



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 335

Date Received
2003 SEP 12 PM 1:52
01-AUG-2003

Repository
Reference No.
10031895

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: MERIETTA State: GA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to contact you or the manufacturer of your vehicle? YES NO
In the absence of a signature, this questionnaire is void. Signature of Owner: [Redacted] Date: 8/15/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JFALP52475A112836
Make: FORD Model: TAURUS Model Year: 1995
Date Purchased: [Redacted] Dealer's Name and Telephone Number: [Redacted] Engine No./Cylinders: [Redacted] Fuel Type: [Redacted]
Original Owner: Doug [Redacted] Dealer's City: MARIETTA State: GA Zip Code: [Redacted]
Transmission Type: [Redacted] Antilock Brakes: Powertrain: [Redacted] Vehicle Component Code: 061100 ENGINE AND ENGINE COOLING; ENGINE: GASOLINE
 Cruise Control Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): [Redacted] Failure Mileage: 80000 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM4L9ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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: [Redacted] Number of Deaths: [Redacted] 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 AT A STOP SUDDENLY WHITE SMOKE STARTED TO POUR OUT THE VEHICLE. TOOK VEHICLE MECHANIC, AND THEY STATED 2 GASKETS HAD BLOWN. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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)

ford never let me know there was a recall on
the motor. It did, only endanger my life
but everyone on the road.
they are the same as terrorist, not letting me
know I was driving a car that could blow up
at any time.
they did let me know about the gas. But don't
know if they fixed it right or not?
the they tried to sell me a new motor for
\$15000.00. please once tell eng me. there was
a recall. at all about my car? You could
be a family being pulled out route

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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-DO

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/dot>

March 10, 2003

Ann O'Neill, Director
Vehicle Service and Programs
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

Re: 1995 Taurus Vehicle ID # 1FA1P5247SA112836 01S30/01MO9

Dear Ann:

I writing to you with an urgent request for help with my car. I am a senior citizen, but I have to work every day to try to make ends meet because my Social Security check does not begin to pay the bills, although I live as frugally as possible. This car is my only means of transportation to get to work every day so it is necessary to my livelihood.

In October of 2001, while in heavy Atlanta traffic, my car stalled, with white smoke billowing out. Luckily, there was an auto repair shop within the block that I could see so I was able to pull into it before the car completely stopped running and would not start again whatsoever. The mechanic there said the car had blown head gaskets, and I had no choice except to have it fixed because it would not move again whatsoever. That repair job cost \$1, 637.70 cash price, but I, of course, did not have the cash and had to put it on a charge card at a very high rate of interest, where they have been adding \$100.00 per month interest and I will be paying on for years to come. I also got a ticket from a very hateful police officer who saw my car smoking in traffic and would not listen to my dilemma. I thought the officer would help me get the car out of traffic, but all he was concerned about was hindering the traffic so he gave me a ticket that cost me \$132.00. I could not believe that! He was very young so I think he was a new police officer whose power was misused. Then I had to take time off from work, which I could not afford to do, in addition to paying the ticket so that also cost me a lot. I had to rent a car to get back and forth to work for about a week which cost me \$500.00, which also had to go on my charge card at a very high interest rate. I was later informed this head gasket problem was a result of the fan bearing problem which was later addressed in your recall letter. However, the letter did not reach me in time to save the big repair bill to my car. Since it was a direct result of the fan bearing problem, I believe you should reimburse me for all the money it cost me.

The car was fine up until I received the Safety Recall Program 01S30 letter a couple of months later. I took the car to the local dealer to get the work done that you requested in the letter. That is when my trouble began again. After I had the car in to the local dealer, it began to run hot, and has been overheating ever since. Something obviously went wrong with the repair service. Because the car started to overheat after the dealer worked on it, I thought they had done something wrong and I was afraid to take it back to them since I thought they had caused the problem in the first place. My car was running fine up until I took it to the dealer, so they obviously started the problem.

In order to try to stop the overheating, I have had the cooling system completely flushed and all liquids replaced. This cost over \$200.00, which had to go on the credit card. The power steering belt was replaced at a cost of \$225.00, which, again, had to go on the credit card which makes the cost enormous.

I have a HUGE problem here and I REALLY NEED YOUR HELP AND I NEED IT IMMEDIATELY. The car is heating up in a very short distance now, which shows it is getting worse. I NEED YOU TO FIX THIS CAR FOR ME RIGHT NOW OR REPLACE IT. I believe all the problems I have had with the car are a direct result of the fan bearing problem, and therefore, you should accept responsibility for them, do the right thing, and help me with this gigantic problem by fixing this car into a reliable vehicle that is safe to drive, or replacing it with a car that is safe to drive, you can have this lemon that I got stuck with, repair it if possible, and do whatever you want to with it.

I am a widow with no one to help me with anything, and I am at the mercy of everyone I try to get help from so I need you to handle this problem for me. I am afraid to drive this car, and I don't know how to get it repaired so that it will be safe to drive. PLEASE CALL ME RIGHT AWAY AND LET ME KNOW WHAT YOU WILL DO TO SOLVE THIS PROBLEM FOR ME. I AM DEPENDING ON YOU. You can reach me at [REDACTED] during business hours. This is my phone number at work. I do not have a phone at home; I can no longer afford one because of all the expense of this car.

I AM DEPENDING ON YOU TO TAKE CARE OF THIS PROBLEM AND I NEED IT DONE RIGHT AWAY SO I WILL HAVE SAFE TRANSPORTATION. I totally believe everything is because of the fan bearing problem and it is your responsibility to take care of this nightmare for me. I don't want to have to go to the TV investigative reporters, or the Consumers Advocate at the Governors Office, so I am appealing to you to help me, and I believe that you will because I know that you know it is the right thing to do. PLEASE DON'T LET ME DOWN. I AM WAITING TO HEAR FROM YOU.

Sincerely,

[REDACTED]
Marietta, GA [REDACTED]

To whom it may concern:

Oct. 11, 2001

Tuesday Approx. 3:00 P.M.

I [redacted] witnessed [redacted] smoke, from under hood & back of car.

The car was barely running, skipping & smoking & barely making it up the hill to my shop at Redone Automotive 271 Stuart St, Maricopa AZ.

~~I had stopped the vehicle~~

If Mr. [redacted] had stopped the vehicle it would have stalled & never started again, until repaired.

[redacted]



A.R. O'Neill
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

1995 Taurus
Vehicle ID #: 1FALP5247SA112836

0821
01S30/01M09

December, 2001

MARIETTA, GA



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in certain 1995 Taurus, Sable, and Mustang vehicles. In addition, we are extending the engine cooling fan warranty coverage.

We apologize for this situation and want to assure you that with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

SAFETY RECALL PROGRAM 01S30

What the issue is ... In some of the affected vehicles it is possible for the engine cooling fan bearing to seize. Should this occur, excessive heat may be generated which could melt the fan motor electrical connector. Under certain high temperature conditions, components inside the cooling fan motor may ignite potentially resulting in an underhood fire.

What Ford Motor Company and your dealer will do... Ford Motor Company will inspect the engine cooling fan assembly and install a circuit breaker. If the cooling fan is inoperative the fan and motor assembly will be replaced. Either action will be performed free of charge.

What we are asking you to do for the Safety Recall Program... Call your dealer without delay. If you do not already have a servicing dealer, please access www.dealerconnection.com for dealer addresses, maps, and driving instructions. Ask for a service date and whether parts are in stock for Safety Recall 01S30. If your dealer does not have the circuit breaker in stock, it can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. However, if you misplace this letter, your dealer will still do the work, free of charge.



* INQUIRY PERFORMED FOR: RESERVATION ADV# 221 *
* CUSTOMER NAME: [REDACTED] *

1FALP32476A112836 05/07/2003 18:16:09
1995 TAURUS 4 DR SEDAN GL
3.8L EFI 416CR00A AX4S 4 SPD TRANSAXLE AXLE CD: 3Z
*WARRANTY START DATE 08/15/1994 BUILD DATE 08/02/1994 START QDOM
*OPEN CAMPAIGNS
01M09

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
ENGINE COOLING FAN MOTOR - COVERAGE WILL BE IN EFFECT FOR 8 YEARS OR 100,000
MILES FROM THE WARRANTY START DATE

*OPEN CAMPAIGNS
98R02

NOTE: VEHICLES IN CERTAIN GEOGRAPHICAL REGIONS MAY NOT NEED
REPAIR; SERVICE THE VEHICLE IF IT HAS THE SAME CONCERN OR
CONDITION AS AFFECTED VEHICLES OR OPERATED IN THE AFFECTED
REGIONS (REFER TO BULLETIN) AND THE CUSTOMER IS WILLING TO
PROVIDE NEEDED INFORMATION AND AFFECTED PART FOR POSSIBLE
INSPECTION.

~~LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE~~
*EXTENDED COVERAGES
NO ESP INFORMATION AVAILABLE
NO REPAIR HISTORY ON VEHICLE

**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).**