

10107052

Type:	Customer E-mail
From:	[REDACTED]
To:	webmaster@nhtsa.dot.gov
Subject:	98 ford taurus station wagon

From: [REDACTED]

Comments:

my company owns a 1998 ford taurus wagon and one of the technicians recently had a problem while driving down the highway. the front coil spring broke and punctured the tire. this happened during a rain storm but fortunately he was able to maintain control and avoid hitting anything else. i understand that there is a recall on coil springs

but i was told it did not pertain to this vehicle. is this accurate? if so have there been any other complaints of this happening to this same model vehicle? this seems very dangerous eventhough in this case an accident was avoided but extensive damage and repair cost did occur when the spring broke.  
From NHTSA Web Site.

E-mail  
Assigned to Michael Jordan  
Respondent Michael Jordan  
Response Date 01/06/2005

*MJ*  
01/06/05

**Jordan, Michael**

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**From:** Jordan, Michael  
**Sent:** Thursday, January 06, 2005 12:07 PM  
**To:** [REDACTED]  
**Subject:** FW: RE:98 Ford Taurus station wagon



original.htm



Recall Summary  
(04V-332).pdf



Closing Resume  
(PE04-044).pdf

Dear Mr. Mueller:

Thank you for your e-mail correspondence concerning a problem one of your employees encountered with your company's 1998 Ford Taurus vehicle. The National Highway Traffic Safety Administration's (NHTSA) Webmaster forwarded your correspondence to NHTSA's Office of Defects Investigation (ODI) for a response. It was received on January 3, 2005.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We seldom act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

On May 24, 2004, ODI opened a safety defect investigation (PE04-044) into reports alleging failure of the front coil springs installed in 1999 and 2000 Ford Taurus and Mercury Sable vehicles. Then, by letter dated July 6, 2004, Ford Motor Company (Ford) notified NHTSA that it would conduct a safety recall (NHTSA Campaign No. 04V-332) to install a protective shield around the front coil springs in certain 1999 through 2001 Ford Taurus and Mercury Sable vehicles. Subsequent to receiving Ford's letter, ODI closed PE04-044 on August 16, 2004. For your information, I have attached a copy of the summary for 04V-332 and the closing resume for PE04-044.

A review of our database relative to reported problems associated with the suspension system, specifically failure of the front coil springs, in 1998 Ford Taurus and Mercury Sable vehicles revealed insufficient evidence to warrant opening a safety defect investigation or an investigation to consider whether to order Ford to expand the scope of its recall campaign at this time. The information you provided will be entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, please contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

I hope this information is helpful. If you have any questions, please contact me by e-

mail at Michael.Jordan@nhtsa.dot.gov or by telephone at (202) 493-0576.

Sincerely,

Michael J. Jordan  
Editorial Specialist  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Attachments

-----Original Message-----

From: Webmaster

Sent: Monday, January 03, 2005 1:12 PM

To: Jordan, Michael

Subject: Fw: Re:98 ford taurus station wagon