

784597

From: [REDACTED]
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 4/5/00 8:47PM
Subject: Car Talk VOQ submission

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SUBMISSION DATE: Wednesday, April 5th 2000 at 8:46:23 PM

VEHICLE OWNER'S QUESTIONNAIRE
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OWNER INFORMATION

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

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

VEHICLE INFORMATION

VIN: 1falp52uxsa163554
MAKE: ford
MODEL: taurus
YEAR: 1995

ODOMETER: 54000
PURCHASE DATE: **NEW OR USED:** Used

DEALER NAME:
ADDRESS: ,

ENGINE SIZE: 3L
CYLINDERS: 6

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

DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: heater hose coming out of
intake, lead to need for new
engine

PART NAME(S):

LOCATION:

NUMBER OF FAILURES: one

DATE(S) OF FAILURES: july 1999

MILEAGE AT FAILURE(S): 47,000

SPEED AT FAILURE(S): 65mph

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No

FIRE: No

NUMBER OF PERSONS INJURED:

NUMBER OF FATALITIES:

ESTIMATED PROPERTY DAMAGE: \$3000

DRIVER AIRBAG DEPLOYED: No

PASSENGER AIRBAG DEPLOYED: No

REPORTED TO POLICE: Yes

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT

TIRE MANUFACTURER:

TIRE NAME:

TIRE SIZE:

ADDITIONAL COMMENTS

We were on the second day of our family summer vacation when this failure occurred. We were driving on an interstate in west virginia in heavy rain and so we did not see the steam or spary from the failed hose. We had had the radiator hoses changed at 40,000 and all the hoses checked before going on vacation when we had the oil changed in the car. the hose that failed looks and feels fine from the outside (the way hoses are checked by mechanics for wear). It was an internal failure. It is not the fact that the hose failed that concerns us but the consequences of this. We have since learned from mechanics that the design of the engine in this car is such that the temperature sensor dips into the coolant and when the coolant has all gone the temperature sensors then no longer works. So there is no way to know when the level of coolant is dropping. the temperature gauge did not go into the red zone indicating engine overheating. the check engine light did come on (as it had several months before when the problem was the oxygen sensor gone bad). Within seconds we started to lose power. We turned off the AC and started to pull over to the side of the road at which point we lost all power. We were lucky in that it was a quiet interstate. If it had been one of those we had travelled on the previous day where everybody was doing 70 mph and driving way to close to us, then there would undoubtedly have been an accident and people hurt. We have two young children and we were glad to walk away alive and unharmed. the damage to the car was such that we had to have a completely new engine put in at a cost of \$3000. ford showed no concern for the fact that their engine design results in such catastrophic damage from a simple hose failure or that such failure could result in serious injury when it happens at high speeds on busy roads. there is insufficient warning of the complete loss of power that occurs. A mechanic has since advised s to change ALL hoses every 35,000 miles. We think this advise should be in the ford owners manual(we had diligently followed all their maintenance recommendations) and a change in their engine design should be recommended so that a drop in the level of coolant is indicated before the engine fries and power is lost completely!

sincerely,
[REDACTED]

END OF FORM
