



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 231

Date Received

2003 JUN -7 PM 10
14-JUN-2003

Repository ☐

15
Reference No.
10027052

OWNER INFORMATION (Type or Print)

Name

Address

City

BALDWINVILLE

State NY

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 owner's signature, please print the name or address to the vehicle manufacturer.
Signature of Owner Date 7/28/02

VEHICLE INFORMATION

Make FORD		Model TAURUS		Model Year 1999	
Date Purchased DEC 10, 1999		Dealer's Name and Telephone Number SMA DELL FORD 315-622-0669		Engine: No. Cylinders 6	
Original Owner ☐		Dealer's City LIVERPOOL NY 13090		Fuel Type: Unleaded	
Transmission Type AUTOMATIC		☒ Antilock Brakes ☒ Cruise Control		Powertrain	
		Vehicle Component Code 062000 ENGINE AND ENGINE COOLING: COOLING SYSTEM		Multiple Failure: 1	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage Failure Speed
JULY 1, 03 65,335 55 MPH Engine failed

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: DOTM19ABC036)		☐ 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).

CONSUMER STATES WHILE TRAVELING 55 MPH AND WITHOUT ANY INDICATION VEHICLE CAME TO A STOP DUE TO NO COOLANT. *AK

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

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

- (1) Events leading up to failure - When air conditioning was on it smelled like rotten food or vegetables. No indication coolant was low - coolant light did not come on, although engine light did.
- (2) Failure and consequences - Car traveling at 55 to 60 mph came to stop. Fortunately when car was stopping driver was able to get by highway exit ramp that curved to right allowing car to reach shoulder of road - way away from highway traffic. Car was towed to Ford dealership where engine failure was noted as a result of engine overheating due to loss of coolant.
- (3) Resolution - Ford dealership gave a new engine costing \$4000 also required. See attached estimate. As dealer could not reasonably explain loss of coolant repairs were not made. Owner experienced an overall economic loss as a result of the original purchase of this car. THIS WAS REPORTED TO NHTSA RECORDS. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Official Business
Penalty for Private Use \$300



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

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/odiv>

**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).**