



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 100148

Date Received

Repository ☐

12-MAR-2007

Reference No.

10184857

OWNER INFORMATION (Type or Print)

Name

Address

City

CENTEREACH

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

1FALP5241SA

Make

FORD

Model

TAURUS

Model Year

1995

Date Purchased
31-AUG-95

Dealer's Name and Telephone Number
PATCHOUGHUE FORD 631-475-1133

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

PATCHOUGHUE

State

NY

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

161000 STRUCTURE:FRAME AND MEMBERS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-MAY-1999

Failure Mileage
30000

Failure Speed

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

0

Number of Deaths

0

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).

TL*- THE CONTACT STATED THAT HE FOUND RECALL 98V323000 FOR THE 1995 FORD TAURUS ON 05/1999. HE MISPLACED THIS LETTER YEARS AGO. HE TOOK THE VEHICLE TO A FORD DEALERSHIP, AND THEY STATED THAT THEY COULDN'T FIND THE RECALL FOR STRUCTURE: FRAME & MEMBER. HE STATED THAT THE DEALERSHIP WOULD NOT FIX THIS RECALL FOR HIM. THE CONTACT TOOK THE VEHICLE SAYVILLE FORD IN SAYVILLE, NY, AND THEY INFORMED THE CONTACT THAT THEY COULDN'T REPAIR THE RECALL. THE CONTACT STATED THAT HE CALLED THE MANUFACTURER, AND THEY INFORMED THE CONTACT THAT THE VEHICLE IS NOT INVOLVED IN THE RECALL. THE FAILURE MILEAGE WAS 30,000, AND THE CURRENT MILEAGE WAS 93,400. *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 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)

Letter attached:

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

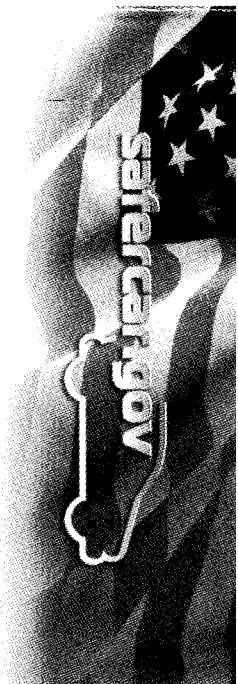
or call:

Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov

NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



To whom it may concern;

On 12/12/06 I had to replace one of the defective bushing on the vehicle in order for it to pass NYS Safety part of the Inspection. In March of 07 going through papers, for whatever reason, I found this recall for the frame bushings. On March 7 07 when the car was bought to the dealer. They knew the recall # for that vehicle. Then they said the car didn't need them because the recall wasn't in the computer.

Being this is a safety issue and it will not fix itself, and Ford admits to this defect, also the bushings are only available from Ford parts division the car should be fixed. The recall states possible steering loss which could cause an accident. With ~~person~~ possible personall injury and innocent persons safety at stake there should be no set amount of time for a safety issue. Granted I'm a human not a computer and not perfect. I'm negligent in misplacing the notice. But Ford built it I drive it, and people could be injured by it, regardless of age they should fix it. The car was never sold and was owed by the same person since it was bought in 8/95.
Thank you



A. R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1904
Dearborn, MI 48121-1904

95 Taurus
Vehicle ID #: 1FALP5241SA [REDACTED] 98S36

May, 1999

[REDACTED]
CENTEREACH, NY [REDACTED]

|||||

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 which relates to motor vehicle safety exists in certain 1986-1995 Taurus and Sable and 1988-1994 Continental vehicles.

Safety Defect: The body mounts on the rear corners of the sub-frame that support the engine and transmission may separate. This can occur if the lower retainer plate of the mount or the retaining plate nut becomes severely corroded from long term exposure to road salts and retention of moisture in the mounts. This corrosion can weaken the retainer plate of the mount or the retaining nut severely enough to allow the bolt head to pull through the washer or out of the nut. Should both rear mounts separate, the rear of the sub-frame will drop and steering may suddenly become difficult. This could result in an accident.

Repairs: At no charge to you, your dealer will replace the attaching bolts, plate nuts and the reinforcement plates on the bottom of the sub-frame rear body mounts, on your vehicle.

How Long Will it Take? The time needed for this service is less than one-half day. However, due to service scheduling times, your dealer may need your vehicle for a longer period. Please call your dealer for a service date.

Call Your Dealer: Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 98S36.

If the dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week.

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

Refunds:

If you have paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please show your paid original receipt to your Ford and Lincoln-Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

**Changed Address
Or Sold The
Vehicle?**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P.O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D.C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction.

Sincerely,



A. R. O'Neill
Director
Vehicle Service and Programs

Safety Recall
98S36

