



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-DOY
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1388

Date Received

2004 SEP -8
28-JUL-2004

Repository ☐

Reference No.
10083683

OWNER INFORMATION (Type or Print)

Name

Address

City TOWNSEND

State MA

Zip Code

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1-1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FAFP53U5XA328512

Make
FORD

Model
TAURUS

Model Year
1999

Date Purchased
22 Aug 03

Dealer's Name and Telephone Number

A-1 Auto

Engine:
No. Cylinders

6

Fuel Type:

Gas

Original Owner
☐

Dealer's City

Pepperell

State

MA

Zip Code

01463

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
21-JUN-2004

Failure Mileage
101842

Failure Speed
35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

RIKEN

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

P205/65R15

DOT No. (Example: DOTM18ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Right Front Spring

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

☐ 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) incidents 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 35 MPH FRONT PASSENGER COIL SPRING CUT INTO THE TIRE, CAUSING A BLOW OUT. CONSUMER PULLED OVER AND CHANGED THE TIRE. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

1 tire/mounted \$76.24
1 spring - \$42.84
1 emergency tire (doughnut) *need to purchase*
1 tow - AAA - \$
1 installation of new spring (Ford Dealership) \$136.13
1 day time-off - \$117.20
(on reverse)

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)

While going to work one rainy morning, I experienced a flat tire. I thought nothing of it at the time, and proceeded to repair the flat, using the "doughnut" supplied. While returning home the "doughnut" had gone flat. Once home (5 min) I removed the spare and at this time noticed my spring had snapped in half slicing the insides of both tires. A friend was going to replace it, so I purchased a new spring. I never got around to being replaced, so I had to have my car towed to and repaired by the nearest Ford Dealership/Repair. I will require re-imbursement for part + repairs to include another spare. 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



GREETINGS

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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and dial toll free at

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(DASH) 2 DOT



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