



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire**

**COPIED** TO REPORT VEHICLE SAFETY DEFECTS  
1-888-DASH-2-DOT (1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

**POSTED**

**FOR AGENCY USE ONLY**

Date Received

RECEIVED

00 AUG 31 AM 10:00

OFFICE DEFECTS INVEST

Od or \_\_\_\_\_  
rt\_dtl \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

554209

Daytime Telephone Number

**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 \_\_\_\_\_, please provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date 8/21/00

**PRODUCT INFORMATION**

Vehicle Identification No. (VIN) (17 Digits) <i>(Located at bottom of windshield on driver's side)</i>					Make	Model	Year												
1	F	A	L	P	5	7	U	5	S	A	3	0	1	9	2	9	FORD	TAURUS GL	1995
Purchased Date JULY 1995		Dealer's Name FETTE FORD					Engine Size (CID/CO/L) 3.0L		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection										
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used		Dealer's City CLIFTON			State NJ	Zip Code 07013		No. Cylinders 6											
Manufacture Date (on driver's door or pillar) 5/95		Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic		Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorcort <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt		Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel											
						Vehicle Type <input 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 checked="" type="checkbox"/> Other STATION WAGON		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input checked="" type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____											

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

Part Name(s) SPEEDOMETER	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input 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)	Failed Part(s) Available?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)	NHTSA Previously Contacted?
		<input 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	Number of Fatalities	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).

At 18,523 miles the original speedometer fluctuated wildly at highway speeds and was replaced under warranty at no charge by Dan Buckey Ford in Chestnut Ridge, NY.  
In April 1999, at approximately 39,000 miles (21,000 on the replacement speedometer), the speedometer again performed erratically at highway speeds, but only after the car had been driven an hour or so. The service dept. at Dan Buckey Ford was unable to diagnose the problem because of the time element. However, the condition gradually deteriorated so that the speedometer no longer registers any speed accurately above 35 miles per hour. The repair cost is over \$700 including parts and labor. One service employee reported to me that

*(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 administration 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)**

this was a chronic problem for the 1995 Taurus.  
I believe it is unreasonable to have experienced two broken speedometers at such low mileage unless there is a design defect. The issue of safety is now critical, but I refuse to bear the burden of the cost of repair. I have written to Ford and they have refused to do anything.

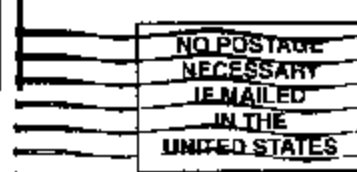
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

**1-888-DASH-2-DOT**

**1-888-327-4236**

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(DASH) 2 DOT



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