

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

26-JAN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

717900

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP52U2SA267827	FORD	TAURUS	1995	

Purchase Date 01-APR-1996	Dealer's Name _____	Engine Size (CID/CC/L) <u>3.0L</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01243000	Part Name(s) STEERING:4 WHEEL STEERING:REAR ACTUATOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) _____ Mileage at Failure(s) <u>27000</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE ORIGINAL SPEEDOMETER WAS REPLACED (UNDER WARRANTY) AT APPROXIMATELY 27,000 MILES BECAUSE IT BECAME ERRATIC OVER 40 MPH. ERRATIC MEANS THAT ONCE I GET ABOVE 40 MPH, THE SPEEDOMETER NEEDLE CONSTANTLY BOUNCES BETWEEN 35 MPH AND 85 MPH AND MAKES VARIOUS HIGH-PITCHED OR "GROWLING-TYPE" NOISES. IT VARY RARELY WOULD STEADY ITSELF AT ONE RATE. EASTGATE FORD REPLACED THE SPEEDOMETER WITH THE FIRST PROBLEM. WITH THE REPLACEMENT SPEEDOMETER, I EXPERIENCED THE SAME ERRATIC BEHAVIOR AFTER ONLY 10,000 - 15,000 MILES. I HAVE NOT REPLACED IT BECAUSE I WAS PROVIDED A QUOTE OF \$450 TO REPLACE THE UNIT. WHEN SEARCHING THE WEB AND THE TECHNICAL SERVICE BULLETINS FOR THIS PROBLEM, IT STATES THAT THERE MAY NOT HAVE BEEN ENOUGH LUBRICANT PLACED IN THE SPEEDOMETER CASE

CONTINUED ON BACK (SEE INSTRUCTIONS)

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.