



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 1368

Date Received *2109 10/15/04*
14-SEP-2004
Repository
Reference No. *10092087*

OWNER INFORMATION (Type or Print)

Name *[Redacted]* Daytime Telephone Number *[Redacted]* E-mail Address *[Redacted]*
Address *[Redacted]* Evening Telephone Number *[Redacted]*
City MILWAUKEE State WI Zip Code *[Redacted]*

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner *[Redacted]* Date *10.15.2004*

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side *VIN1Fa1P52UX16* Make FORD Model TAURUS Model Year 1996
Date Purchased *7/9/2001* Dealer's Name and Telephone Number *Venus Ford* Engine: No: Cylinders Fuel Type: *unleaded*
Original Owner Dealer's City *Waukegan* State *WI* Zip Code *53110*
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) 12-AUG-2004 Failure Mileage 77000 Failure Speed *115,000* *transmission knocking & grinding*
Engine from sudden death

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make *Douglas* Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: D01MAL9ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type *Balded two studs*

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).

WHILE DRIVING ENGINE LIGHT ILLUMINATED, CONSUMER HEARD A KNOCKING NOISE COMING FROM THE TRANSMISSION. CONSUMER HAD THE VEHICLE TOWED TO DEALER. BUT, DEALER DID NOT RESOLVE THE PROBLEM. *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)

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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 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, NYS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**
DOT AUTO SAFETY HOTLINE

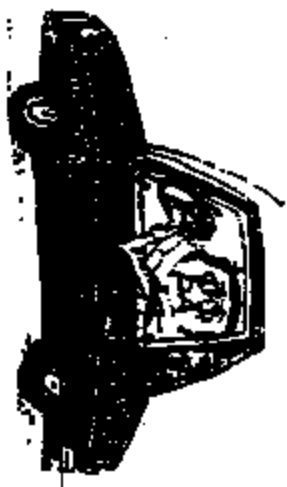
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
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DOT Auto Safety Hotline
(DASH) 2 DOT




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