

784575

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 3/21/00 1:35PM
Subject: Car Talk VOQ submission

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SUBMISSION DATE: Tuesday, March 21st 2000 at 1:35:24 PM

VEHICLE OWNER'S QUESTIONNAIRE
=====

OWNER INFORMATION

NAME: [REDACTED]
ADDRESS: [REDACTED]
TELEPHONE: [REDACTED]

NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN:
MAKE: Mercury
MODEL: Sable Wagon
YEAR: 1995

ODOMETER: 42,650
PURCHASE DATE: NEW OR USED: Used

DEALER NAME:
ADDRESS: ,

ENGINE SIZE: 3.8 L
CYLINDERS: 6

FUEL INJECTION: No
TURBO: No
FUEL TYPE: Gas
ANTILOCK BRAKES: No
CRUISE CONTROL: Yes
DRIVETRAIN:

DRIVER AIRBAG: No
PASSENGER AIRBAG: No
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: Station Wagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: timing chain front cover gasket;
transmission pan side cover
gasket

PART NAME(S):

LOCATION:

NUMBER OF FAILURES:

DATE(S) OF FAILURES: discovered in March, 2000

MILEAGE AT FAILURE(S): 42,650

SPEED AT FAILURE(S): n/a

MANUFACTURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No

NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

Ford has issued an extended warranty for head gasket failures on the 3.8L engine in Ford Taurus, Windstar, and Mercury Sable vehicles. It is my understanding from talking to mechanics (both at the dealer and non-dealer repair shops) that owners have experienced widespread head gasket failures. In our Sable, the dealer inspected the head gasket and said it was OK, but the timing chain front cover gasket and transmission pan side cover gasket have both failed prematurely. These may be a similar problem to the widespread problems reported with the head gasket.

We have written to Ford asking for reimbursement, since the car is not far past the 36,000 mile warranty, and since these are clearly premature failures of parts that should last normally last much longer.

Note: this vehicle was acquired (used) in 1999 by gift from the original owner. All required maintenance has been performed.

END OF FORM
