



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

24-JAN-2002

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Reference No.

757292

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) (Location at bottom of windshield and driver's side)	Vehicle Make FORD	Vehicle Model TAURUS	Vehicle Year 1995	Current Odometer Reading
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Purchase Date 01-JUN-1995	Dealer's Name _____	Engine Size (CID/CC/L) 3 L	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02440000	Part Name(s) SUSPENSION:SINGLE AXLE:REAR:SWAY BAR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 24-JAN-2002 Mileage at Failure(s) 94000 Vehicle Speed at Failure(s) 0	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I BROUGHT CAR IN TO CRYSTAL FORD FOR A VERY LOW NOISE PERIODIC THUMPING AS I DID ALMOST ONE YEAR AGO. ONE YEAR AGO THEY DID SOME MAJOR BRAKE WORK FOR THE NOISE BUT NOW FOR THIS SAME NOISE THEY SAID I NEED NEW SWAY BAR LINKS. THE STRAGE THING IS THAT AFTER I PICKED UP THE CAR AND BEGAN TO DRIVE HOME THE NOISE WAS MUCH MUCH LOUDER AND DIFFERENT FROM THE NOISE WHEN I BROUGHT IT IN. IT IS NOT THE PERIODIC NOISE BUT A LOUD GRINDING SOUND. HAS CRYSTAL FORD DAMAGED THE CAR TO EARN MORE FROM SERVICE? IF SO THIS IS VERY DANGEROUS FOR THE CUSTOMER. IT IS VERY STRANGE THAT THE NOISE IS LOUDER AND DIFFERENT FROM WHAT I HAD WHEN I CAME IN. ALSO WHAT IS STRANGE IS THAT LAST YEAR WHEN I BROUGHT THE

CONTINUE ON 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.