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Form Approved: O.M.B. No. 2127-0008



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

AUTO SAFETY HOTLINE

OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-9393
DC METRO AREA 202-366-0123

OWNER INFORMATION (TYPE OR PRINT)



FOR AGENCY USE ONLY

DATE RECEIVED

RECEIVED

00 FEB 28 AM 7:31

OFFICE
DEFECTS INVESTIGATION

REFERENCE NO.

551121

DAY TIME TELEPHONE NO.

(work)

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 2-16-2000

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.

1FALP5244SA321449

VEHICLE MAKE

FORD

VEHICLE MODEL

TAURUS

MODEL YEAR

95

*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

824362

DATE

PURCHASED

96

DEALER'S NAME, CITY & STATE

HAYWARD FORD

HAYWARD, CA.

ENGINE SIZE

(CID/CC/L)

NO. CYLINDERS 6

TURBO

DIESEL

GAS

FUEL INJECTN

TRANSMISSION TYPE

☐ MANUAL☒ AUTOMATIC

ANTILOCK BRAKES

☒ YES☐ NO

RESTRAINT SYSTEM

☒ DRIVERSIDE AIRBAG☐ MOTORBELT☒ PASSENGERSIDE AIRBAG☐ 3-POINT BELT☐ 2-POINT BELT

CRUISE CONTROL

☒ YES☐ NO

DRIVETRAIN

☒ FRONT☒ REAR☐ 4-WHEEL

BODY STYLE

STAWAG

4 DR

2 DR

HATCH BK

VAN

PK UP TRK

OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT

PART NAME(S)

Head Gaskets

LOCATION

☒ LEFT FRONT☐ RIGHT REAR

FAILED PART(S)

☒ ORIGINAL☐ REPLACEMENT

NO. OF FAILURES

1

DATE(S) OF FAILURE(S)

7-15-2000

MILEAGE AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER
CONTACTED☒ YES ☐ NONHTSA PREVIOUSLY
CONTACTED☐ YES ☒ NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY
DAMAGE
EST\$

POLICE REPORTED

☐ YES ☒ NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

My Head Gaskets Blew out after 60,000
Miles Defected Gaskets.

CONTINUE ON BACK IF NEEDED

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.

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

MANUFACTURER/TIRE NAME

SIZE

NARRATIVE DESCRIPTION (CONTINUED)

Inclosed are Repair Costs of Baskets

E0619 1 1 J47P1P1D1U1YLS12P4314D51

OAKLAND CA 94612
 P.M.
 11 FEB
 2000

~~NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES~~

POSTAGE WILL BE PAID BY NAT. HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

813119

237126

Fremont

FORD

HUMMER

INVOICE

39700 VALENTINE DR.

NEWARK, CA 94560

(510) 651-5600

B.A.R. # AE 095030 EPA # CAD 983607128

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SERVICE ADVISOR: 485 JEFFREY SCHOCK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	1995	FORD TAURUS	1TALP5244SA321449		70428/70436	14572
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN1995			17:00 17MAY99		CASH	22MAY1999

R.O. OPENED

READY

OPTIONS: DLR:FR PNG:3.8_Liter_EFI

08:03 15MAY99 14:44 22MAY99

LINE OPCODE TECH TYPE HOURS

1 F3DZ*9F593*B INJECTOR ASY-FUEL LIST NET TOTAL

LUBE OIL

CL

9.50

9.50

FC:

PARTS: 455.00 LABOR: 945.00 OTHER: 9.50 TOTAL LINE B: 1409.50

70436 HEAD GASKETS. TECH REMOVE HEADS, AND RADIATOR. SEND HEAD TO BE RESURFACE AND RADIATOR TO BE ROD OUT. TECH THEN REPIACE BLOWEN HEAD GASKETS, LOWER INTAKE GASKET. UPPER INTAKE GASKET AND INSTALL RADIATOR. X CHANGE ENGINE OIL AND FILTER THEN PRESURE TEST COOLING SYSTEM FOR LEAKS. NO LEAKS FOUND AT THIS TIME. X ROAD TEST VEH NO PROBLEMS FOUND ON ROAD TEST. NOTE VEH MAY NEED TO HAVE THE O2 SENSOR REPLACE IF THE CHECK ENGINE LIGHT COMES ON. MAY HAVE BEEN COVER WITH COOLANT.

EST: 1,300.00 15MAY99 08:03 SA: 485

ANY SERVICE RECOMMENDATIONS ARE THE DEALER'S RECOMMENDATIONS AND MAY DIFFER FROM MANUFACTURER'S

FREMONT FORD

MAY 27 1999

Check #

275

Fremont
HUMMER
FORD

ORIGINAL ESTIMATE

AUTHORIZED REVISED ESTIMATE:

1,300.00

I ACKNOWLEDGE NOTICE AND OPA: APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER
SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT 945.00

PARTS AMOUNT 455.00

GAS, OIL, LUBE 9.50

SUBLET AMOUNT 409.25

MISC. CHARGES 0.00

TOTAL CHARGES 1818.75

LESS ADJUSTMENTS 0.00

SALES TAX 38.32

PLEASE PAY THIS AMOUNT

1857.07

CUSTOMER COPY

1FALP5244SA321449

1995 TAURUS

3.8L EFI

*OPEN RECALLS

4 DOOR SEDAN GL

416QR05A AUTOMATIC OD 4 SPEED

09/27/96 17:53:13

AXLE CODE : 1

NO RECALLS FOR VEHICLE

*WARRANTY START DATE 06/01/95 BUILD DATE 05/26/95 START MILEAGE 00012
ELIGIBLE FOR CALIFORNIA EMISSIONS WARRANTY

*EXTENDED SERVICE PLAN

713 USA 1996 NEW 36/36,000 MAINTENANCECARE

every 5k.

DED:

\$0

ESP OWNER NAME:

OPTIONS:

EXP DT: 06/01/1998 & DIST: 37,000 RNTL: \$0 UP TO 0 DYS, TOWING: \$0

NO REPAIR HISTORY ON VEHICLE

1FALP5244SA321449

3 yrs. or 36k. miles.

62

OASIS response display for VIN 1FALP5244SA321449

1FALP5244SA321449

05/15/1999 11:06:28

1995 TAURUS

4 DR SEDAN GL

3.8L EFI 4" 5Q305A AXLE 4 SPD TRANSAXLE

AXLE CD: 3Z

*WARRANTY START DATE 06/01/1995 BUILD DATE 05/26/1995 START ODOM

00012

*OPEN CAMPAIGNS 98M01

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.

PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE

3.8L ENGINE HEAD GASKET - ADDITIONAL COVERAGE

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

ELIGIBLE FOR CALIFORNIA EMISSIONS WARRANTY

*THIS VEHICLE HAD A MORIS CONTACT CLOSED WITHIN THE PAST 180 DAYS

*EXTENDED SERVICE PLAN

DED: \$0

713 EXPIRED

ESP OWNER NAME

OPTIONS:

EXP DT 06/01/1996 & DIST 37,000 RNTL

\$0 UP TO 0 DAYS TOWING

\$0

CONTRACT SOLD BY: UEA 07729

NO REPAIR HISTORY ON VEHICLE