



DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
TO REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4236)
NET: www.nhtsa.dot.gov/hotline

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Date Received

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Od_or _____
n_dt _____
od_rt _____
up_ltr _____

OFFICE DEFECTS INVESTIG

552717

OWNER INFORMATION (Type or Print)

Name _____
Street _____
City _____

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 6/14/00

VEHICLE INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>1FALP52U7SA137221</u>		Make <u>FORD</u>	Model <u>TAURUS</u>	Year <u>1995</u>
Purchased Date <u>2/96</u>	Dealer's Name <u>JANNELL FORD</u>		Engine Size (CID/CC/L) <u>302</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <u>HANDOVER</u>	State <u>MA</u>	Zip Code	No. Cylinders <u>V6</u>
Manufacture Date (on driver's door or pillar) <u>9/94</u>	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>EXHAUST MANIFOLD CALIFORNIA EMISSIONS</u>	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
		NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

MAJOR CRACK IN THE EXHAUST MANIFOLD - PART UNAVAILABLE SINCE JANUARY 2000.

Information received regarding the exhaust manifold California emission, is this part is unavailable and they will not be manufacturing this part. SEE ATTACHED LETTER SENT TO FORD.

They offered us \$1000.00 Towards the purchase of another vehicle

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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)

Which is TOTALLY UNACCEPTABLE. In accordance with Federal Law this part must be available.

It is Ford's Responsibility not the owners. They cannot expect a person to take a total loss when the vehicle is only 5 yrs old. Why should we have to purchase a new Ford with payments.

This car will NOT pass the Massachusetts emission testing & therefore, this car has no value. We cannot even sell it in this condition.

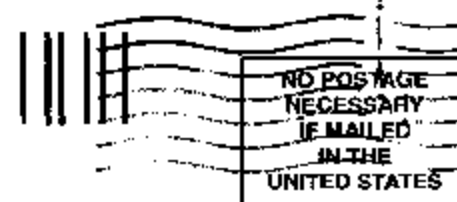
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline



May 1, 2000

Mr. James O'Connor
President Ford Division
Ford Motor Company
16800 Executive Plaza Drive
Dearborn, MI 48121-16800

Re: 1995 Ford Taurus, VIN #1FALP52U7SA137221, ENG# F3DE9430EB
Exhaust Manifold California Emissions - Part - F3DZ 9430E

Dear Mr. O'Connor:

Since time of the essence, I will briefly explain the problem and the possible resolutions that would be acceptable at this time.

PROBLEM:

1. Major crack in the exhaust manifold (next to the firewall).
2. Exhaust manifold not available since January, and will not be available in the near future due to tooling and vendor problems.
3. This vehicle is due for inspection, and will not pass, due to the exhaust problem.

ACCEPTABLE RESOLUTIONS:

1. A new exhaust manifold for the Taurus.
2. A vehicle of the same year even trades.

In accordance with federal law, I believe parts for vehicles must be available for 15 years.

We live in a rural area with no public transportation. Our household is multigenerational, and two elder members require constant medical care due to cancer. I travel to Boston, frequently, which is approximately 62 miles from my home. Even if public transportation was available my mother-in-law, 82 years old, could not withstand the trip.

I would like to mention that the Shiretown Ford Dealership staff has been extremely diligent in their many attempts to resolve this problem. They have called dealerships throughout the US, and have gone above and beyond the call of duty trying to locate the exhaust manifold.

Your prompt attention and response to this matter will be greatly appreciated.

Sincerely,

