



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 436

Date Received

22-AUG-2000

Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

868291

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
NOT AVAILABLE	FORD	TAURUS	1998	

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

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inertial Bell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input 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 type="checkbox"/> Other <input type="checkbox"/> Sport Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <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
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15300000	Part Name(s) EQUIPMENT: SPEED CONTROL	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) 21-AUG-2000 Mileage at Failure(s) _____ 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)

CONSUMERS CRUISE CONTROL PICKS UP SPEED WHEN GOING UP & DOWN HILLS. THE DEALER & THE CONSUMER BOTH TEST DROVE A 2000 TAURUS & THE VEHICLE ALSO INCREASED SPEED ON NONLEVEL GROUND. THE CONSUMER TATED THAT HIS 1994 TAURUS THAT WAS TRADED IN FOR THIS 1998 DIDN'T DO THIS.

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.



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FOR AGENCY USE ONLY 436

Date Received

SEP 20 PM 2:57
22-AUG-2000

OFFICE OF TRAFFIC SAFETY INVESTIGATION

Od_or _____
rt_dt _____
ad_rt _____
up_ltr _____

Reference No.

858291

OWNER INFORMATION (Type or Print)

628524

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 09/30/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) *1FAFP5359WA127491* (If letter or blank, or windshield on cover's side) NOT AVAILABLE
Vehicle Make FORD
Vehicle Model TAURUS
Vehicle Year 1998
Current Odometer Reading 33440

Purchase Date _____ Dealer's Name *Ray's Ford Chrysler* Engine Size (CID/CC/L) *3.0* Turbo Diesel Gas Fuel Injection
 New Used City *Brandenburg* State *Ky* Zip Code *40108* No Cylinders *6*

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 16300000 Part Name(s) EQUIPMENT:SPEED CONTROL Location Left Right Front Rear Failed Part(s) Original Replacement

No of Failures *Permittive continues* Date(s) of Failure(s) *21-AUG-2000 From Date of MANUFACTURE* Mileage at Failure(s) _____ 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)

CRUISE CONTROL PICKS UP SPEED WHEN GOING ~~DOWN~~ DOWN HILLS. DEALER & THE CONSUMER BOTH TEST DROVE A 2000 TAURUS & THE VEHICLE ALSO INCREASED IN SPEED ~~CRUISE CONTROL PICKS UP SPEED~~. CONSUMER STATED THAT HIS 1994 TAURUS WAS TRADED IN FOR THIS 1998, DIDN'T DO THIS. *AK
This Vehicle with the speed control engaged - Down Hill at 55 MPH with pick up speed going down Hill to Approx 70 MPH in 1/4 to 1/2 mile. In order to maintain the 55 MPH, the operator must apply Brake at the bottom of Hill & reengage speed control when starting

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

POSTAGE WILL BE PAID BY NATION. HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
 FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

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

NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES



U.S. G.P.O. 1992 - 825-997 / 80096

up the other side of Hill

*This action is a safety deficiency, since it give the
 operator a false ^{sense} of speed control.*

* 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)									
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)									
Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail									
TIRE IDENTIFICATION NO.									
MANUFACTURER/TIRE NAME									
SIZE									