

 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-OASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1387	
		Date Received 03-MAY-2004	Repository ☐ Reference No. 10071970
OWNER INFORMATION (Type or Print)			
Name: [REDACTED]		Distance Telephone Number: [REDACTED]	
Address: [REDACTED]		[REDACTED]	
City: CRESAPTOWN	State: MD	Zip Code: [REDACTED]	[REDACTED]
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: / /			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FALP653XWK764387		Make: FORD	Model: CONTOUR
		Model Year: 1998	
Date Purchased: 10/24/03	Dealer's Name and Telephone Number: Thomas 1-888-695-7672		Engine: No. Cylinders: [REDACTED]
Original Owner: ☐	Dealer's City: East Freedom	State: PA	Zip Code: 16637
Transmission Type: Automatic	☒ Antilock Brakes	Powertrain	
	☒ Cruise Control	Vehicle Component Code: 021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS	
Multiple Failure: 2			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Incident Date(s): 17-NOV-2003	Failure Mileage: 49800	Failure Speed:	
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: DOTM1ABBC035)	☐ Original Equipment ☐ Prior Repair	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), condition, and intended.)			
Crash: ☐ Yes ☒ No	Fire: ☐ Yes ☒ No	Number of Persons Injured:	Number of Deaths:
		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).			
WHILE DRIVING THERE WAS A LOUD BOOM, AND THE FRONT LEFT TIRE WAS RUBBING. CONSUMER DROVE THE VEHICLE TO THE DEALERSHIP, WHO INDICATED THAT THE RIGHT FRONT COIL SPRING BROKE. THE SPRING WAS REPLACED. HOWEVER, WITHIN 8,000 MILES THE FAILURE RECURRED, THE LEFT FRONT SPRING BROKE. DEALERSHIP WAS UNABLE TO REPLACE THE SPRING BECAUSE THE MANUFACTURER DISCONTINUED MANUFACTURING THIS PART. *AK			
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)

The first time the coil spring broke a loud boom when I started out and the Pass. side tire was rubbing in the front. Drove myself to the car lot spring was replaced Unaware of the coil spring recall until checked on internet.

This second time sat down at the house from they talked of drivers side Drove to Thomas in Cumberland twice to see what happened when springs were announced took to Ford Dealer and is where sitting for one month springs not being made making a car payment on a car that I can't drive. I think Ford should replace the springs or another car had to take to Bedford put on a used spring bill enclosed.

Paul R. Hall

Enclosed is the Problems that went wrong with Springs and suspension

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



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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

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and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov>

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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).**