

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 241

Date Received

31-JUL-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

866446

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>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP52U3SA255153	FORD	TAURUS	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator Bell <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 Util Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12430000	Part Name(s) INTERIOR SYSTEMS:INSTRUMENT PANEL:SPEEDOMETER:ODOMETER	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
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No. of Failures	Date(s) of Failure(s) 01-MAR-2000 Mileage at Failure(s) 56596 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT 36,000 MILES VEHICLE EXPERIECED AN INOPERATIVE SPPEEDOMETER WHICH DEALER REPAIRED/REPLACED UNDER WARRANTY. NOW AT 55,000 MILES PROBLEM REOCCURRED, AND DEALER REFUSED TO HELP UNLESS COST WENT TO CONSUMER. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK

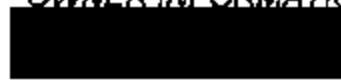
CONTINUE ON BACK IF NEEDED

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.

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 241		
OWNER INFORMATION (Type or Print)		624129		Date Received AUG 28 PM 3:32 31-JUL-2000 OFFICE DEFECTS INVESTIGATION	Od_or _____ rt_or _____ od_rt _____ up_lr _____	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Reference No. 866446		
Signature of Owner _____		Date <u>08/21/00</u>		Work Number _____	Home Number _____	
VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) (Locate w. bottom of windshield on driver's side) 1FALP52U3SA255153	Vehicle Make FORD	Vehicle Model TAURUS-SE	Vehicle Year 1995	Current Odometer Reading 59800		
Purchase Date 15 July 1995	Dealer's Name <u>LAMARQUE FORD</u>		Engine Size (CID/CCIL) <u>3.0L</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City <u>KENNER</u> State <u>LA</u> Zip Code <u>70063</u>		No Cylinders <u>6</u>			
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorball <input checked="" type="checkbox"/> Driverside Airbag <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 type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <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 12430000	Part Name(s) INTERIOR SYSTEMS: INSTRUMENT PANEL: SPEEDOMETER: ODOM		Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement		
No of Failures	Date(s) of Failure(s) <u>31-MAR-2000</u> <u>2001 19 NOV 1997</u> Mileage at Failure(s) <u>56596</u> <u>32102</u> Vehicle Speed at Failure(s) <u>ALL SPEEDS OVER 35 MPH</u>		Failed Part(s) Available? <input 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)						
AT 36,000 MILES VEHICLE EXPERIECED AN INOPERATIVE SPPEDOMETER WHICH DEALER REPAIRED/REPLACED UNDER WARRANTY. NOW AT 55,000 MILES PROBLEM REOCCURRED, AND DEALER REFUSED TO HELP UNLESS COST WENT TO CONSUMER. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK SEE ATTACHED:						
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Vehicle owner's Questionnaire (VOQ)

Item: *OWNER INFORMATION:*



Item: *NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES):*

While test driving car on 15 July 1995, with Salesman C. Higgins, at Lamarque Ford, 3101 Williams Blvd., PO Box 1729, Kenner, Louisiana, 70063, we noted the speedometer was erratic, and a ticking noise coming from the dash area. Salesman stated it was nothing and he would have it adjusted, at this time there was less than 10 miles on the car. After purchasing car, noise and erratic motion was gone from dash area. Two weeks after purchase noise and erratic speedometer returned and was more erratic than before, at this time we took car back to Lamarque Ford for service, they said they could find no problems. In June 1996 we returned the car to Lamarque Ford and told them we had planned a trip to East Tennessee and at this time we told the Service Department of the problems, and that we planned to leave for East Tennessee in a few weeks, again, we were told they could find no problems. Speedometer was erratic and would not gauge speed while driving over 35 mph, and the Tachometer had to be used to gauge speed while driving to and from Mississippi, this technique has been applied several times when taking distant trips, speedometer would not work properly over 35 mph, by jumping to maximum far right then back to 0 miles per hour. We were told by Lamarque Ford that we could take our car to a dealer close to where we live the next time. During our trip to East Tennessee and after, many complaints were made to different Ford Dealers in Tennessee and Mississippi, on 3 Oct 1997, car was taken to Astro Ford for service, at this time we told them about the speedometer making clicking sounds and being erratic. Astro Ford, on 19 Nov 1997, replaced Steering Gear Assembly, at 32172 miles on the odometer. Problems still continued with the odometer and the Speedometer Assembly was replaced by them on 8 Dec 1997 with 32571 on the odometer. Problems quit for a short period, but returned within days of replacement. More complaints were made and speedometer became more and more erratic. Car was taken to Astro Ford on 3 Jul 2000, with 59435 miles showing on the odometer and asked them to fix the same problems with the speedometer that has been a continuing problem since purchasing car. They stated Ford would not pay for repairs and we would be burden with the expense. We refused to have problems repaired since it has been a problem since car was purchased and

Ford has not repaired or fixed the problems. The most severe problem is when we take trips driving over 45 mph, since we own a 2000, Ford Crown Victoria, we only drive the Taurus in town where the speed limit is seldom over 35 mph. There are many write up on the same problems with other 1995 Ford Taurus, in fact we have been told by other Taurus owners that they have had the same problems. We have receipts and proof of the problems and letters that we have sent to Ford Motor Company on this problem. Ford Motor Company has a severe problem with the 1995 Taurus, but continues to ignore this problem.

See attached letters.

28 December 1997

Ford Motor Company
300 Renaissance Center
P.O. Box 43360
Detroit, MI 48243

My Family and I would like to say thanks to Astro Ford Company, D'Iberville, Mississippi. Since we have purchased our 95 Ford Taurus, SE, we had some problems with a noise in the dash, and a speed odometer going out on a trip that we took to East Tennessee.

After trying at two Ford companies in Bristol and Johnson City, Tennessee, to get the speed odometer repaired, we finally gave up and drove back to Mississippi judging our speed by using the Tachometer. On return back to Mississippi, we took our Ford to Astro Ford, they asked us if we could leave the car a couple of days to order parts, which we had no problem since we owned another vehicle. Within a couple of days the car was repaired, but after some time, the noise returned again, we again returned it to Astro Ford, which they repaired and since we have had no problems with noise.

Mr. Carl Morgan, Service Advisor, and Mr. Winston Warden, Technical Advisor, made us feel good that we owned a Ford. Both are Professionals at their jobs and want to help people with their problems, which I would like to see other Ford Dealers take a lesson from. Both, are kind, considerate and helpful in explaining problems, which definitely put us at ease and made us want to deal more with the Astro Ford Company. Both, are assets to the Company and are true representatives of the Ford Motor Company, along with the people that work with them.

Dealing with people like Mr. Morgan, and Mr. Warden, makes you want to return and deal more with them, which I plan to do within the next year. To my family, giving service to something that we bought from them is the one factor that will make us return again and again. I have several friends that have dealt with Astro Ford and they all say the same thing. This Ford was not purchased from Astro Ford, but, they have taken so good care, we feel bad that it was not. With service like they give, it makes you want to deal with them, which I plan to do.

Again, thanks to the Astro Ford Company for giving my family outstanding service, they are definitely the number one Ford Dealer



cc: Astro Ford Company

23 August 1996

Ford Customer Survey Center
470 Enterprise IT
Bloomfield Hills, MI 48302-9887

Sir:

When we bought our Ford Taurus from Lamarque Ford, New Orleans, LA, we were very proud of it and liked it very much. We did have a small problem with a rattle in the dash, which we took back to the dealer shortly after purchase, and we received excellent service then.

Shortly after, we started having this problem with the speed odometer, then knowing we were planning a trip to Tennessee, we took it back to Lamarque Ford and told them the problem we were having. At the time I am not sure what was the matter, but the Service Manager, seemed to have gotten up on the wrong side of the bed or something, because he seemed not to have any time and was raising hell about something. At this time I tried to tell him the problem and told him of our planned trip to Tennessee.

Approximately one hour later the Service Manager came and told us that, they could not find anything wrong, that it would take some time to have it analyzed, and might take some time to fix. At this time, all I wanted was the problem solved. When I went to claim my car, they could not find it, and the lady kept asking me my name. The problem was, they had the car registered to another man that lived some where's close by. Supposedly, they did solve this problem, I think, as I did finally get my car back. I did want my car fixed, but I was not impatient and would have done what they asked, but as I stated, the Service Manager seemed to still be upset about something else. We live approximately 110 miles from Lamarque Ford, but I would have done what ever the Service Manager asked, because our son lives very close by and would have been no problem.

We made our trip to Tennessee, with the defective speed odometer, using the Tachometer, to gauge our speed, because of the erratic speed odometer hand, swinging over on 85 mph and staying there. When we got

to Tennessee, I took the car to a Ford Dealer located on the Bristol - Johnson City highway. The Service Manager told me there was no way he could get to it at all, that they had 26 units that they could not get to yesterday, plus he told me when I asked if there was a dealer in Johnson City, that the Sherwood Motors, which is a Chevy Dealer there had told them that they had several units that they could not get done yesterday also. I did not care anything about the Chevy Dealer. By this time I began to wonder if I had chosen the wrong car, because, if your company is having so much trouble with Ford products that they could not keep up with the service, then maybe I did make a bad mistake by buying Ford. From Bristol I drove to Johnson City, to where I thought Tennessee Motors was located, but when I arrive they had moved from this location.

My wife suggested that I call your office at this time, but I was so upset I refused and she finally made the call. After calling your office and telling her what to do, she did call Tennessee Motors in Johnson City, Tennessee. They told her to call them back at 2 p.m. and if they could get to it they would. This was not a satisfactory answer and was not what we expected to hear, especially after talking with your office. We decided just to drive the car back to Mississippi and gage the speed with the tachometer, which we did.

When we got back to Mississippi, I took the vehicle to D'Iberville Ford, in North Biloxi. We were very surprised at this Dealer and his employees, because they treated us excellent and with respect, and repaired the defective speed odometer, which at this time is working with no problems. I just wish that all Ford Dealers showed as much respect as D'Iberville Ford did.

I was in the market for getting a new Ford Windstar, but as of now, I am not sure, because I am not sold on Ford service. I want service, for when I go on trips and have planned stops, itineraries to keep, with reservations to make, I expect help, which I did not get. Its looks like any dealer would have some employees set aside to take care of people who are just passing through and having problems. What I have done is talk with other Dealers about their service and what I can expect, and I am leaning towards a new Dodge Caravan, unless I can find something better or a better service offer. My main concern now is, "SERVICE."

We have owned many new Fords, and this was our first Ford in many years, as we had owned Japanese products since 1971 and the Taurus was the first since then. We like our Taurus SE, it is a fine car and is enjoyable to drive, it's too bad your service departments are not of the same quality.

Sincerely,

A solid black rectangular redaction box covering the signature area.