



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

DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received: APR 15 2003  
Repository:   
Reference No.: 10012160

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: SOUTH BEND State: IN Zip Code: [REDACTED]  
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: SA

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, NHTSA will use the name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 03/21/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
PLEASE FILL IN: 1FALP53U75G261095  
Make: FORD Model: TAURUS Model Year: 1995  
Date Purchased: 4/14/95 Dealer's Name and Telephone Number: JORDAN FORD (574) 259-1981  
Original Owner:  Dealer's City: State: Zip Code: 6  
Engine: No. Cylinders: 6 Fuel Type: GAS  
Transmission Type: Automatic  Antilock Brakes  Cruise Control  
Powertrain: Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 03-SEP-1998, 06-AUG-2002  
Failure Mileage: 29,000, 58,336  
Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15)  
DOT No. (Example: DOT14LBABC036)  Original Equipment  Prior Repair Failure Location:  
Tire Component Code: Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:  
Seat Type: Installation System:  
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: Number of Deaths: Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

THE VEHICLE'S TRANSMISSION FAILED AT 29,000 MILES. THE DEALER HAD BEEN NOTIFIED. \*MLM  
THE TRANSMISSION FAILED AGAIN, SAME PART, AT 58,336.  
GRADY FORD, COLUMBUS, OH ADVISED THAT THE SEAL WAS IMPROPERLY INSTALLED DURING FIRST REPAIR.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.  
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 summarized summary thereof, may be used in support of the agency's action.

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

TRANSMISSION SEAR~~ED~~ FAULT AT 29,000 AND ABOARD AT 52,000

Lead Mechanic advised that it's a dealer responsibility.

Dealer is not concerned.

Question: Will TRANSMISSION fail again at 99,000 miles (29,000 + 29,000 + 29,000)

Should a customer expect to get more than 29,000 miles out of a new car???

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation  
National Highway Traffic Safety Administration

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

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**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**

**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) 2 DOT



US Department of Transportation  
National Highway Traffic Safety Administration  
http://www.nhtsa.gov

Mr. Craig Kapson  
President  
Jordan Motors

Re: Repairs to 1995 Ford Taurus 1FALP53U7SG261095  
Replaced Leaking Transmission Converter Seal  
Graham Ford, Columbus Ohio

Our Taurus became disabled at the junction of Interstates 40 and 70 on Aug. 5, 2002 due to a faulty seal installed by Jordan's Service Department.

The transmission on our Taurus failed and was repaired/replaced on Sept. 3, 1998 because of Fords silent warranty on the power train. We participated with this cost.

Enclosed is the part that was removed. The damage to the seal due to improper installation is easily observed.

The attached Service Invoice reflects the cost of repairs to this vehicle ( \$705.72 plus 5.75% Sales Tax for a total of \$746.33). Not shown is \$80.86 for car rental to Graham Ford. The total expenditure is \$827.19.



It is requested that we be reimbursed for the amount shown.

Please feel free to contact Mr. Todd Parsley, Service Manager of Graham Ford at AC 614 464-6161.

It is also requested that you return the defective seal along with your response to this request.

It may be of interest to you that we are recent purchasers of a 2002 Toyota XLE at Jordan Toyota. We hope that the transmission and service is a step above that accorded to the Taurus.

Regards,

  
South Bend, In  


8-19-02

FORD

[REDACTED]  
South Bend, In. [REDACTED]

LINCOLN

Dear [REDACTED]

**MERCURY** I have researched your complaint in reference to the recent seal you had changed at Graham Ford on a recent trip. I called and spoke to the Service Manager ( Todd Parsley ) this morning. Todd told me he told you that seal failure could have been caused by mis installation if it had been done recently. Please consider the following:

**TOYOTA** a). The damaged seal you sent was damaged during removal at Graham Ford. This is common to have to destroy a seal during removal. I can assure you that the seal did not even closely resemble it's current condition.

b). Had the seal been so destroyed during installation at the initial repair four years ago, you would have been calling me that very day complaining of a huge fluid leak on your garage floor.

**MITSUBISHI** c). Anyone that is certified and properly trained can agree there is no way that seal would have gone 30,000 miles and four years in its current state. Fluid depletion would have been so large that the vehicle would not have moved under it's own power shortly after the overhaul.

d). The transmission work we performed was in 1998 with mileage at 29,006. The work performed on your recent trip was done on August 5<sup>th</sup>, 2002 at 58,336 miles.

**VOLVO** e). Conversation with the Service Mgr. at Graham Ford confirms workmanship on our part four years ago is indeed not the causal factor.

f). I invite you to call Todd Parsley at Graham Ford for clarification of the repairs they performed.

In closing I must deny assistance at this time based on age and mileage.

**KIA** I am pleased however that as a dealer we were able to obtain financial assistance in 1998 for initial transmission repairs even though your vehicle was out of warranty. Although you participated in repair costs in 1998 I can assure you that your out of pocket expense was greatly diminished by our actions as a dealer.

USED



If you have any questions, please contact me at your convenience. We appreciate your business and hope you understand our position.

Sincerely,



William A. Reinke  
Service Mgr.

Cc: 

Re: Vin# 1FALP53U7SG261095

Ford Motor Company  
Dearborn, Michigan  
Att: Engineering Department

Gentlemen:

Re: 1995 Ford Taurus  
Ser #1FALP53U7SG261095

The above unit was purchased as a new vehicle from the Jordan Automotive Group on April 14, 1995.

On Sept.3, 1998, the transmission was repaired at 29,006 mil;es at the Jordan Service Department.

On August 6, 2002, the transmission failed again at the junction of US 40 and 71 in Ohio. The mileage was 58,336.

Graham Motors Service Department indicated that a faulty installation had been made of the transmission converter seal.

Jordan Automotive Service Department was asked to reimburse for the cost of this repair. Mr Reinke, of Jordan, was quick to deny responsibility while asserting that a faulty seal would have shown up earlier.

At no time did Mr Reinke suggest that Ford Motors could be responsible for a transmission that needs repair every 29,000 miles, nor did he advise what a long time customer could do to avoid future problems.

Perhaps the Engineering Department can offer some advise. Should we keep the car parked? The last breakdown narrowly avoided a collision on a busy interstate highway. I choose not to sell the car or otherwise transfer the problem to some unsuspecting soul.

Incidentally, I recently transferred a 1992 Crown Victoria to my grandson so that he would have reliable transportation. The power train had 115,000 miles on it and we believe that it can get another 100,000.

Can you offer any help, advise or suggestions?

Respectfully,

  
South Bend, In.   
"Z" Plan Eligible

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**