



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 241

Date Received

26-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

879142

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP5249FA206703	FORD	TAURUS	1995	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CCL) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ 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 Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
--	---	--	--	--	---	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150024	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
-----------------------	--	--	---

No. of Failures	Date(s) of Failure(s) 15-JAN-2001 Mileage at Failure(s) 80000 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)

COOLANT GETTING INTO ENGINE OIL AND CAUSES PREMATURE ENGINE FAILURE. DEALER / MANUFACTURER WAS NOTIFIED. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER.
*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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241 Date Received: <u>26-JAN-2001</u> Office: <u>OFFICE OF INVESTIGATION</u> Reference No.: <u>879142</u> Work Number: <u>[REDACTED]</u> Home Number: <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print) [REDACTED] 670229			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of a written objection, NHTSA will use the name and address to the vehicle manufacturer. Signature of Owner: [REDACTED] Date: <u>02/05/01</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>1FALP5249PA206703</u>		Vehicle Make <u>FORD</u>	Vehicle Model <u>TAURUS</u>
		Vehicle Year <u>1995</u>	Current Odometer Reading <u>81117</u>
Purchase Date <u>06/19/99</u> ☐ New ☒ Used	Dealer's Name <u>Hill-Kelly Dodge</u> City <u>Pensacola</u> State <u>FL</u> Zip Code <u>32505</u>		Engine Size (CID/CCIL) <u>3.8 L</u> No Cylinders <u>6</u> ☐ Turbo ☐ Diesel ☒ 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 Util ☐ 2-Door ☐ Van ☐ Truck ☒ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other ☐ Pick Up Truck ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>08160021</u>	Part Name(s) <u>ENGINE: GASKETS: VALVE COVER TIMING BELT COVER GASKET</u>		Location ☐ Left ☐ Right ☒ Original ☐ Front ☐ Rear ☐ Replacement
No of Failures <u>1</u>	Date(s) of Failure(s) <u>15-JAN-2001</u> Mileage at Failure(s) <u>81,030</u> Vehicle Speed at Failure(s) <u>UNKNOWN</u>		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 <u>0</u>	Number of Fatalities <u>0</u>
		Estimated Property Damage <u>4,000 (engine replacement)</u>	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
COOLANT GETTING INTO ENGINE OIL AND CAUSES PREMATURE ENGINE FAILURE. DEALER / MANUFACTURER WAS NOTIFIED. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK Failure of timing belt cover gasket allowed coolant to leak into the engine oil. I noticed that the car had heavy white smoke coming from exhaust and I had a high reading on temp gauge - not quite in the red zone but it was hot. I took it to Hub City Ford to have them check out the (crestrview)			
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.			

INFORMATION ON TIRE FAILURE(S) IF APPLICABLE:

MANUFACTURER/TIRE NAME

SIZE

NARRATIVE DESCRIPTION: CONTINUED:

Car. The mechanic determined that the timing belt cover gasket had gone bad and was causing coolant to leak into the oil. They "repaired" the car for a total of \$528.28. I drove the car 1 day and already I noticed problems. The oil light would come on when I would stop at a red light after engine was warm. I took the car back to Hub City Ford to have them check it out, and they said the engine was ruined and needed to be replaced - they gave me a price of \$4,000!

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**

6833539

68992

HUB CITY
FORD-MERCURY, Inc
 4060 S. Fordon (P.O. Box 11)
 Crestview, FL 32536
 (850) 682-2721
 (850) 244-8831 Ft. Walton
 (850) 882-4160 Fax
 MV 11420

INVOICE

DUPLICATE 1

PAGE 1

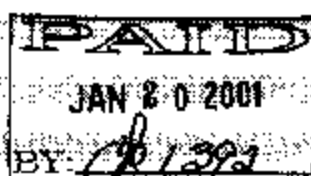
SERVICE ADVISOR: 2801 AMANDA ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	T
	95	FORD TAURUS	1FALP5249SA206703		81030/81030	T3
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT
			17:00 19JAN01		0.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:04918 ENG:3.8 Liter EFI				
15JAN01	18JAN01					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CK FOR COOLANT LEAK							
ENGINE REPLACE TIMING COVER GASKETS							
25 WHITMIRE, RICKY LIC#: 0							
CPR2							
1	KDZ2*6020*AA	KIT - FRONT COVER	GASKET	19.50	19.50	447.83	447.83
4	E2FZ*19549*AA	FLUID-COOLANT		2.35	1.95	7.80	7.80
1	E4FZ*6731*AB	FILTER - OIL ASSY		6.31	5.75	5.75	5.75
5	QSP OIL			1.50	1.50	7.50	7.50

B REPLACE TIMING COVER							
ENGINE REPLACE ENGINE TIMING COVER							
25 WHITMIRE, RICKY LIC#: 0							
TSKR							
1	F4SZ*6019*DA	CYL FRONT COVER ASY				(N/C)	(N/C)

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER							10.00



Called
Thanks
Amanda

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for in any liability in connection with the sale of this item.

DESCRIPTION	TOTALS
LABOR AMOUNT	447.83
PARTS AMOUNT	40.55
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	498.38
LESS INSURANCE	0.00
SALES TAX	29.90
PLEASE PAY THIS AMOUNT	528.28

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

6833539

69216

INVOICE

PAGE 1

SERVICE ADVISOR: 2801 AMANDA ADAMS

HUB CITY
FORD-MERCURY, Inc.
 4060 S. Fardon (P.O. Box 1)
 Crestview, FL 32536
 (850) 882-2721
 (850) 244-8631 Fr. Welto
 (850) 882-4160 Fax
 MV 11420

YEAR	MAKE	MODEL	VIN	DATE	TIME	DATE	TIME
95	FORD	TAURUS	1FALP52498A206703	81117/81117			
DEL DATE	PROG DATE	WASH DAY	REWORKED	PO NO	RATE	PAYMENT	INT DATE
			17:00 23JAN01	-	0.00	CASH	24JAN2001
NO. OPENED	READY	OPTIONS	DLR:04918 ENG:3.8 Liter_RFI				
23JAN01	24JAN01						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. CK FOR OIL, LIGHT COMES ON WHEN AT STOP STOP SIGN GOES OFF WHEN START DRIVING.							
FYI VEHICLE NEEDS NEW ENGINE							
25 WHITMIRE, RICKY LIC#: 0							
CPR2						0.00	0.00

B. CUSTOMER ALSO NOTICES ENGINE NOISE							
FYI VEHICLE NEEDS NEW ENGINE							
25 WHITMIRE, RICKY LIC#: 0							
CPR2						0.00	0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
GUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE