



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1374

Date Received

2003 JUN 09 AM 11:50

Repository

Reference No.
10019506

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SPRINGFIELD State: VA Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 05/27/03

VEHICLE INFORMATION

Make: MERCURY	Model: TRACER	Model Year: 1997
Date Purchased: 12/20/97	Dealer's Name and Telephone Number: CHERNER LINCOLN MERCURY (703) 750-2700	Engine: No: Cylinders: 4
Original Owner: <input checked="" type="checkbox"/>	Dealer's City: ANNANDALE, VA 22003	Fuel Type: GAS
State: VA Zip Code: 22003	Transmission Type: AUTOMATIC	Vehicle Component Code: 022100 SUSPENSION:REAR:SPRINGS
Antilock Brakes: <input type="checkbox"/>	Cruise Control: <input checked="" type="checkbox"/>	Powertrain: 4 CYL
Multiple Failure: 1		

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): MAY 05, 2003	Failure Mileage: 37040	Failure Speed: 40 MPH	5560A SPRING-REAR
--------------------------------	------------------------	-----------------------	-------------------

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make:	Tire Model (Name or Number):	Tire Size (Example P215/65R15):
DOT No. (Example: DOTM15ABC036):	Original Equipment Prior Repair: <input type="checkbox"/>	Failure Location:
Tire Component Code:	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured: NONE	Number of Deaths: NONE	Reported to Police: N
--	---	---------------------------------	------------------------	-----------------------

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

THE REAR SUSPENSION SPRINGS WERE DEFECTIVE, WHICH CAUSED THE VEHICLE TO LEAN TO THE RIGHT, WHICH CAUSED DIFFICULTY IN STEERING THE VEHICLE. *JB

FORD SHAMTON CODE 14993 APPLIES - STATES "SPRINGS POSSIBLE TO BREAK - IF PAINT WEARS OFF - SPRINGS SUBJECT TO BREAK

1 WHILE DRIVING HEARD NOISE IN (R) REAR - NOTICED CHANGE IN STEERING
2 CAR LEANED TO RIGHT / CHANGE IN STEERING

3 FORD/LINCOLN REPAIRED AT A COST OF \$436.33. SAID THEY WOULD NOT COVER COST

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

CHEVROLET LINCOLN MERCURY CHARGED \$346.50 LABOR / \$188 PART (NOTE: LISTED TIME FOR REPAIR IS 1.5 - HENCE \$200.00 / HOUR LABOR.

MECHANIC AT MERCHANT'S AND FORD DEALERSHIP IN MILLSBORO DE BOTH SAID THE SUSPENSION SPRING BREAKAGE WAS COMMON OCCURENCE.

THE IS A SAFETY ISSUE AND THE FACT THAT FORD HAS A SYMPTOM CODE CONFIRMS THAT IT IS HAPPENING FREQUENTLY.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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 DOT Auto Safety Hotline, NSA-10.1 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

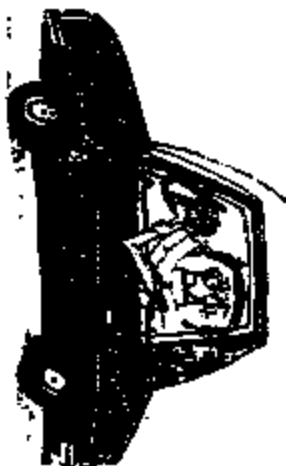
TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT 1-888-327-4238

DOT Auto Safety Hotline (DASH) 2 DOT



U.S. Department of Transportation National Highway Traffic Safety Administration http://www.nhtsa.dot.gov/hotline

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**