

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 252

Date Received

18-AUG-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

868138

 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.) (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP5249SG163106	FORD	TAURUS	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 18-AUG-2000 Mileage at Failure(s) 10030 Vehicle Speed at Failure(s) 2	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE HEAD GASKET BLEW AT 93000MPH ON HER VEHICLE THE ENGINE WAS OKAY AT THIS TIME. THE VEHICLE WAS SHAKING WHEN SHE TURN HER VEHICLE ON. THE DEALERSHIP TOLD HER THAT THE MILEAGE EXCEEDS .

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.

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		RECEIVED AGENCY USE ONLY 252	
		Date Received 25 AUG 2000 Office DEFECTS INVESTIGATION	Od_or _____ rt_dt _____ od_rt _____ up_tr _____
U.S. Department of Transportation National Highway Traffic Safety Administration		Reference No. 868138	
OWNER INFORMATION (Type or Print) 627704		Work Number _____ Home Number _____	
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 9/12/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FALP5249SG163108	Vehicle Make FORD	Vehicle Model TAURUS	Vehicle Year 1995
		Current Odometer Reading 126,000	
Purchase Date _____ ☐ New ☒ Used	Dealer's Name Salinas Valley Ford City Salinas State CA Zip Code 93907		Engine Size 3.8 L ☐ Turbo (CID/CC/L) _____ ☐ Diesel No Cylinders 6 ☒ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Ut ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02000000 05150021	Part Name(s) SUSPENSION ENGINE:GASKETS:VALVE COVER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☒ Replacement
No of Failures 2	Date(s) of Failure(s) 18-AUG-2000 Mileage at Failure(s) 126,000 Vehicle Speed at Failure(s) 0		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 0	Number of Fatalities 0
		Estimated Property Damage 0	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
HEAD GASKET BLEW AT 93000MILES, ENGINE WAS OKAY AT THIS TIME. VEHICLE WAS SHAKING WHEN SHE TURNED HER VEHICLE ON. DEALERSHIP TOLD HER THAT THE MILEAGE EXCEEDS .AK			
Please see the attached letter which explains the problem and my request. I am also enclosing a letter from Ford and a copy of my first bill. I have not yet received the bill for the second repair but expect it to be around \$1200. This is the amount that I would like reimbursed by Ford. They have recently reimbursed me for the first repair (\$1011.99 but not for the related			
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 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.			

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

expense of changing the oil and filter. This expense was incurred only because of the head gasket failure (\$45.36). Please help me resolve this matter.

★ U.S.G.P.O. 1992-629-887/70266

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

copy

Ford Motor Company
Attn.: Zone Manager, Carla Towles
P.O. Box 5140
San Ramon, CA 94583

Dear Carla Towles:

I am the owner of a 1995 Ford Taurus with a 3.8-liter engine. I would like Ford Motor Company to reimburse me for the repair of my blown head gasket.

In January 1999 the head gasket blew and I incurred a repair bill of approximately \$1100.

In March 2000 I received a letter from Ford Motor Company stating that there was a recall of my vehicle due to problems with the head gasket. They stated that they would provide "additional warranty coverage" for owners who had experienced problems.

What Ford did not do was to explain that repair of the problem without using revised gaskets or updated parts would cause the head gasket to again fail. They should have offered a program to make me whole with respect to their design failure.

On August 18, 2000, the vehicle again blew the head gasket. The vehicle now has 130,000 miles on it. It is in the shop being repaired (using the redesigned part not available at the time of the original repair).

The March 2000 offer from Ford was for a warranty-covered refund of repair costs done within 7 years or 100,000 miles. In January 1999 when the first repair was done, the car had 93,000 miles on it. I filed a claim for refund in May 2000 but did not receive reimbursement or response until the day after I visited the dealership in person regarding the second head gasket failure (check dated August 18, 2000).

I believe that I have not been treated fairly. I have purchased two vehicles from my dealer and they knew I planned to purchase a third within a few months. I have been a loyal customer. Frankly I am shocked at my treatment.

But aside from that, I am again asking Ford to reimburse me for the head gasket failure that occurred because they did not make the original situation right. Would you please help make this situation right?

Thank you,



Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121-1904
1-800-362-3673
www.ownerconnection.com



1995 Taurus
Vehicle ID #: 1FALP5249SG163106 00M09

March, 2000

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Ford Motor Company is committed to becoming the world's leading consumer company of automotive products and services and is dedicated to pursuing customer satisfaction. Our goal, together with your local Ford dealer, is to earn your continued loyalty by providing consumer focused service and support.

In support of this commitment, Ford Motor Company is providing additional warranty coverage under Service Program Number 00M09, to owners of 1994 and 1995 model year Ford Taurus and 1995 model year Ford Windstar vehicles equipped with a 3.8L engine.

The additional warranty covers potential engine head gasket failures, which may be experienced by some owners of these vehicles, and will be in effect for 7 years or 100,000 miles, from the vehicle's original warranty start date, whichever comes first.

If you have already paid to have the head gasket repaired, prior to the date of this letter, you may be entitled to a refund of your repair costs, or, for a limited time, an option to purchase a new Ford, Mercury or Lincoln vehicle under a special marketing program. Please refer to the next page for additional details of coverage. This program is offered in addition to other excellent new vehicle incentives Ford Motor Company has available in the marketplace currently. If you are interested in a new vehicle, please contact your dealer for details.

We apologize for problems you may have experienced with your vehicle. Ford Motor Company is committed to maintaining satisfying and long-term relationships with our valued customers, and demonstrating that commitment through actions such as this. Thank you.

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

00M09

What the issue is...

Premature failure of the head gasket(s) may occur. This condition may result in engine coolant leakage, which if not detected, can cause engine overheating. In extreme cases, this condition may result in engine failure. To prevent engine failure, customers should bring their vehicle in for service under this program if the following symptoms exist:

- Persistent and worsening overheating engine conditions
- Heavy white smoke from the tailpipe
- Flashing "Low Coolant" sensor light, even after coolant is refilled
- Constant loss of coolant

What Ford Motor Company and your dealer will do...

Ford Motor Company is providing additional warranty coverage for this condition. If your vehicle's engine should experience this condition, your dealer will verify the condition and replace the engine head gaskets, if necessary.

The no charge additional warranty coverage for this condition is available on affected 1994 and 1995 Taurus and 1995 Windstar vehicles for 7 years or 100,000 miles, whichever occurs first, from the original warranty start date. Coverage is automatically transferred to subsequent owners.

Grace period for 1994 Taurus vehicles. Some 1994 Taurus vehicles may have exceeded 7 years from the original warranty start date. For these vehicles, the additional warranty coverage provided under this program will be extended to October 1, 2000 or 100,000 miles, whichever occurs first. Coverage is automatically transferred to subsequent owners.

Ford Motor Company will provide the additional warranty coverage for Ford parts and Ford authorized remanufactured parts, or repairs performed by a Ford dealer, related to this condition.

What we are asking you to do...

If you suspect your vehicle has the described condition, contact your dealer right away to schedule a service appointment.

If you've already paid for this service...

If you have already paid to have the head gasket repaired prior to the date of this letter, and the repair occurred within 7 years or 100,000 miles from the original warranty start date, Ford Motor Company will provide you the opportunity to obtain a full refund for two years from the date of this program. For a limited time, owners may be offered the option to purchase a new Ford or Lincoln Mercury product, through a special marketing program offered by the Ford and Lincoln Mercury Divisions and Ford Credit, in place of a refund. Details of the special marketing program are available from your dealer.

Please note: Refund claims can only be processed through your Ford dealer with your original, paid receipt.

Frank Meyer Company

P.O. Box 1804
Dearborn, MI 48121-1804

IMPORTANT SERVICE NOTICE

May 17, 2000

Salinas Valley Ford Dealership
1100 Auto Center Circle
Salinas, CA 93901
Attn: Helen Temps

RE: 1995 Ford Taurus

Dear Ms. Temps:

Per our telephone conversation this morning, I am sending this letter along with original receipts for repair of the head gasket on our car. This is a claim for refund of the entire amount spent as a result of the head gasket failure, \$1,057.35.

Please send the refund check to the address below. If you have any questions, please call me at ([REDACTED]) home, or ([REDACTED]), work.

Sincerely,

[REDACTED]

I RECEIVED NO RESPONSE
UNTIL I CONTACTED THE
DEALER BY PHONE IN
AUGUST, 2000.

YEAR : 95 LICENSE: 3KHV719
 MAKE : FORD MILEAGE: 98570
 MODEL: TARIUS FF. DATE:
 VIN. #: 3KHV719
 ENG #:

REV 1 01/26/1999 05:06

0.00

REV 2 01/26/1999 05:06

0.00

R.O. DATE : 1/21/99

WRITTEN BY :

READY BY : 1/21/99

ACCOUNT :

PAYMENT: CHECK

QTY	PART NUMBER	PART DESCRIPTION	UNIT	ISSUE	LABOR DESCRIPTION	AMOUNT
1.0	MS9560PT2(CBP)	HEAD SET		24.11	CHECK FOR BLOWN HEAD GASKET	
1.0	ES72131(CBP)	HEAD BOLT		24.11	TEAR DOWN TO INSPECT FOUND	
2.0	878-010(PAP)	NUT		8.50	DAMAGED HEAD GASKET ON	
1.0	F1516	OIL FILTER		8.50	FRONT BANK	306.60
5.0	10/20	10/20 OIL		17.00	REPLACED HEAD GASKET	306.60
2.0	ATE	ATE TRANS FLUID		17.00	AND ALL RELATED PARTS	
					TRANS SERVICE & WELD UP	78.00
					HOLE	
					REPAIR EX PIPE	55.75
					DISCOUNT	83.60

FOR
 RECEIVED
 1/20/99
 AUG 21 2000

SUBLET
 TEST/SRF HEADS

EMISSION WAIVER: I understand that I have the right to have emission service and/or adjustments done elsewhere by another licensed facility.

I hereby authorized the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond our control.

RECOMMENDED SERVICE
 REMEMBER TO...
 INSPECTIONS

SAVE PARTS ☐ CALLED ☐

TOTALS	
TOTAL LABOR	663.43
TOTAL PART	157.24
SUBLET WORK	170.00
ENVIR PARTS	26.30
CERTIFICATE	4.00
ENVIR CHG	1.00
SHOP SUPPLY	1.00
DISCOUNT	83.60
TOTAL TAX	11.95
TOTAL P.O.	1,011.95

Sportsmytt.com

mwforum

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You are not logged in

Topic Tell your Tale here!



By Gunnar On 02.04.00 08:20 Score 0

Post here about problems and success stories with the 3.3L engine.

-- Gunnar

By LUCKYRD On 09.04.00 19:06 Score 0

I HAVE A '93 COUGAR 3.8, LIKE OTHER 3.8 OWNERS I HAD MY PROBLEMS WITH HEAD GASKETS. IN CASE YOU AREN'T QUITE SURE WHAT IS GOING ON WITH THESE THINGS, THIS IS THE WAY IT WAS EXPLAINED TO ME. THE 3.8 HAS A CAST IRON BLOCK AND ALUMINUM HEADS. WHEN THE HEAD GASKET STARTS BREAKING DOWN (AS THEY DO IN ALL CARS), THE COOLANT SETS UP AN ELECTROLYSIS BETWEEN THE ALUMINUM HEAD AND THE STEEL BLOCK AND IT STARTS EATING THE HEAD AWAY, A VERY POOR DESIGN ON FORD'S PART (PROMPTED BY GOVERNMENT INTERVENTION IN THE AUTOMOBILE INDUSTRY). TO ADD INSULT TO INJURY, THE HEAD BOLTS ARE ONE-TIME USE, AS THEY HAVE TO BE STRETCHED WHEN TORQUING THEM DOWN AND THEY COST \$10 APIECE FOR THE 16 BOLTS THAT HOLD THE HEADS ON. ANOTHER VERY POOR DESIGN ON FORD'S PART. (INCIDENTALLY, IT TAKES A SPECIAL TORQUE WRENCH TO DO THIS, THAT'S WHY I HAD TO HAVE IT DONE INSTEAD OF DOING THE WORK MYSELF, WHICH WOULD HAVE SAVED ME SEVERAL HUNDRED DOLLARS) I HAD OVER 100 K ON THE COUGAR BEFORE I HAD ANY PROBLEMS SO I REALLY HAD NO RECOURSE WITH FORD AND OVERALL I AM VERY HAPPY WITH THE CAR, EXCEPT FOR THE HEAD GASKET PROBLEM, IT HAS BEEN VIRTUALLY TROUBLE FREE FOR OVER 120K MILES. IT COST ME \$900 TO HAVE IT REPAIRED AND I FEEL THAT \$900 IN REPAIRS FOR 7 YEARS OF DRIVING ISN'T WORTH GETTING TOO UPSET ABOUT ALTHOUGH I AM VERY DISAPPOINTED THAT FORD WOULD TURN OUT SUCH A POORLY ENGINEERED PRODUCT, THEN NOT STAND BEHIND IT. I HAVE OWNED FORDS FOR MANY YEARS AND HAVE NEVER SEEN ANYTHING LIKE THIS BEFORE. I HAVE OWNED OTHER BRANDS BESIDES FORDS AND QUITE HONESTLY, I HAVE SPENT A LOT MORE MONEY OVER A SHORTER PERIOD OF TIME KEEPING THEM ON THE ROAD BUT IT JUST WASN'T SPENT ON