



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

2007

FOR AGENCY USE ONLY 100148

Date Received

Repository

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Reference No.

10201877

#### OWNER INFORMATION (Type or Print)

|                          |            |       |    |                          |                |
|--------------------------|------------|-------|----|--------------------------|----------------|
| Name                     | [REDACTED] |       |    | Daytime Telephone Number | E-mail Address |
| Address                  | [REDACTED] |       |    | [REDACTED]               | [REDACTED]     |
| City                     | SEVERN     | State | MD | Zip Code                 | [REDACTED]     |
| Evening Telephone Number | [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 11/27/2007

#### VEHICLE INFORMATION

|                                                                                         |                                                     |                   |                                                  |
|-----------------------------------------------------------------------------------------|-----------------------------------------------------|-------------------|--------------------------------------------------|
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | Make                                                | Model             | Model Year                                       |
| 1FAPP57U1W [REDACTED]                                                                   | FORD                                                | TAURUS            | 1998                                             |
| Date Purchased                                                                          | Dealer's Name and Telephone Number                  |                   | Engine:                                          |
| 15-APR-01                                                                               | Bob Bell Ford 410 746 3600                          |                   | No: Cylinders 6                                  |
| Original Owner <input type="checkbox"/>                                                 | Dealer's City                                       | State             | Zip Code                                         |
|                                                                                         | Glen Burnie                                         | MD                |                                                  |
| Transmission Type                                                                       | <input checked="" type="checkbox"/> Antilock Brakes | Powertrain        | Vehicle Component Code                           |
| AUTOMATIC                                                                               | <input checked="" type="checkbox"/> Cruise Control  | FRONT WHEEL DRIVE | 062000 ENGINE AND ENGINE COOLING: COOLING SYSTEM |
|                                                                                         |                                                     |                   | Multiple Failure: 1                              |

#### FAILED COMPONENT(S)/PART(S) INFORMATION

|                  |                 |               |                                                                                                |
|------------------|-----------------|---------------|------------------------------------------------------------------------------------------------|
| Incident Date(s) | Failure Mileage | Failure Speed | Failure Description                                                                            |
| 31-DEC-2004      |                 | 50            | Cooling System Reservoir Bottle - Cracked & leaked leading to overheating plugging heater core |

#### 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) | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).

STUCK THERMOSTAT CAUSED A BOIL OVER. A FEW MONTHS LATER THE INTEGRATED PRESSURE/OVERFLOW BOTTLE CRACKED AND CAUSED A MAJOR LOSS OF COOLANT. THIS ALSO LEAD TO THE HEATER CORE BECOMING BLOCKED DUE TO THE LOSS OF COOLANT.

\*JB Making the overflow bottle an integral part & using plastic could lead to catastrophic failures at highway speeds. Car has been well maintained by Ford Dealer & Goodyear using manufacturer's spec & PM schedules. Believe this was an unacceptable failure due to poor engineering & poor choices by Ford.

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.