



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
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

2003 MAY 27 AM 10:52
14-APR-2003

Repository ☐

Reference No.
10015786

OWNER INFORMATION (Type or Print)

Name

Address

City INDEPENDENCE

State MO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 address to the vehicle manufacturer.

Signature of Owner *[Signature]* Date 4/24/03

VEHICLE INFORMATION

Make
FORD

Model
TAURUS

Model Year
1995

Date Purchased
8-25-1998

Dealer's Name and Telephone Number
[Signature] 816-833-4700

Engine:
No. Cylinders
V-6

Fuel Type:
Gasoline

Original Owner
☐

Dealer's City
Independence

State
MO

Zip Code
64055

Transmission Type

☒ Antilock Brakes

Powertrain

Auto - 4 speed

☐ Cruise Control

Vehicle Component Code
980000 OTHER

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
09-APR-2003

Failure Mileage
47000

Failure Speed
at any speed

*odometer worked - speedometer failed - see
attached information - "Speed Kills"*

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: DOTHM5ABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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; include, if available, Police/Fire Department Report, Photos, and Repair Invoice.

THE SPEEDOMETER FAILED. *JB

- obvious Factory Defect - see enclosed info.

Bill enclosed

Dealer Provided information to me from Oasis and told me to call

Ford's regional office and provided the 1-800 number. They also told me I

only had until April 18th, 2003 to report & try to resolve this.

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 statistical summary thereof, may be used in support of the agency's action.

47,360 miles

Printable View (4 KB)	
Article No. 89-7-9	• SPEEDOMETER - NEEDLE WAVERS AND STICKS AT AN ODOMETER READING BETWEEN 40,200 AND 80,400 KILOMETERS (25,000 AND 50,000 MILES)
Publication Date: APRIL 9, 1999	

pari

✓ FORD:
✓ LINCOLN-MERCURY:
✓ LIGHT TRUCK:

1992-95 TAURUS
1992-95 SABLE
1995-98 WINDSTAR

This TSB article is being republished in its entirety to expand the model year coverage and to include the latest level parts.

ISSUE:

The speedometer needle may waver and/or stick at an odometer reading between 40,200 and 80,400 kilometers (25,000 and 50,000 miles). This may be caused by oil not being injected properly during manufacturing, resulting in the pointer waver.

ACTION:

Replace the speedometer. Refer to the following Service Procedure for details.

SERVICE PROCEDURE

1. Verify proper operation of the Vehicle Speed Sensor (VSS) and drive cable. Repair as required and verify the concern. If the concern is still present, continue with Step 2.
2. Replace the speedometer assembly.
 - a. Dealers are to call the Cluster Service Center (800-259-8700 or 216-433-1050) to order the speedometer assembly and to report the reading that needs to be set on the odometer.
 - b. The Service Center will ship the speedometer to the dealer within 24 hours.
 - c. The dealer will exchange the speedometer and scrap the defective core.

NOTE: THE NEW SPEEDOMETER WILL DISPLAY ACTUAL KILOMETERS/MILES AND WILL HAVE BLACK TENTHS MARKERS INSTEAD OF RED WITHOUT A CHANGE IN SERVICE PART NUMBERS.

PART NUMBER	PART NAME
F4DZ-17255-A	Speedometer Assembly - 85 MPH (Taurus/Sable)
F4DZ-17255-B	Speedometer Assembly - 140 MPH (Taurus)
F4DZ-17255-C	Speedometer Assembly - 200 Km/H (Taurus/Sable)
F4DZ-17255-D	Speedometer Assembly - 220 Km/H (Taurus/Sable)
F68Z-17255-CB	Speedometer Assembly - MPH (Windstar)
F68Z-17255-BB	Speedometer Assembly - Km/H (Windstar)

OTHER APPLICABLE ARTICLES:

NONE

SUPERSEDES:

97-12-5

WARRANTY STATUS:

Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

OPERATION	DESCRIPTION	TIME
990709A	Replace Speedometer Assembly - Taurus/Seble	1.3 Hrs.
990709B	Replace Speedometer Assembly - Windstar	1.2 Hrs.

DEALER CODING

BASIC PART NO.	CONDITION CODE
17255	41

OASIS CODES:

204000, 204200, 302000

OTHER APPLICABLE ARTICLES: NONE

SUPERSEDES: 97-12-5

WARRANTY STATUS: Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

OPERATION	DESCRIPTION	TIME
990709A	Replace Speedometer Assembly - Taurus/Sable	1.3 Hrs.
990709B	Replace Speedometer Assembly - Windstar	1.2 Hrs.

DEALER CODING

BASIC PART NO.
17255

CONDITION
CODE
41

OASIS CODES: 204000, 204200, 302000

4-11-03
4:10 PM
Tord
1-800-392-3073
Harry

**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).**