



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 197

Date Received

21-FEB-2001

Od_or _____
R_dt _____
Pd_rt _____
Ip_ltr _____

Reference No.

881018

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 on driver's side)</small>	Vehicle Make FORD	Vehicle Model TAURUS	Vehicle Year 1998	Current Odometer Reading
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Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
--	--	--	--

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 checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <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 Util Truck <input type="checkbox"/> Motorcycle	Body Style <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 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	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 0	Date(s) of Failure(s) 20-FEB-2001 Mileage at Failure(s) 71990 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---	--------------------------------	---------------------------	---------------------------	---

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

WHILE DRIVING STOPPED THEN DROVE AGAIN, BUT VEHICLE WOULD NOT MOVE UNTIL CONSUMER LET VEHICLE SIT FOR FEW MINUTES. THEN, WOULD WORK AGAIN. DEALER SAID THAT PROBLEM WAS WITH FORWARD CLUTCH. *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 187 Date Received 21-FEB-2001 OFFICE OF INVESTIGATION		Od. or 2006 od_r up_tr Reference No. 881018			
OWNER INFORMATION (Type or Print) [Redacted] 675832				Work Number [Redacted] Home Number [Redacted]			
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 [Redacted] Date 3/7/2001							
VEHICLE INFORMATION							
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FAFP52USWA119836		Vehicle Make FORD	Vehicle Model TAURUS	Vehicle Year 1998	Current Odometer Reading 72100		
Purchase Date 12/28/1998 <input type="checkbox"/> New <input checked="" type="checkbox"/> Used		Dealer's Name Al Packard Ford City Baltimore State MD Zip Code 21206		Engine Size (CID/CC/L) No Cylinders 6 <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection			
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 checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag		Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	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 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC (forward clutch)		Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear		Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement		
No of Failures 0	Date(s) of Failure(s) 20-FEB-2001 Mileage at Failure(s) 71990 Vehicle Speed at Failure(s) 0		Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)							
WHILE DRIVING STOPPED THEN DROVE AGAIN, BUT VEHICLE WOULD NOT MOVE UNTIL CONSUMER LET VEHICLE SIT FOR FEW MINUTES. THEN, WOULD WORK AGAIN. DEALER SAID THAT PROBLEM WAS WITH FORWARD CLUTCH. *AK							
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911147

153822

INVOICE

AL PACKER FORD INC.
 8865 BELAIR RD
 BALTIMORE, MD 21208
 (410) 488-6588

DUPLICATE 1
 PAGE 1

ISUZU



SERVICE ADVISOR: 411 KEVIN LEWIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ED	98	FORD TAURUS	1FAPP52U5WA119836		71938/71941	T5911
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
8DEC1998			17:00 2CFEB01		71.00	CASH
R.O. OPENED	READY	OPTIONS: STK:F7855R DLR:27C026 ENG:3.0_Liter_EFI				
0:39 19FEB01	14:45 27FEB01					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

CUST STATES AFTER COMING TO A STOP, VEH WONT MOVE IN GEAR, NEED TO PUT IN PARK FIRST
 AUSE: PERFORMED TRANSMISSION DIAGNOSIS. ROAD TESTED, TRA NS DROPPING OUT OF GEAR. R & R TRANS, DISASSEMBLED FOR INSPECTION. FOUND CRACK IN CASE UN
 7000F ELECTRONIC TRANSMISSION DIAGNOSIS -
 DIAGNOSIS (7003) - L
 7 EULER,GREGORY LIC#: 8115
 WF98
 1 F8DZ*7000*CARM REMAN TRANS & CONV ASY (N/C)
 CORE CHARGE WF98 (N/C)
 2 XT*5*QM MERCON(R)V AUTOMATIC TRANS FLU (N/C)
 -1 F8DZ*7000*CARM CORE RETURN (N/C)
 COST*ALLOWANCE* COST ALLOWANCE (N/C)
 7000A TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L
 7 EULER,GREGORY LIC#: 8115
 WF98 (N/C)
 7000AXQ TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)
 7 EULER,GREGORY LIC#: 8115
 WF98 (N/C)
 7000AZJ TRANSMISSION ASSEMBLY - REMOVE AND INSTALL OR REPLACE (7000) - L EXTRA TIME TO MOUNT TRANSMISSION ON A BENCH
 7 EULER,GREGORY LIC#: 8115
 WF98 (N/C)
 MT7000A DISASSEMBLED TRANSMISSION FOR INSPECTION
 7 EULER,GREGORY LIC#: 8115
 WF98 (N/C)
 7000A11 TRANSMISSION OIL COOLER AND/OR COOLER LINES - FLUSH (7A030/7A031) - L
 7 EULER,GREGORY LIC#: 8115

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY 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 11) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE	LIMITED WARRANTY Service/Parts are warranted 12,000 miles or 12 months, whichever occurs first on Ford/ Lincoln-Mercury, VW, and Isuzu products. All other manufacturers are Parts only for 90 days or 4,000 miles, whichever occurs first. This warranty does not exclude or modify any other warranty prescribed by law. Labor charges are based on prevailing hourly labor rates - Times Motors Manual suggested time schedule.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES SALES TAX	TOTALS
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	
	SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		

FOR EMERGENCY 24-HOUR TOWING
 CALL 488-9822

CUSTOMER COPY

911147

153822

AL PACKER FORD INC.
5665 BELAIR RD
BALTIMORE, MD 21206
(410) 488-5566

INVOICE

DUPLICATE 1
PAGE 2



SERVICE ADVISOR: 411 KEVIN LEWIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ED	98	FORD TAURUS	1FAFP52U5WA19836		71938/71941	T5911	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
8DEC1998			17:00 20FEB01		71.00	CASH	27FEB2001
R.O. OPENED	READY	OPTIONS: STK:F7855R DLR:27C026 ENG:3.0 Liter_EFI					
0:39 19FEB01	14:45 27FEB01						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			WF98				(N/C)
7000A42 EXCHANGE TRANSMISSION DIAGNOSIS SHEET							
COMPLETION - ENTER DATA (7000) - L							
7 EULER, GREGORY LIC#: 8115							
			WF98				(N/C)

FC: P24 01

PART#: F8DZ*7000*CARM

COUNT:

CLAIM TYPE: P07

AUTH CODE:

8115

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ALL QUOTES GOOD FOR 14 DAYS

Ford covered the major portion of the cost.

PAID

CK. NO.

DATE

CUSTOMER PAY DEDUCTIBLE FOR LINE A

495.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY 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 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

LIMITED WARRANTY
Service/Parts are warranted 12,000 miles or 12 months, whichever occurs first on Ford/Lincoln-Mercury, VW, and Isuzu products. All other manufacturers are Parts only for 90 days or 4,000 miles, whichever occurs first. This warranty does not exclude or modify any other warranty prescribed by law. Labor charges are based on prevailing hourly labor rates. The Motor Manual suggested time schedule.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	495.00
TOTAL CHARGES	495.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	495.00

SIGNED: DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

FOR EMERGENCY 24-HOUR TOWING
CALL 488-9822

CUSTOMER COPY

Subject: Here's a Copy of Your Letter to Ford Motor Company!
Date: 2/20/01 6:42:28 PM Eastern Standard Time
From: your-voice@email.planetfeedback.com (PlanetFeedback)
To: RedsR410@aol.com (Robin Walton)

The following letter is being sent to Ford Motor Company by PlanetFeedback.com at your request. It's also being sent to everyone on the cc: list you provided. Thanks for using our service.

PlanetFeedback.com makes it easy for consumers to communicate with companies quickly and efficiently. We make your voice hard to ignore! Help you get answers, responses and results! Tell your friends! Write another letter now at <http://www.planetfeedback.com>.

February 20, 2001

TO:
Jacques A Nasser, CEO
Ford Motor Company
P.O.Box 6246
Mail Drop 3NE-E
Dearborn, MI 48121

FROM:
Robin Walton
5439
Bucknell Road
Baltimore, MD 21206

RE: PLANETFEEDBACK INCIDENT NUMBER 515111

Dear Mr. Nasser,

I hope you can help me. I have a complaint I'd like to register with you about the warranty of a car made by Ford Motor Company. For your reference, the model of the vehicle is Taurus. The VIN (vehicle identification number) is 1fatp52u5wa119836. This is a full-size car. This matter has left me extremely angry.

I only had my car for two years and the forward clutch went up in my transmission already, my warranty expired. I read that the forward clutch was a defect problem and that Ford would replace the defect at their expense if the vehicle was 5 year/80,000 range, when I called the Ford Co., I was told there was no such warranty. I need to know the facts, I'm a single parent, I still owe \$13,000 on the car, I don't have \$3,450, the cost quoted to me by an Al Packer Ford service employee to replace the transmission. That the same dealer I brought the vehicle from, I just don't know what to do. I did everything I was suppose to do to keep the maintenance up on the car, so the problem is not due to abuse on my part, it's a complete slap in the face.

As a result of this, you have almost certainly lost me as a future customer, and I'll urge others to look elsewhere for their auto needs.

Because I have been a frequent customer at your dealership, I am hoping that you give my complaint the full attention it deserves. I'd estimate that the average amount I've spent on your cars to be \$21838.00. I think I'd be willing to spend even more, provided you were able to address this issue. My primary motive for buying a

Tuesday, February 20, 2001 America Online: RedsR410

Subj: Ford Motor Company Receipt Acknowledgment
Date: 2/20/01 6:42:55 PM Eastern Standard Time
From: cacowner@customersupportctr.com (Owner Connection)
Reply-to: cacowner@customersupportctr.com (Owner Connection)
To: RedsR410@aol.com (Robin Walton)

Thank you for using Owner Connection, your virtual connection to Ford Motor Company.

We appreciate the time you have taken to write us and acknowledge receipt of your e-mail. We are currently researching your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Talked
Andy: ID 2386

Tracking ID: KMM881644C0KM
Case ID: 215635

Sincerely,
Ford Motor Company
Customer Relationship Center

----- Headers -----

Return-Path: <cacowner@customersupportctr.com>
Received: from rly-zd04.mx.aol.com (rly-zd04.mail.aol.com [172.31.33.228]) by air-zd05.mail.aol.com (v77_r1.21) with ESMTP; Tue, 20 Feb 2001 18:42:55 -0500
Received: from fordac02.customersupportctr.com (rgervais2.infoserver.attcanada.net [206.191.84.178]) by rly-zd04.mx.aol.com (v77_r1.21) with ESMTP; Tue, 20 Feb 2001 18:42:49 -0500
Received: from tfdas1011.fordcac.ca (172.18.7.21 [172.18.7.21]) by fordac02.customersupportctr.com with SMTP (Microsoft Exchange Internet Mail Service Version 5.5.2448.0) id 12DBR4C5; Tue, 20 Feb 2001 18:44:14 -0500
Precedence: bulk
Auto-Submitted: auto-replied
Date: Tue, 20 Feb 2001 18:44:13 -0500
To: [REDACTED] <dsr410@aol.com>
Subject: Ford Motor Company Receipt Acknowledgment
From: Owner Connection <cacowner@customersupportctr.com>
Reply-To: Owner Connection <cacowner@customersupportctr.com>
MIME-Version: 1.0
Content-Type: text/plain; charset = "us-ascii"
Content-Transfer-Encoding: quoted-printable
X-Mailer: Kana 5.0
Message-ID: <200102201842.KYCa02736@rly-zd04.mx.aol.com>

Tuesday, February 20, 2001 America Online: RedsR410

Forward Clutch Piston Bulletin

1994 Ford Taurus V6-232 3.8L Copyright Alldata 1997 R49c 1-800-859-3282

TRANSMISSION: AXOD/AXOD-E

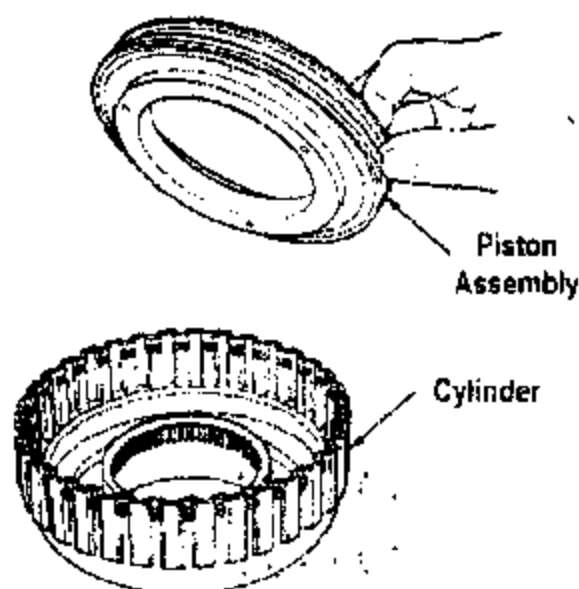
SUBJECT: Forward Piston Change

APPLICATION: Ford

DATE: 1995

Forward Piston Change

- No forward or reverse engagement.
- Delayed forward and/or reverse engagement.
- Shifts out of gear when coming to a stop.



All of these complaints can be attributed to a cracked or broken forward clutch piston. There have been three different versions of the aluminum piston in this location (the original plus two updates). Problems with cracking still persist. A steel version of this part has been released that should prevent this from happening.

The Ford part number is F4DZ-7A262-A. The aluminum piston should always be replaced with the steel piston.