



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

AUTO SAFETY HOTLINE
VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-9393
DC METRO AREA 202-386-0123

Posted

FOR AGENCY USE ONLY

DATE RECEIVED **RECEIVED**
00 JUN -7 PM 2:55
od. of _____
rt. of _____
od. of _____
up. fr. _____

Copied

OFFICE DEFECTS INVESTIGATION

REFERENCE NO.

552526

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS

[Redacted Name and Address]

DAY TIME TELEPHONE NO.

[Redacted 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

[Redacted Signature]

DATE 30 May 2000

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO. 1FAALP5247SA243768 VEHICLE MAKE FORD VEHICLE MODEL TAURUS MODEL YEAR 95

*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING 96000 DATE PURCHASED 4/99 DEALER'S NAME, CITY & STATE Woodward Ford Woodstock, IL 60098 ENGINE SIZE (CID/CC/L) _____ NO CYLINDERS _____ 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 HATCH BK VAN PK UP TRK OTHER

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

COMPONENT Head Gasket PART NAME(S) Engine Head Gasket LOCATION LEFT FRONT RIGHT REAR FAILED PART(S) ORIGINAL REPLACEMENT

NO OF FAILURES 1 DATE(S) OF FAILURE(S) 12/9/99 + 12/11/99 MILEAGE AT FAILURE(S) 93684 VEHICLE SPEED AT FAILURE(S) _____ MANUFACTURER CONTACTED YES NO NHTSA PREVIOUSLY CONTACTED YES NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT YES NO FIRE YES NO NUMBER PERSONS INJURED _____ NUMBER OF FATALITIES _____ PROPERTY DAMAGE ESTS _____ POLICE REPORTED YES NO

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

Head gasket failed on 3.8L engine. I tried to make a claim under Service Program Number 88M07, but the Customer Assistance Center said no because the original invoice to replace engine did not state that

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.

[REDACTED]

Home phone 815-337-1952 e-mail etvalle@juno.com

National Highway Traffic Safety Administration
400 Seventh Street, S W
Washington, D C 20590

May 30, 2000

Dear Safety Administration,

The head gasket on my 1995 Ford Taurus failed in December 1999 ruining my 3.8L engine so I had to replace it. Specific warranty protection under Ford Service Program Number 00M09 is available for a head gasket failure but all my attempts to make claim under this warranty have been denied by the dealer and Ford Customer Assistance.

The reason they use is that the original invoice from Goodyear Auto Tech Center for having replaced the engine in December 1999 does not state the reason why the repairs were made. Since then I had Goodyear Auto Tech Center write the reason for the December 1999 engine replacement but that will not satisfy the Customer Assistance Center. They argue that fraudulent claims could be made that way.

How ironic, the Woodward Ford service invoice of April 28, 1999 for the oil change and brake inspection I requested before driving the car off the lot includes an exhaust gas test for head gasket. The invoice does not state why the exhaust gas test for head gasket was done yet Ford expects the Goodyear Auto Tech Center invoice for replacing my engine to give an explanation as to why the engine was changed.

I bought the car used from Woodward Ford and 6100 miles later I had to replace the engine. Woodward service department anticipated there was a problem with the head gaskets in the 3.8L engine in my car but never explained it to me. I highly doubt that a head gasket could totally fail in only 6100 miles and even if it did, Service Program 00M09 is to 100,000 miles which qualifies me to make a claim.

Since any letter I write to Mr. Jac Nasser, President of Ford will probably never reach him, next time you talk to him please tell him for me that the rhetoric about commitment to service that Ford publishes in their brochures and letters does not match their actions.

Sincerely,
[REDACTED]

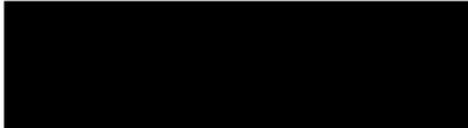
cc Mr. Jac Nasser, President Ford Motor Co



Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121-1904
1-800-392-3673
www.ownersconnection.com

1995 Taurus
Vehicle ID #: 1FALP5242SA243768 00M09

March, 2000



Ford Motor Company is committed to becoming the world's leading consumer company of automotive products and services and is dedicated to pursuing customer satisfaction. Our goal, together with your local Ford dealer, is to earn your continued loyalty by providing consumer focused service and support.

In support of this commitment, Ford Motor Company is providing additional warranty coverage under Service Program Number 00M09, to owners of 1994 and 1995 model year Ford Taurus and 1995 model year Ford Windstar vehicles equipped with a 3.8L engine.

The additional warranty covers potential engine head gasket failures, which may be experienced by some owners of these vehicles, and will be in effect for 7 years or 100,000 miles, from the vehicle's original warranty start date, whichever comes first.

If you have already paid to have the head gasket repaired, prior to the date of this letter, you may be entitled to a refund of your repair costs, or, for a limited time, an option to purchase a new Ford, Mercury or Lincoln vehicle under a special marketing program. Please refer to the next page for additional details of coverage. This program is offered in addition to other excellent new vehicle incentives Ford Motor Company has available in the marketplace currently. If you are interested in a new vehicle, please contact your dealer for details.

We apologize for problems you may have experienced with your vehicle. Ford Motor Company is committed to maintaining satisfying and long-term relationships with our valued customers, and demonstrating that commitment through actions such as this. Thank you.

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

00M09



What the issue is...

Premature failure of the head gasket(s) may occur. This condition may result in engine coolant leakage, which if not detected, can cause engine overheating. In extreme cases, this condition may result in engine failure. To prevent engine failure, customers should bring their vehicle in for service under this program if the following symptoms exist:

- Persistent and worsening overheating engine conditions
- Heavy white smoke from the tailpipe
- Flashing "Low Coolant" sensor light, even after coolant is refilled
- Constant loss of coolant

What Ford Motor Company and your dealer will do...

Ford Motor Company is providing additional warranty coverage for this condition. If your vehicle's engine should experience this condition, your dealer will verify the condition and replace the engine head gaskets, if necessary.

The no charge additional warranty coverage for this condition is available on affected 1994 and 1995 Taurus and 1995 Windstar vehicles for 7 years or 100,000 miles, whichever occurs first, from the original warranty start date. Coverage is automatically transferred to subsequent owners.

Grace period for 1994 Taurus vehicles Some 1994 Taurus vehicles may have exceeded 7 years from the original warranty start date. For these vehicles, the additional warranty coverage provided under this program will be extended to October 1, 2000 or 100,000 miles, whichever occurs first. Coverage is automatically transferred to subsequent owners.

Ford Motor Company will provide the additional warranty coverage for Ford parts and Ford authorized remanufactured parts, or repairs performed by a Ford dealer, related to this condition.

What we are asking you to do...

If you suspect your vehicle has the described condition, contact your dealer right away to schedule a service appointment.

If you've already paid for this service...

If you have already paid to have the head gasket repaired prior to the date of this letter, and the repair occurred within 7 years or 100,000 miles from the original warranty start date, Ford Motor Company will provide you the opportunity to obtain a full refund for two years from the date of this program. For a limited time, owners may be offered the option to purchase a new Ford or Lincoln Mercury product, through a special marketing program offered by the Ford and Lincoln Mercury Divisions and Ford Credit, in place of a refund. Details of the special marketing program are available from your dealer.

Please note: Refund claims can only be processed through your Ford dealer with your original, paid receipt.

[REDACTED]

1995 Taurus VIN 1FALP5242SA243768

Ms Ann O'Neil
Ford Motor Company
P O Box 1904
Dearborn, MI 48121-1904

May 2, 2000

Ms O'Neil,

In March I received your letter concerning Service Program Number 00M09 I was very pleased to learn of the extended warranty for the 3.8L engine as I had previously sought reimbursement for emergency repairs due to a head gasket failure.

I took your letter to Rick Stutesman, Service Adviser, at Woodward Ford, in Woodstock, IL he insisted on having my original Goodyear invoices to have my engine replaced and said he would send it to Ford. Several weeks passed so I called Woodward Ford. By phone Dave, a service adviser, told me they had received "a code" denying the claim. I never received any response in writing and my original vouchers were never returned.

I do not think my case was properly reviewed. I am here by applying for a refund under Service Program Number 00M09 for my emergency repairs for a head gasket failure.

Enclosed are previous letters to the dealership and to Ford requesting reimbursement. Also enclosed is a history of repairs I have made on my Taurus at the Goodyear Auto Tech Center that replaced my engine after the head gasket failed and ruined the engine. For clarification that my car was definitely overheating because the head gasket failed, Goodyear Auto Tech Center wrote a summary of the condition in the 04/04/00 invoice. Woodward Ford told me my claim was denied because there was no mention of overheating in the Goodyear Auto Tech Center 12/09/99 or 12/11/99 invoice.

Please refund \$3,392.48 for emergency repairs made because of the head gasket failure.

The saddest part in all this is that when Woodward Ford did Service Program 98M01 they were not cautious enough in their inspection and let me drive off on April 29, 1999 with a defective car. The reason why I went to a Ford dealer to buy a Ford used car for my family is safety!

Sincerely

[REDACTED]

AUTO TECH CENTER INC

681 EASTWOOD DRIVE
 WOODSTOCK, IL 60098
 (815)358-5700

INVOICE
 34299

04/04/00 04/04/00
 12:31 PM 12:58 PM
 TERR: 7797
 NONSIG: 188153

AGE: 01

LL T [REDACTED]

LINE 1
 LINE 2
 DATE REQUESTED 04/04/00
 TIME REQUESTED
 TURN PARTS.. NO
 SALESMAN..... 027 / 058
 OTHER INFO.....

VEH YEAR/MAKE. 95 FORD
 VEHICLE MODEL. TAURUS
 VEHICLE COLOR. GRAY
 LICENSE/STATE. F504494 / IL
 ODOMETR IN/OUT 93684 / 93684
 PRIOR INVOICE. 039961
 CAR CAME IN OVER HEATING BADLY .PRESSURE TEST COOLING SYSTEM
 HEAD GASKETS WERE LEAKING BADLY INTO #3 AND #4 CYLINDERS
 ANTIFREEZE WAS LEAKING INTO MOTOR AFTER DISASSAMBL
 REC USED REPLACEMENT CUSTOMER WAS GIVEN HEAD GASKETS
 COOLING FAN WAS WORKING ALL WITH IN SPECS

OUNT # CDD TC CUST# TYPE/STATE
 790001 2 01 0788: 0 IL

IN TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
058	047-100	R	1	REASON FOR MOTOR CHANGE IN INFO	.00	.00	.00

THANK YOU FOR CHOOSING, AUTO TECH CENTERS, INC. FOR YOUR AUTOMOTIVE NEEDS!

ST IS CALCULATED ON THE HOURLY RATE OF _____ PER HOUR AND/OR A FLAT RATE OF \$ _____.

CUSTOMER AUTHORIZATION FOR TOTAL

TAXABLE AMOUNT .00
INVOICE TOTAL \$.00

PARTS TOTAL..... .00
 LABOR TOTAL..... .00
 SUB TOTAL..... .00
 SALES TAX..... .00

USE REASON.. INFO FOR DEALER

**SEE REVERSE SIDE FOR IMPORTANT SAFETY
 WARNING AND WARRANTY INFORMATION**

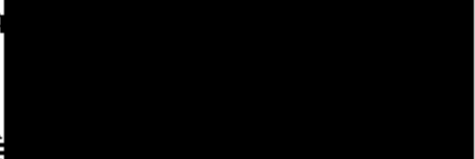
AUTO TECH CENTER INC


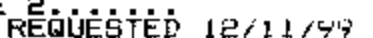
681 EASTWOOD DRIVE
WOODSTOCK, IL 60098
(815)338-5700

INVOICE
032255

12/11/99 12/21/99
07:49 AM 02:48 PM
TERR: 7797
NONSIG: 188153

PAGE: 01 COPY: 01

BILL TO 

PHONE 
PHONE 2 
DATE REQUESTED 12/11/99
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 020 / 027

VEH YEAR/MAKE. 95 FORD
VEHICLE MODEL. TAURUS
VEHICLE COLOR. GRAY
LICENSE/STATE. F504494 / IL
ODOMETR IN/OUT 093684 / 93684
PRIOR INVOICE. 032213

ACCOUNT # CDB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
79700033 R 01 07881 0 IL 021780 HDC 6011007558502661

ILSN	TECH	PRODUCT CODE	RC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
120	069	047-200	R	1	73000 MILE USED MOTOR	2200.00	.00	2200.00
120	069	047-100	R	1	R AND R MOTOR AND PART CHANGE OVER	.00	795.00	795.00
120	069	047-202	R	1	MAINT TUNE UP ELECT IGNITION - 6 CYL	29.95	40.00	69.95
120	069	047-200	R	1	GASKETS	25.00	.00	25.00
120	069	077-205	R	1	LUBE - OIL CHANGE - OIL FILTER	10.00	7.95	17.95
120	069	070-201	R	1	COOLING SYSTEM MAINTENANCE SERVICE	15.00	14.95	29.95
120	069	047-200	R	1	SHAFTER CABLE	.00	.04	.00
120	069	047-100	R	1	INSTALL CABLE	.00	.00	.00
120	069	047-100	R	1-	DISCOUNT OFF TICKET ON OTHER MOTOR	.00	763.33	763.33-
120	069	093-999	R	1	RECYCLING & DISPOSAL FEES, SHOP SUPPLIES	7.50	.00	7.50
120	069	093-208	R	1	AIR CONDITIONING MAINT SERVICE. A/C 134A DIAGNOSTIC TEST - CHECK CONTROLS, HEATING & COOL-ING SYSTEMS - CHECK DRIVE BELTS & HOSES - DISCHARGE, EVACUATE, & RECHARGE WITH REFRIGERANT GAS TO MFG SPECS.	37.98	58.00	95.98

THANK YOU FOR CHOOSING, AUTO TECH CENTERS, INC. FOR YOUR AUTOMOTIVE NEEDS!

COST IS CALCULATED ON THE HOURLY RATE OF _____ PER HOUR AND/OR A FLAT RATE OF \$ _____.

-----		PARTS TOTAL.....		2325.43	
X-----		LABOR TOTAL.....		152.57	
CUSTOMER AUTHORIZATION FOR TOTAL		CHARGED AMOUNT	2629.15	SUB TOTAL.....	2478.00
		TAXABLE AMOUNT	2325.43	SALES TAX.....	151.15
		INVOICE TOTAL		\$2,629.15	

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

AUTO TECH CENTER INC

681 EASTWOOD DRIVE
WOODSTOCK, IL 60098
(815)338-5700

INVOICE
032213

12/09/99 12/10/99
07:55 AM 02:29 PM
TEAR: 7797
NONSIG: 188153

PAGE: 01

BILL



PHONE
PHONE
DATE REQUESTED 12/09/99
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 058 / 020

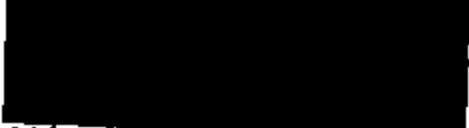
VEH YEAR/MAKE. 95 FORD
VEHICLE MODEL. TAURUS
VEHICLE COLOR. GRAY
LICENSE/STATE. F504494 / IL
ODOMETR IN/OUT 093662 / 93662
PRIOR INVOICE. 030748

ACCOUNT # CDB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
77970053 R 01 07881 0 IL 010972 HDC 6011007558502661

SLS#	TECH	PRODUCT CODE	DC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
058	069	047-100	R	1	PRESSURE TEST	.00	12.50	12.50
058	069	047-200	R	1	INTAKE GASKET KIT	32.00	.00	32.00
058	069	047-200	R	1	TIMING COVER GASKET KIT	17.00	.00	17.00
058	069	047-200	R	1	NEW WATER PUMP WA P	145.00	.00	145.00
058	069	047-100	R	1	R AND R INTAKE AND TIMING COVER GASKETS	.00	490.00	490.00
058	069	070-201	R	1	COOLING SYSTEM MAINTENANCE SERVICE	15.00	14.95	29.95
058	069	077-205	R	1	LUBE - OIL CHANGE - OIL FILTER	10.00	7.95	17.95
058	069	093-999	R	1	RECYCLING & DISPOSAL FEES, SHOP SUPPLIES	4.38	.00	4.38

THANK YOU FOR CHOOSING. AUTO TECH CENTERS, INC. FOR YOUR AUTOMOTIVE NEEDS!

CHARGED BY THE HOURLY RATE OF _____ PER HOUR AND/OR A FLAT RATE OF \$ _____



PARTS TOTAL..... 223.41
LABOR TOTAL..... 525.40
SUB TOTAL..... 748.81
SALES TAX..... 14.52

CHARGED AMOUNT 763.33
TAXABLE AMOUNT 223.41

CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL \$763.33

SEE REVERSE SIDE FOR IMPORTANT SAFETY
WARNING AND WARRANTY INFORMATION

STATE OF ILLINOIS

CERTIFICATE OF TITLE OF A VEHICLE

VEHICLE IDENTIFICATION NO
1FALP5242SA243768

YEAR
95

MAKE
FORD

ODOMETER
87531

MODEL
TAURUS GS

BODY STYLE
4 DOOR

NO. CYL.

HP/COM.

PURCHASE DATE
04/29/99

PURCHASED

TITLE NO

ISSUE DATE

MOBILE HOME SQ. FT.

USED

TYPE OF TITLE

T9146164036

05/26/99

ORIGINAL

MAILING ADDRESS



LEGEND(S)

ACTUAL MILEAGE

OWNER(S) NAME AND ADDRESS



FIRST LIENHOLDER NAME AND ADDRESS

SECOND LIENHOLDER NAME AND ADDRESS

RELEASE OF LIEN

The holder of Lien on the vehicle described in this Certificate does hereby state that the lien is released and discharged

By _____ Date _____
First Name Signature of Authorized Agent

By _____ Date _____
First Name Signature of Authorized Agent



I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that according to the records on file with my Office, the person or entity named herein is the owner of the vehicle described herein, which is subject to the above named liens and encumbrances, if any. IN WITNESS WHEREOF, I HAVE AFFIXED MY SIGNATURE AND THE GREAT SEAL OF THE STATE OF ILLINOIS, AT SPRINGFIELD

D17495369

CONTROL NO

Jesse White
JESSE WHITE, Secretary of State



DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS