



U.S. Department of Transportation

National 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

Data Received 16-JUN-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 724114	

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> 1FALP54P8SA310445	Vehicle Make FORD	Vehicle Model TAURUS	Vehicle Year 1995	Current Odometer Reading
--	-----------------------------	--------------------------------	-----------------------------	--------------------------

Purchase Date 01-AUG-1999	Dealer's Name _____	Engine Size (CID/CYL) 3.2L	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input checked="" type="checkbox"/> Fuel Injection

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 _____	Body Style <input type="checkbox"/> Sport Ult Truck <input type="checkbox"/> Motorcycle <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 05100000 05230000 08138000	Par. Name(s) ENGINE ENGINE COOLING SYSTEM:PUMP:WATER FUEL:FUEL PUMP	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 30	Date(s) of Failure(s) 15-MAR-2000	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 00500		
	Vehicle Speed at Failure(s) 0		

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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	---------------------------------------	----------------------------------	---------------------------	---

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

STARTING ON 3/15, THE CAR WOULD TURN OFF WITH NO WARNING, BOTH AT IDLE AND AT SPEEDS OF UP TO 75 MPH. WE ARE LEFT TO COAST TO THE SIDE OF THE ROAD WITH NO POWER STEERING OR BRAKES. SOMETIMES IT WILL RECRANK, OTHER TIMES IT WON'T. LOCAL FORD DEALER HAS HAD THE CAR 5 TIMES (HAS IT NOW) AND CANNOT FIGURE IT OUT. HAVE REPLACED FUEL PUMP, CRANK SENSOR, CAM SENSOR, WATER PUMP, IGNITION CONTROL MODULE AND VARIOUS FILTERS. UNTIL RECENTLY, THE DEALER COULD NOT REPLICATE THE PROBLEM, SO WE KEPT THE CAR UNTIL IT WAS LITERALLY LURCHING AND KNOCKING, BARELY DRIVING MORE THAN A MILE AT A TIME, TURNING OFF EVERY 100 YARDS OR SO. THEY FINALLY SAW IT TURN ITSELF OFF. IT JUST GOES DEAD. AFTER SEVERAL TIMES, WE FOUND THAT THERE WAS A TELLTALE "SHUDDER" THAT OCCURED SOMETIME PR

CONTINUED ON BACK (SEE)

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.