

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

25-FEB-2000

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

719252

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) _____ <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP52U9SA121229	FORD	TAURUS	1995	

Purchase Date <b>01-JAN-1995</b>	Dealer's Name _____	Engine Size (CID/CC/L) 3.0 L	<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	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	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**

Component 05210000 03250000 03270000	Par. Name(s) <b>ENGINE COOLING SYSTEM: RADIATOR</b> <b>BRAKES: HYDRAULIC: ANTI-SKID SYSTEM</b> <b>BRAKES: HYDRAULIC: SHOE: DISC BRAKE SYSTEM</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
---	---	---	---

No. of Failures <b>1</b>	Date(s) of Failure(s) 01-AUG-1999 Mileage at Failure(s) 05000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	---------------------------	----------------------	---------------------------	---

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

1. RADIATOR - FAILED DUE TO DESIGN DEFECT IN PLASTIC TO ALUMINUM CORE JOINT, CAUSING LOSS OF COOLANT. REPLACEMENT FAILED WITHIN ONE DAY. REPLACEMENT FOR THAT ONE LASTED ONLY ABOUT 20,000 ADDITIONAL MILES, SO A TOTAL OF THREE IDENTICAL RADIATOR FAILURES WITH LOSS OF COOLANT IN ABOUT 25,000 MILES ON THE SAME CAR. SAME PROBLEM ON SON'S 1995 TAURUS SEDAN WITH SAME ENGINE. ORIGINAL RADIATOR FAILED, REPLACEMENT FAILED WITHIN 1,000 MILES OF INSTALLATION. THIS EXPERIENCE SEEMS TO INDICATE A FUNDAMENTAL DESIGN DEFECT IN THE TAURUS RADIATOR. 2. BRAKE FAILURE. DEFECT IN DESIGN OF REAR CALIPERS USED WITH ABS SYSTEM ON THE TAURUS RESULTS IN RAINWATER INTRUSION CAUSING RUSTING OF CALIPER PINS THAT THEN IMPEDES PROPER RETRACTION OF THE BRAKE PADS. EXCESSIVE PAD WEAR RESULTS IN P

CONTINUED ON BACK (REVERSE)

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.