENSORS WENT OUT AND THEN ENGINE CHECK LIGHT CAME ON, AND THEN ENGINE WENT OUT. *AK

CONTINUE ON BACK IF NEEDED

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.

**National Highway
Traffic Safety
Administration**

Vehicle Owner's Questionnaire (VOQ)

1-888-327-4236

www.nhtsa.dot.gov/hotline

Date Received _____

01 FEB 21
29-JAN-2001

Od_or _____
rt_dl _____
ad_rt _____
up_ltr _____

879265

670712

Home Num

☒ YES ☐ NO

Date 2/12/01

Current Odometer Reading

58,158

☐ Turbo
☐ Diesel
☒ Gas

Fuel Injection

Body Style	4-Door
------------	--------

☐ 2-Door
☒ 4-Door

	Stationwagen
---	--------------

 Pick Up Truck
Cater

Failed Part(s)

☐ Original

NHTSA Previously

Contacted?

☐ Yes ☐ No

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

Reported to Police:

☐ Yes ☒ No

SENSORS WENT OUT AND THEN ENGINE CHECK LIGHT CAME ON, AND THEN ENGINE WENT OUT.

*AK
CHECK ENGINE LIGHT CAME ON - NO OTHER WARNING CAR RAN
TERRIBLE WENT TO SANDERSON FORD, THEY SAID #4 CYLINDER ONLY
HAD 40% OF ~~the~~ COMPRESSION. NEEDED NEW SENSOR THAT CAUSED
CAR TO RUN TO LEAN WHICH CAUSED THE ENGINE TO LOSE
2 VALVES - I DON'T KNOW HOW LONG CAR RAN LEAN THERE WAS NO
WARNING THIS WAS HAPPENING. THE CHECK ENGINE LIGHT DIDN'T COME
ON TILL IT WAS TO ~~late~~ CONTINUE ON BACK IF NEEDED

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Field to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

ALSO - Hood Latch problem Although
They Say There Are No Recalls on This
Vehicle. IT would pop up when Driving.

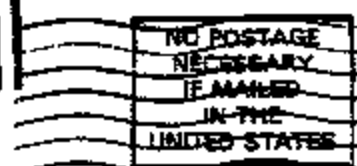
U.S. GPO: 1992-0-225-877/0000

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. 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



Sanderson

Lincoln Mercury

BODY SHOP LOCATION
SANDERSON FORD
6409 N. 53RD. AVE.
GLENDALE, ARIZONA 85301
(623) 842-8705

2121 W. BELL ROAD SERVICE TELEPHONE (602) 375-7400
PHOENIX, ARIZONA 85023 MAIN SWITCHBOARD (602) 375-7500
www.SandersonLM.com

Motorcraft



Customer No.	107836	ADDRESS	JOHN T. THORNHILL	TAG NO.	8213 4067	INVOICE DATE	01/30/01	INVOICE NO.	LICS778319
		LABOR RATE	72.00	LICENSE NO.		MILEAGE	58,158	COLOR	TAN/
		YEAR / MAKE / MODEL	97/FORD/CROWN VICTORIA/4DR SDN				DELIVERY DATE		
		VEHICLE ID. NO.	2 F A L P 7 3 W 3 V X 2 2 5 8 7 0				SELLING DEALER NO.	PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.	01/22/01			
COMMENTS									

LABOR & PARTS

JOB # 1 106F02 TIME DRIVEABILITY TEST (602) 375-7400 133.15

CHECK ENGINE LIGHT ON AND RUNS ROUGH. CUSTOMER STATES WAS DRIVING UP SUNSET POINT HEARD A NOISE AND LIGHT AND CAR HAVE BEEN DOING THIS EVER SINCE
EEC SYSTEM DIAG P0304 P0308 DCL MAF 143HZ SPEC 154HZ IGN SYS TEM DIAG CYL 4 PLUG MELTED. COMPRESSION TEST CYL 4 FAILS 40PS
I ENGINE DAMAGE OCCURED. RECOM ENG REPAIR, MAF SENSOR, & MAINT. REPLACE MAF SENSOR ONLY OTHER RECOMMENDED MAINT DECLINED.
RETEST EEC P1000 OK.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	F6Z2-12B579-AA	SENSOR ASY Y	133.91	133.91
JOB # 1 TOTAL PARTS					133.91
JOB # 1 TOTAL LABOR & PARTS					267.06

JOB # 2 01F02 QCM57000 57000 MILE SERVICE PER QCM SCHEDULE TECH(S) 8347 0.00

PERFORM 57000 MILE SERVICE PER QCM SCHEDULE
CHANGE OIL AND FILTER
MAINTENANCE
PERFORM 57000 MILE SERVICE PER QCM SCHEDULE
SEE ENGINE REPAIR.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

JOB # 3 13F02 ENGINE REPAIR/MINTO TECH(S) 8347 1692.00

ENGINE RUNS ROUGH. TUNE CHECK SAID NO COMPRESSION CYL. NO 4
DIAGNOS. R&R INTAKE ASSEMBLY AND BOTH VALVE COVERS. R&R FRONT COVER TO R&R RIGHT HEAD TIMING ASSEMBLY. R&R RIGHT HEAD TO REPLACE #4 CYLINDER VALVES. HAND LAP BOTH VALVES. REPLACE SPARK PLUGS. CHANGE OIL & FILTER.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3	1	XR3Z-6051-BA	GASKET-CYL Y	27.90	27.90
JOB # 3	1	F6A2-6584-AA	GASKET-VAL Y	9.33	9.33
JOB # 3	1	F6A2-6584-BA	GASKET VAL Y	9.33	9.33
JOB # 3	10	F5A2-6065-A	BOLT-M11 X Y	3.48	34.80
JOB # 3	1	F5A2-6507-A	VALVE-INTA Y	5.39	5.39
JOB # 3	1	F1A2-6505-A	VALVE-EXHA Y	15.05	15.05
JOB # 3	2	XW72-9439-AA	GASKET INT Y	6.38	12.76
JOB # 3	1	RG-571	SEAL-4B.5X Y	3.15	3.15
JOB # 3	1	F1A2-6020-A	GASKET-FRO Y	4.70	4.70
JOB # 3	1	F1A2-6020-C	GASKET-FRO Y	4.70	4.70
JOB # 3	1	F6A2-6020-BB	GASKET-FRO Y	5.62	5.62
JOB # 3	1	F5A2-6700-A	SEAL CRANK Y	7.67	7.67
JOB # 3	1	FL-820-S	FILTER ASY YS	7.23	7.23
JOB # 3	5	MO-1	MOTOR OIL	1.50	7.50
JOB # 3	1	E2F2-19549-AA	COOLANT	5.30	5.30
JOB # 3	8	AMSF-32P-P	SPARK PLUG B001	7.00	56.00
JOB # 3 TOTAL PARTS					216.43

Sanderson

Lincoln • Mercury

2121 W. BELL ROAD
PHOENIX, ARIZONA 85023

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GLENDALE, ARIZONA 85301
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Motorcraft



CUSTOMER NO. 107836	ADVISOR JOHN T. THORNHILL	TAX NO. 8213 4067	INVOICE DATE 01/30/01	INVOICE NO. LICS778319
	LABOR RATE 72.00	LICENSE NO.	COLEGE 58,158	COLOR TAN/
	YEAR / MAKE / MODEL 97/FORD/CROWN VICTORIA/4DR SDN			STOCK NO.
	VEHICLE I.D. NO. 2 F A L P 7 3 W 3 V X 2 2 5 8 7 0			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
	P.O. NO.			SELLING DEALER NO.
			P.O. DATE 01/22/01	PRODUCTION DATE
COMMENTS				

JOB # 3 TOTAL LABOR & PARTS 1908.43

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	SS	SHOP SUPPLIES	12.00
JOB # A	EV	ENVIRONMENTAL DISPOSAL CHARGE	1.00
JOB # 1	SCDL	SENIOR CITIZENS DISC. LABOR 10%	-13.32
JOB # 1	SCDP	SENIOR CITIZENS DISC. PARTS 10%	-13.39
JOB # 3	SCDL	SENIOR CITIZENS DISC. LABOR 10%	-100.00
JOB # 3	SCDP	SENIOR CITIZENS DISC. PARTS 10%	-21.64
TOTAL - MISC			-135.35

TOTALS

TOTAL LABOR...	1825.15
TOTAL PARTS...	350.34
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	13.00
TOTAL MISC DISC	-148.35
TOTAL TAX.....	24.55

TOTAL INVOICE \$ 2084.69

CUSTOMER SIGNATURE