



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 <input type="checkbox"/>
24-NOV-2008	Reference No. 10249688

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City MUKWONAGO	State WI	Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorized signature, your name or address to the vehicle manufacturer.
 Signature of Owner _____ Date 12/2/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAFP53S2W	Make FORD	Model TAURUS	Model Year 1998
Date Purchased 2000	Dealer's Name and Telephone Number AMOTO FORD 262-363-3085		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City MUKWONAGO	State WI	Zip Code 53149
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 14-NOV-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS	Failure Mileage 157947	Failure Speed 0
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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 <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 0	Number of Deaths 0	Reported to Police N
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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 OWNS A 1998 FORD TAURUS. THE CONTACT NOTICED OIL LEAKING FROM THE VEHICLE WHILE IT WAS PARKED IN THE GARAGE. HE LATER DISCOVERED THAT THE ENGINE'S SUBFRAME WAS CORRODED ON THE REAR PASSENGER SIDE. THE VEHICLE WAS DRIVEN TO THE DEALER AND THEY STATED THAT THE METAL WHERE THE SUBFRAME BUSHING WAS ATTACHED WAS CORRODED. THE MECHANIC ALSO STATED THAT THERE WAS NO KNOWN REMEDY FOR THE DEFECT. THE MANUFACTURER STATED THAT THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS; THEREFORE, THEY WERE NOT LIABLE FOR THE REPAIRS. THE VEHICLE HAS NOT BEEN REPAIRED. THE CURRENT MILEAGE WAS 157,954 AND FAILURE MILEAGE WAS 157,947.

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)

WHEN I DISCOVERED THIS PROBLEM I KNEW THIS CAR WAS NOT SAFE TO DRIVE. I THEN FOUND THE RECALL THAT I INCLUDED. WHEN I TALKED TO DEALER + FORD MOTOR CO. I WAS TOLD MY PROBLEM WAS DIFFERENT AND WAS NOT INCLUDED. THIS MAY BE DIFFERENT BUT IT IS EQUALLY AS CRITICAL.

I BELIEVE THESE CARS SHOULD BE INSPECTED BY FORD AND TAKEN OFF THE ROAD IF NECESSARY!

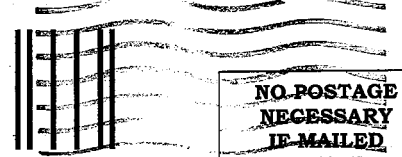
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



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
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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**



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

FO5942740



AMATO FORD

1015 South Main Street
P.O. Box 246

Mukwonago, WI 53149

Local: 262-363-3085 · Toll Free: 800-606-3085

INVOICE

PAGE 1

P+A CODE: 02952

MUKWONAGO. WI
HOME :

BUS :

SERVICE ADVISOR: 441 GARY GUTH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	98	FORD TAURUS	1FAPP53S2WG		157947/157947	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
28FEB00 DD			17:00 17NOV08		85.00 CASH	17NOV08
R.O. OPENED	DATE OFFERED BACK	OPTIONS: STK:P623A DLR:FORD-S ENG:3.0 Liter_EFI_DOHC				
14:27 17NOV08	15:09 17NOV08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK FOR A POSSIBLKE SUB FRAME MOUNT BROKEN							
900 SUBFRAME & SUB FRAME BUCHINGS ARE FINE, THE METAL WHERE THE BUSHINGS & FRAM ATTACH IS ROTTED AWAY & MOSTLY MISSING ON THE RIGHT REAR CORNER							
PARTS:	422 CPF	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

THANK YOU VERY MUCH FOR YOUR BUSINESS! YOU MAY RECEIVE A SURVEY CONCERNING THIS SERVICE VISIT. PLEASE RETURN IT COMPLETELY SATISFIED IF THERE ARE ANY QUESTIONS OR CONCERNS PLEASE CONTACT YOUR SERVICE ADVISOR, GARY OR SCOTT AT 262-363-3085.

SALES HOURS Monday 8:00 AM to 9:00 PM Tuesday - Friday 8:00 AM to 8:00 PM Saturday 8:00 AM - 5:00 PM	SERVICE HOURS Monday 8:00 AM - 8:00 PM Tuesday - Friday 8:00 AM to 5:00 PM Saturday 8:00 AM - NOON	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
		<small>THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</small>	LABOR AMOUNT	0.00
		<small>I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.</small>	PARTS AMOUNT	0.00
			<small>CUSTOMER SIGNATURE</small>	GAS, OIL, LUBE
			SUBLET AMOUNT	0.00
			SS / WD	0.00
			TOTAL CHARGES	0.00
			LESS INS./ADJUSTMENT	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

CUSTOMER COPY

THANK YOU



- Safety Ratings
- Defects & Recalls
- Safe Driving Information
- Resources

Office of Defects Investigation

DEFECTS & RECALLS

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Contact ODI

(888) 327-4236
TTY: (800) 424-9153

Search Results

Report Date : **November 14, 2008 at 08:09 PM**

NHTSA Campaign ID number : **98V323000**

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Vehicle Make / Model:	Model Year(s):
FORD / TAURUS	1986-1995
LINCOLN / CONTINENTAL	1988-1994
MERCURY / SABLE	1986-1995

Manufacturer: FORD MOTOR COMPANY **Mfr's Report Date:** DEC 15, 1998

NHTSA CAMPAIGN ID Number: _____ **NHTSA Action Number:** [RQ97009](#)

Component: STRUCTURE:FRAME AND MEMBERS

Potential Number of Units Affected: 2697000

Summary:

VEHICLE DESCRIPTION: PASSENGER VEHICLES ORIGINALLY SOLD OR CURRENTLY REGISTERED IN CONNECTICUT, DELAWARE, DISTRICT OF COLUMBIA, ILLINOIS, INDIANA, IOWA, KANSAS, KENTUCKY, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEBRASKA, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, VIRGINIA, WEST VIRGINIA, AND WISCONSIN. THE REAR LOWER SUBFRAME MOUNT PLATE NUT CAN EXPERIENCE STRESS CORROSION CRACKING IF SUBJECTED TO LONG TERM EXPOSURE TO ROAD SALTS. THIS CAN RESULT IN FRACTURE AND LOSS OF THE STRUCTURAL INTEGRITY OF THE SUBFRAME MOUNT ATTACHMENT. DETACHMENT OF THE BODY MOUNTS AT THE REAR CORNERS OF THE SUBFRAME, WHICH SUPPORTS THE ENGINE AND TRANSMISSION, ALLOWS THE REAR CORNERS OF THE SUBFRAME TO DROP.

Consequence:

IF BOTH REAR CORNERS DROP, STEERING WOULD BECOME SUDDENLY VERY DIFFICULT, AFFECTING VEHICLE CONTROL AND INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL INSTALL SUBFRAME REAR MOUNT BOLTS, REINFORCEMENT PLATES, AND PLATE NUTS.

Notes:

NOTE: THIS RECALL CAMPAIGN SUPERCEDES RECALL CAMPAIGN 93V-106. OWNER NOTIFICATION IS EXPECTED TO BEGIN JANUARY 18, 1999. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT FORD AT 1-800-392-3673. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

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