



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

436

Date Received

22-FEB-2001

Od_or _____

rt_dt _____

pd_rt _____

ip_ltr _____

Reference No.

881095

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
2MEPM36XOMB622027	MERCURY	TOPAZ	1991	

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 05260000	Part Name(s) ENGINE ENGINE COOLING SYSTEM: THERMOSTAT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 22-DEC-2000 Mileage at Failure(s) 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)

VEHICLE WOULD STALL IN TRAFFIC AFTER STOPPING. NORMALLY IN MIDDLE OF A INTERSECTION. THERMOSTAT WAS CAUSING IT TO STALL. DEALER'S DIAGNOSTIC MACHINE WASN'T READING WHAT PROBLEM COULD HAVE BEEN. *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.

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4235 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 436	
		Date Received 22-FEB-2001 EFFECTS- INVESTIGATION	Od. or R. dt nd. rt up. ltr Reference No. 881095
OWNER INFORMATION (Type or Print) 675935			
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 <u>2-16-01</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2MEPM36XOMB622027	Vehicle Make MERCURY	Vehicle Model TOPAZ	Vehicle Year 1991
		Current Odometer Reading 100721	
Purchase Date <u>11-2000</u> ☐ New ☒ Used	Dealer's Name <u>Larry Green Chevrolet</u> City <u>Phoenix</u> State <u>AZ</u> Zip Code <u>86326</u>		Engine Size (CID/CC/L) <u>2.3</u> No. Cylinders <u>4</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 ☐ Sport Util. Truck ☐ Motorcycle
		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05100000 05260000	Part Name(s) ENGINE ENGINE COOLING SYSTEM:THERMOSTAT	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures <u>2-10</u>	Date(s) of Failure(s) <u>22-DEC-2000</u> Mileage at Failure(s) <u>100400</u> 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
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
VEHICLE WOULD STALL IN TRAFFIC AFTER STOPPING. NORMALLY IN MIDDLE OF A INTERSECTION. THERMOSTAT WAS CAUSING IT TO STALL. DEALER'S DIAGNOSTIC MACHINE WASN'T READING WHAT PROBLEM COULD HAVE BEEN. *AK <i>See ENCLOSED</i>			
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.			

AUTO REPAIR ORDER

[illegible]

HEREBY AUTHORIZES: "AN ALIEN PROGRAMMER TO BE WORKING WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR IN SOMEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPENSE MECHANIC'S LIFT IS HEREBY ACKNOWLEDGED ON AVOIDING CAR, TRUCK OR VEHICLE TO RECOVER THE AMOUNT OF REPAIRS THEREOF.

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE WHEN I CHOOSE NOT TO AUTHORIZE THE SERVICE RECOMMENDED.

1.1. General information

2. Please proceed with repairs, but call me before proceeding if the price will exceed \$

I do not wish to respond

AUTO REPAIR ORDER

The Thermostat was Binding and Not Closing
The Replacement Cured the Problem
The Air Bypass Valve was Not Needed
Twice. This Car was Put Back on the
Road by a Dallasair in an Unsafe Condition

CUSTOM MUFFLER and Driveline Specialists

Autos

Keith & Bridget Mohr, Owners

Pickups

RV's

662A E. Hwy. 89A • P.O. Box 159 • Cottonwood, AZ 86326

4 x 4's

Custom Exhaust Systems

(520) 634-8796

Headers

Catalytic Converters

Trailer Hitch Installations

SOLD BY		DATE 2-13-2001		PHONE	
NAME				MAKE	
ADDRESS				MODEL	
CITY		STATE		ZIP	
MILEAGE					
QUAN	MATERIALS DESCRIPTION			AMOUNT	
1	Cat test			20	00
	EXHAUST PRESSURE TESTED				
	FOUND 140 OK				
TOTAL MATERIALS					
COMMENTS				TAX	
TOTAL LABOR					
GRAND TOTAL				20	00

#3



Stalls - 2.3 HSC - During Initial Start-up, At Idle And Gear Engagement, Tip-In Or Decel

**Article No.
93-9-6**

FORD:
1988-91 TEMPO

LINCOLN-MERCURY:
1988-91 TOPAZ

ISSUE:

Engine "stalls" at idle, gear engagement, tip-in or decel may be caused by one or a combination of the following reasons. Throttle Position (TP) sensor, throttle body deposits, thermostat early to open, fuel pump performance, fuel injector deposits, Idle Air Valve Control (IAVC) and Intake Valve Deposits (IVD).

ACTION:

Diagnose and repair the following causes of engine "stall". Refer to the following procedure for diagnostic and repair details.

DIAGNOSIS AND REPAIR PROCEDURE

1. THROTTLE POSITION SENSOR (TPS) - CONCERN

- a. Inspect the TP sensor on the vehicle. If the part number is (E83F-9B989-AA) and does not have a yellow dot, replace the TP sensor with a CTS corporation Throttle Position (TP) sensor. Service part number F1DZ-9B989-A.

2. THROTTLE BODY DEPOSITS

- a. Check engine idle RPM. Refer to the Engine/Emissions Diagnostic ("H") Manual. If the engine RPM is not between 900-1100 RPM do the following:
 - 1988 - 1990 Calibrations; Install Idle Air Control Valve Service Kit (F2PZ-9F939-A), refer to the instruction sheet included in the Kit for installation details.
 - X ● 1991 Calibration; These calibrations have a sludge tolerant throttle body design which has a special coating applied to the throttle bore and plate throttle body. Cleaning or use of the Idle Air Control Valve Service Kit is not allowed. Refer to the 1991 Engine/Emission Diagnostic Manual for correct air flow adjust procedure.

X **3. THERMOSTAT - EARLY TO OPEN**

NOTE:

AN EARLY TO OPEN THERMOSTAT STARTS TO OPEN AT A LOWER TEMPERATURE THAN THAT FOR WHICH IT WAS DESIGNED.

This concern applies to vehicles with a fully warmed engine that stall/quit on light accelerations from a

#5

VERDE VALLEY FORD LINCOLN MERCURY INC
1515 E HWY 80 A
COTTSMOUTH AZ 86026

GRANT BARKER

SUBLET ADVISOR

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAX NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20DEC00	22DEC00		2MEPM36X0HM622027	5677517	T39		22DEC00	R4966
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	SA
14:25	11:25	1991	MERCURY TOPAZ		62.00	10OCT10	4901	8030
MILEAGE IN	MILEAGE OUT	LICENSE NO.	AGENT / LOCATION					
100471	100473							

DIAG. RUNS FINE WHEN COLD WHEN TIME IS UP
WHEN IT WARMS UP IT STALLS OUT LIKE AT A
STOP SIGN WHEN YOU GO TO TAKE OFF IT WILL
DIE OR IF YOU PUT IN REVERSE TO BACKUP IT
WILL DIE
DV00 *****DRIVABILITY*****
8982 CC 4.10 254.20 254.20
1 CM*1001X CLEANER-FUEL
INJECTOR PRESSUR 21.05 21.05 21.05
1 E9AZ*9F715**A VALVE
ASY.-BY-PASS 84.02 84.02 84.02
1 F2PZ*2F939**A
KIT-ENGINE IDLE AIR
ADJUST SER? 20.42 20.42 20.42
HOOK TO SROSCHECKED BLOW BY EXCESSIVELY.
RECOMMEN D IAC, INJECTOR FLUSH, THROTTLE BODY
CLEANED. C LEANED THROTTLE BODY FLUSHED
INJECTORS R AND R IAC SPACER PLATE AND RESET
IDLE. ROAD TEST OK
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 10.00
NOT REQUIRED IN THIS CAR FOR 1 YEAR
2 ARTICLE No. 93-9-6

DESCRIPTION	TOTALS
LABOR AMOUNT	254.20
PARTS AMOUNT	125.49
GAS OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	10.00
TOTAL CHARGES	389.69
LESS INSURANCE	0.00
SALES TAX	10.70
PLEASE PAY THIS AMOUNT	400.39

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the
warranties with respect to the sale of this
item/items. The Seller hereby expressly disclaims
all warranties, either express or implied, including
any implied warranty of merchantability or fitness
for a particular purpose. Seller neither assumes
nor authorizes any other person to assume for it
any liability in connection with the sale of this
item/items.

SEBONA: 14.55 U HIGHWAY 89A
282-1600
SEBONA MARS 1 800 273-3675
This money was Refunded 2/6/01
AFTER THE REPAIR THE CAR STILL STALLED
THATS THE WARRANTY PROBLEM
#1



STANDARD MOTOR OIL
 100% MOTOR OIL
 100% MOTOR OIL

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01 JAN 01	01 FEB 01		2H1FM36X0MB62	5677117	11230		011101	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	MIN SERVICE DATE	PREPARED BY	S/A
		1991	MERCURY TOPAZ		60.00	1000000	AND	700
MILEAGE IN	MILEAGE OUT	SCENE NO.	MISCELLANEOUS COMMENT / LOCATION					
100724	100724							

TEST	TYPE	HOURS	ESTIMATE	NETWORK	TOTAL
A. CHECK THE ENGINE OIL START WITH A NEW OIL YOU SET FOR A SHORT TIME AT A NEW OIL SETS FORTH IF YOU GO TO NEUTRAL TO SHOOTER OUT ONCE IT STARTS YOU WANT TO PUSH PEDAL TO THE FLOOR TO GET TO ONLY RUN SHORT TEST 8000 RPM 0.00 0.00 0.00 NO PROBLEMS FOUND AT THIS TIME					
<i>TECHNIQUE SET 2700 STEVE NOT WHOLE</i>					

DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER
LABOR AMOUNT	0.00	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seter hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seter neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
PARTS AMOUNT	0.00	
GAS, OIL, LUBE	0.00	
SUBLET AMOUNT	0.00	
MISC. CHARGE	0.00	
TOTAL CHARGE	0.00	
LESS INSURANCE	0.00	CUSTOMER SIGNATURE
SALES TAX	0.00	
PLEASE PAY THIS AMOUNT	0.00	

RECEIVED
 1000000
 1000000

NOTE THE NO PROBLEM FOUND?

#2