

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 1399 Date Received <u>10/19/02</u> OFFICE <u>19 NOV 2002</u> DEFECTS INVESTIGATION Reference No. 8022992	
		Work Number _____ Home Number PLEASE FILL IN	
OWNER INFORMATION (Type or Print)			
[Redacted]		787332	
SAINT MATEWS		SC [Redacted]	
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 <u>11/23/02</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1FALP52UXSA196750	FORD	TAURUS	1995
Current Odometer Reading		123761	
Purchase Date	Individual Dealer's Name <u>BRIAN Davis, 123 Adams Way Ct</u>		Engine Size (CID/CC/L) <u>3.0</u>
☐ New ☒ Used	City <u>DANBURG</u> State <u>SC</u> Zip Code <u>29118</u>	No Cylinders <u>6</u>	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injector
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
☐ Manual ☒ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☒ Yes ☐ No
Drive Train	Vehicle Type		Body Style
☐ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>05240000</u>	Part Name(s) <u>ENGINE COOLING SYSTEM: FAN</u>	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures _____ Date(s) of Failure(s) <u>12 NOV 2002</u> Mileage at Failure(s) <u>110000</u> Vehicle Speed at Failure(s) _____		Failed Part(s) Available? ☒ Yes ☐ No NHTSA Previously Contacted? ☐ 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 Damage		Reported to Police ☐ Yes ☐ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
NHTSA#14673-01-1-011-000 ENGINE COOLING FAN. CONSUMER STATES VEHICLE GOT VERY HOT. DEALER HAS INSPECTED THE VEHICLE AND COULD NOT DUPLICATE OR CORRECT THE PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. TS SEE ATTACHED LETTER FOR DETAILS [Signature]			

CONTINUE ON BACK IF NEEDED

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.

JAN 24, 2003

RE-CAP - 95 FORD TAURUS 3.0 6 Cyl.
VIN 1FALP52UXSA 186750

1. PURCHASED VEHICLE - JAN 29, 2001
2. APRIL 25, 2001 - OCT. 26, 2001 - DEWIS ELECTRIC
RUST IN RADIATOR, ENGINE & OVER-FLOW TANK.
3 RADIATOR FLUSHES, THERMOSTAT, RADIATOR
TANK, RADIATOR CAP & ANTI-RUST TREATMENT.
3. JAN 21, 2002 - SEPT 23, 2002 - HAINES FORD
REPLACE RADIATOR CAP, HOSES, FREEZE PLUGS
THERMOSTAT, RADIATOR FLUSH & ANTI-RUST
TREATMENT.
4. OCT 23, 2002 - HUTTO'S TRANSMISSION
REMOVE TRANSMISSION, REPLACE 5 FREEZE
PLUGS, FLUSH ENGINE, REPLACE
TRANSMISSION.
5. OCT 24, 2002 - NOV 4, 2002 - HAINES FORD
REPLACE WATER PUMP, ANTI-RUST TREATMENT.
REMOVE, CLEAN, REPAIR & REPLACE RADIATOR
6. NOV 13, 2002 - NAPA
RADIATOR CAP
7. NOV 19, 2002 - CONTACTED FORD CUSTOMER
RELATIONS 1-866 436 7332. SPoke TO
DANIELA & KISHA. REQUESTED INFORMATION
FOR 1994/95 FORD TAURUS ON RECALL
FOR FREEZE PLUGS CAUSING RUST &
COOLING SYSTEM PROBLEMS. BASICALLY STONE-WALLED
(CONT'D PAGE II)

8. NOV 19, 2002 CALLED NATIONAL HIGHWAY TRAFFIC & SAFETY - SPOKE TO MANNY. TOOK INFORMATION ON VEHICLE. GAVE ADDRESS FOR TECHNICAL INFORMATION SERVICE TO OBTAIN RECALL INFORMATION. SENT LETTER NOV 30, 2002 REQUESTING INFORMATION.
9. NOV 20, 2002 - ORANGEBOURNE FORD
RECALL 01530 - COOLING FAN CIRCUIT BREAKER. REPLACED CIRCUIT BREAKER. TESTED, FOUND NO LEAKS, NOT OVERHEATING, COOLING FAN WORKING PROPERLY.
10. NOV 23, 2002 - HOSE SPLIT WHILE DRIVING CAUSING ENGINE TO OVERHEAT.
11. NOV 27, 2002 - HAILEY'S AUTO
REPLACE RADIATOR CAP, THERMOSTAT & FIX HOSE.
12. NOV 28, 2002 - PICKED UP CAR. UPON STARTING EXPERIENCED DIFFICULTY TURNING OVER & THEN WHITE SMOKE FROM EXHAUST. ENGINE FROZE UP
13. JAN 8 - 2003. CALLED NHTSA. SPOKE TO MANNY. SENT COPY OF VEHICLE OWNER'S QUESTIONNAIRE. RECEIVED APPROX 2 DAYS LATER.
14. JAN 8 - 2003 - SENT FAX TO TECHNICAL INFORMATION SERVICES REQUESTING INFORMATION ON RECALLS.

15. RECEIVED FROM STAFFIN A.H. SOOTT AT
NHTSA COPIES OF THE FOLLOWING RECORDS
94 596 - 10/7/94
97 566 - 2/14/97
01 M09 - 12/3/01
01 530 - 12/3/01

DURING THE ABOVE RE-CORDED PERIOD
OF TIME, WE EXPERIENCED CONSTANT OVER-HEATING
PROBLEMS WITH LITTLE OR NO SATISFACTION.

ALSO, THE FOLLOWING COSTS/CHARGES
INCLUDING LABOR COSTS FOR APPROX \$1250.00 WERE
INCURRED

8 RADIATOR FLUSH & CLEANING
4 ANTI-RUST TREATMENT
2 THERMOSTATS
4 RADIATION CAPS
1 U TANK.
6 FREEZE PLUGS
1 WATER PUMP
2 BELTS REPLACED
2 HOSES REPLACED/REPAIRED

ENCLOSED ARE COPIES OF INVOICES
COVERING ALL OF THE ABOVE

PAGE II

IF, YOU DESIRE ANY ADDITIONAL
INFORMATION, CONTACT ME AT THE
FOLLOWING ADDRESS /PHONE

[REDACTED]

St. MATTHEWS, SC

[REDACTED]

PLEASE, PROCEED WITH COMPLAINT
PROCEDURE

Yours Sincerely

[REDACTED]

1/24/03

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**