

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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 436

Data Received

07-APR-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

859875

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) <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP5743SG236530	FORD	TAURUS	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05110000 05150021	Part Name(s) ENGINE:MOUNTS ENGINE:GASKETS:VALVE COVER	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 27-MAR-2000	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE HEAD GASKETS BLEW OUT. VEHICLE WAS SERVICED & REPAIRED. VEHICLE WAS TAKEN BACK & DEALER FOUND BROKEN MOTOR MOUNTS & ENGINE WAS VIBRATING ALL OVER. DEALER REPLACED MOTOR MOUNTS AT CONSUMER'S COST. CONSUMER FELT PARTS WERE DEFECTIVE. *AK

CONTINUED ON BACK PLEASE

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.

U.S. Department of Transportation National Highway Traffic Safety Administration		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 438	
OWNER INFORMATION (Type or Print)		Date Received 07-APR-2000 OFFICE INVESTIGATION		Od or rt dr _____ od_rl _____ up_tr _____	
		Work Number _____ Home Number _____		Reference No. 859875	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.					
Signature of Owner _____		Date 4/2/00			
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 1FALP5743SG236530		Vehicle Make FORD	Vehicle Model TAURUS	Vehicle Year 1995	Current Odometer Reading 56,500
Purchase Date 8/9/1995	Dealer's Name WALLY ARMOUR FORD		Engine Size (CID/CC) 3.8	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection	No Cylinders 6
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	City ALLIANCE State OH Zip Code 44601		Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag
			Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input checked="" type="checkbox"/> Other WAGON
					Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 05110460 05150421	Part Name(s) ENGINE:MOUNTS ENGINE:GASKETS:VALVE COVER		Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear		Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 27-MAR-2000 Mileage at Failure(s) 54351 Vehicle Speed at Failure(s)		Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
ENGINE HEAD GASKETS BLEW OUT. VEHICLE WAS SERVICED & REPAIRED. VEHICLE WAS TAKEN BACK & DEALER FOUND BROKEN MOTOR MOUNTS & ENGINE WAS VIBRATING ALL OVER. DEALER REPLACED MOTOR MOUNTS AT CONSUMER'S COST. CONSUMER FELT PARTS WERE DEFECTIVE. *AK 3/27 Called Dearborn Mi to report problem & to see if recall was issued. 3/31 Write to Detroit Mi - copy enclosed. 4/12 Matt from Ford in Toronto called me - sorry but warranty is over. nothing they can do.					
CONTINUE ON BACK IF NEEDED					
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copy

109708

79663

CUSTOMER CALL BACK COPY
INVOICE

DOWNTOWN FORD

1423 Tuscarawas Street West
Canton, Ohio 44702
(330) 456-2781

PAGE 1

SERVICE ADVISOR: 7157 ROBERT G. CHATMAN C



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	95	FORD TAURUS	1FALP5743SC236530		54351 / 54351	T832	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1995			18:00 27MAR00		62.00	CASE	27MAR2000
R.O. OPENED	READY	OPTIONS: DLR:44L202 ENG:3.8 Liter EFI					
22MAR00	27MAR00						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A JERKING AND MISSING---SAYS IT HAS DONE THIS SINCE SHE PICKED IT UP FROM US DOING HEADGASKETS.....01/18/00 1285							
1 SEE STORY							
				173			
				914			
						349.56	349.56
					85.25	85.25	85.25
					84.03	84.03	84.03
54351 DIAGNOSIS #914 FOUND BROKEN MOTOR MOUNTS #173 REPLACED MOUNTS 5.0 HR 1.5 TO 914							

SHOP SUPPLIES/ENVIROMENTAL CHARGES							5.00

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory please tell your friends, if not please tell us immediately.

DESCRIPTION	TOTALS
LABOR AMOUNT	349.56
PARTS AMOUNT	169.28
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.00
TOTAL CHARGES	523.84
LESS INSURANCE	0.00
SALES TAX	27.50
PLEASE PAY THIS AMOUNT	551.34

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

CUSTOMER SIGNATURE

Ford Motor Company
Customer Assistance Center
300 Renaissance Center
PO Box 43360
Detroit Michigan 48243

March 31, 2000

This is in reference to my 1995 Ford Taurus Station Wagon:
Vehicle ID # 1FALP5743SG236530 00M09

My complaint is about the motor mounts and speedometer.
Purchase August 8, 1995. Listed are problems that have occurred.

Vehicle at 5 months, January 20, 1996. Vehicle started missing. Just made it last 1/2 mile to my home and it quit on me. Would not start, had to have it towed to garage. Cause: Injector stuck open. Garage replaced number 3 injector. Mileage 5985.

Vehicle at 15 months, November 8, 1996. Trans. pan gasket leaking, due to gasket failure. Replaced trans. pan. Mileage 18,690.

Vehicle at 19 months, March 14, 1997.

Speedometer jumping to 65-75-85, while on a trip to North Carolina. Mileage 21,925.

Speedometer still jumping all over place. Mileage 22,066

Removed & replaced upper speedometer cable. Kink in upper cable. Replaced cable assembly & speedometer. Engine leaking oil, verified by service man. Removed and resealed leaking oil pan. Oil getting past gasket. Gasket reset on oil pan in chassis.

Vehicle at 21 months, May 21, 1997. Speedometer noisy and still not registering correctly. Garage order speedohead. Replaced on June 2, 1997 speedohead and speedometer assy. Mileage 24,469. As of January 2000, speedometer is again erratic. Am I now to assume cost for this? I don't feel the problem was corrected at time, Two bad speedometers or speedoheads, not my fault.

January 23, 1999. Recall on Subframe Rear Plate Nut Replacement Reinforcement Kit. Mileage 44,133.

January 17, 2000. Vehicle stopped dead. Head Gasket blew. Head Gasket Replace. Mileage 53,750.

March 27, 2000. Car jerking and missing. Scope showed broken Motor Mounts. I had repaired. Mileage 54, 351. Still jerks. I do not feel that I should have to financially responsible for this. I talked with another Ford mechanic, who stated that motor mounts was a common problem with Fords.

My thoughts:

I am a 61 year old women, not a hot rodder, I purchased this with the thought that it would be safe and secure. I purchased this Ford brand new, hoping I could at least feel safe in it, and that it would last at least 10 years without major repair. I am deeply troubled by so many problems. I have taken care of my car and had it serviced when needed. At this time I do not feel safe and secure in my car. I am feery of driving it out of town. Wondering where, or what will break down and leave me stranded.

If the recall on the subframe was a safety factor, why not motor mounts. It certainly would cause a terrible accident on the highway driving at 55 or 65 miles and hour, if it vibrated to the point of stalling, or not being able to control vehicle

I also feel motor mounts should not break off, on a 1995 car with only 54, 351 miles. A car that has been well taken care of.

On March 27, 2000, after service department of Downtown Ford called to inform me that the scope showed nothing wrong that was making my car jerk or miss, but did find motor mounts broken. I called Ford Motor Company in Dearborn and talked to a very nice lady namely Dawan, who said a customer service rep would be in contact with me, within 2 days. As of this date I have not any contact with a customer relation person.

I would really appreciate some answers. Waiting for a response.

Yours Truly,

