



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

21-OCT-2004

Repository ☐

Reference No.
10097371

OWNER INFORMATION (Type or Print)

Name

Address

City

HAZARD

State KY

Zip Code

Daytime Telephone Number

E-mail Address

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 _____ Date 21/10/2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

PLEASE PROVIDE

1FALP52U3VA

Make
FORD

Model
TAURUS

Model Year
1997

Date Purchased

6-4-98

Dealer's Name and Telephone Number

Mountain Ford 606-436-5239

Engine:

No. Cylinders 6

Fuel Type:

gasoline

Original Owner

☒

Dealer's City

Hazard

State

KY

Zip Code

41701

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)

02-OCT-2004

Failure Mileage

38000

Failure Speed

65 mph

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: DOTM19ABC035)

☐ 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(es).)

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(es).

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).

lost power

WHEN DRIVING THE TRANSMISSION FAILED AND THE CONSUMER STARTED TO LOSE POWER. THIS CAUSED SMOKE TO COME FROM UNDER THE HOOD. THE CONSUMER PULLED OVER AND HAD THE VEHICLE TOWED. PLEASE PROVIDE MORE INFORMATION. *1B

The bottom part of the engine and car was covered with transmission fluid, which caused smoke and a burning smell. My husband did some research on the internet and found out transmission failure @ about 36-37,000 miles is common in Ford Taurus because the engine is too powerful for the transmission. We were on the interstate when failure occurred, and were lucky to be able to get off the road through

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.

heavy traffic and have a place to pull off without getting into an accident. If everyone on the internet knows this is a problem, why aren't you doing something about it?

Cost to replace gasket, then transmission \$2700.00