

784758

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 7/25/00 8:22AM
Subject: Car Talk VOQ submission

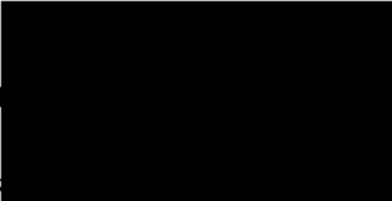
* This data was submitted via a fill-in form at the CarTalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Tuesday, July 25th 2000 at 8:21:26 AM

VEHICLE OWNER'S QUESTIONNAIRE
=====

OWNER INFORMATION

NAME
ADDRESS
TELEPHONE



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

VEHICLE INFORMATION

VIN: 1FALP52U4TG296907
MAKE: FORD
MODEL: TAURUS
YEAR: 1996

ODOMETER: 41500
PURCHASE DATE: NEW OR USED: Used

DEALER NAME: BRIAN BEMIS AUTOWORLD
ADDRESS: SYCAMORE, IL 60178

ENGINE SIZE: 3.0
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: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: 1996 AND 1997 FORD TAURUS'S HAD A COPPER COLORED ANTIFREEZE INSTALLED AS AN EXPERIMENT. IT FAILED! THE COOLANT RUSTED OUT THE FREEZE PLUGS, WATER PUMP AND THERMOSTAT. OUR CAR IS ONE OF THOSE AND NOW FORD MOTOR COMPANY DOES NOT WANT TO PAY TO FIX IT. THEY WILL GO 50/50 TO REPLACE THE FREEZE PLUGS, WATER PUMP AND THERMOSTAT. WE FEEL THAT FORD SHOULD DO IT ALL SINCE THEY ARE THE ONES THAT PUT OUT TH'S FAULTY PRODUCT.

PART NAME(S): FREEZE PLUGS, WATER PUMP AND THERMOSTAT.

LOCATION:

NUMBER OF FAILURES: SO FAR, JUST ONE FREEZE PLUG. COST \$270.00 TO REPLACE AND FLUSH ENGINE.

DATE(S) OF FAILURES: 6/29/00

MILEAGE AT FAILURE(S): 40500

SPEED AT FAILURE(S): 30

MANUFATURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT:
FIRE:

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

WE ARE ONLY LOOKING TO HAVE OUR CAR FIXED AND TO BE REIMBURSED FOR MONEY SPENT TO FIX A PROBLEM CREATED BY FORD MOTOR COMPANY. THIS COULD HAVE BEEN VERY BAD IF A FREEZE PLUG HAD RUSTED OUT WHILE WE WERE ON A LONG TRIP AND OUT IN THE MIDDLE OF NOWHERE! WE FEEL THAT FORD MOTOR COMPANY PUT US IN DANGER. NOW SINCE WE WERE NOT THE ORIGINAL OWNERS OF THE CAR AND RECEIVED NO OWNER'S NOTIFICATION WE HAVE TO PAY THE PRICE! WE ALSO PURCHASED AN EXTENDED WARRANTY THROUGH THE DEALER THAT WILL NOT COVER THIS EITHER! THE DEALER ALSO IS NOT WILLING TO FIX THE PROBLEM. WE FEEL LIKE WE ARE BEING MESSED OVER BIG TIME. WE LOVE THE CAR WE HAVE AND JUST WANT IT REPAIRED TO THE WAY IT SHOULD BE.

END OF FORM
