



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 1367

Date Received

Repository ☐

6 11 3:37
24-JAN-2005

Reference No.
10108724

OWNER INFORMATION (Type or Print)

Name

Address

City MIDDLEBURY

State CT

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

1FAPP6634WK

Make

FORD

Model

CONTOUR

Model Year

1998

Date Purchased

7-13-99

Dealer's Name and Telephone Number

Crestwood Ford

860-274-2501

Engine:

No. Cylinders

4

Fuel Type:

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☒ 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)

11-JAN-2005

Failure Mileage

36359

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Sears

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

P215-NPN 205-60-15

DOT No. (Example: DOTM19AB036)

☒ Original Equipment

☐ Prior Repair

Failure Location:

At my home

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) 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 FRONT COIL SPRING BROKE AND PUNCTURED THE FRONT LEFT TIRE, WHILE THE VEHICLE WAS PARKED. THE MECHANIC INDICATED THAT THE SUSPENSION SYSTEM BROKE DOWN AND THE ROD IN THE SYSTEM HIT THE TIRE AND FLATTENED IT. *JB

(over)

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 responses 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 responses, 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)

2-2-05 Deer Swat-

I am enclosing papers relating to this incident
to make your analysis easier.

Middlebury garage did not do repair
Crestwood Ford in Watertown, Ct did
the repair. Repair cost \$700.

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 78173 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

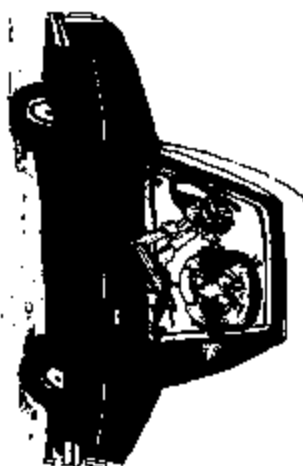
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

Feb. 2-2005

Mr. Michael Jordan
Safety Defects Program Asst.
Office of Defects Investigation
Washington, D. C.

Dear Mr. Jordan-

Please find enclosed papers concerning my complaint against Ford Company about my 1998 Ford Contour. Suspension system failed. Seems a rod came out of position hit left front tire, made it flat. I'm lucky this happened on my driveway & not on the highway. These cars were recalled for this reason. I would like Ford Company to pay this expense \$700.

I am a Senior, female, a widow, live on a fixed income.

Thanks for your attention to this matter.

**Vehicle: Recalls
Dealer Letter**

A. R. O'Neill
Director
Vehicle Service and Programs

Ford Motor Company
P.O. Box 1804
Dearborn, Michigan 48121

Ford Customer Service
Division

August 2001

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Owner Notification Program 01M06 - Certain 1998 Model Year Contour and Mystique Vehicles - Additional Warranty Coverage for Front Springs

RE: Safety Recall 01S23: Certain 1998 Model Year Contour and Mystique Vehicles - Installation of Protective Front Spring Shields

PROGRAM TERMS

This additional coverage program will be in effect for 10 years or 150,000 miles (whichever comes first), from vehicle warranty start date.

VEHICLES COVERED BY THIS PROGRAM

Certain 1998 model year Contour and Mystique vehicles built from June 27, 1996 through April 31, 1998.

REASON FOR PROVIDING ADDITIONAL COVERAGE

The front coil springs on the affected vehicles could potentially fracture due to corrosion. This is most likely to occur on vehicles operated for an extended period of time in high corrosion areas. Only a small percentage of the springs in the affected vehicles are expected to experience a fracture.

SERVICE ACTION

Dealers are to replace any fractured front spring on the subject vehicles within the terms and limits of this program. Fractured front springs discovered when performing Safety Program 01S23, and/or customers with affected vehicles that return to the dealership with broken front spring(s) are covered by this program.

Both front springs must be replaced even if only one spring is fractured. Replacement of both springs under this program will NOT close the referenced safety program 01S23.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Notification Letter

NHTSA Recall # 01V255000

→ 1-888-327-4236 ✓
Ford 1-866-436-7332

3.

Vehicle: Recalls Owner Letter



Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121
www.ownerconnection.com

01S23

August 2001

Your Vehicle Identification Number: 12345678901234567

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in certain 1998 model year Contour and Mystique vehicles. In addition, we are extending the front coil spring warranty coverage.

We apologize for this situation, and want to assure you that with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

Safety Recall Program 01S23 - Installation of Protective Front Spring Shields

What the safety issue is ...

In some of the affected vehicles, the front coil springs could potentially fracture when operated in high corrosion areas (where salt is used on the roadways in winter) for an extended period of time. Depending on the location of the fracture, there is a limited potential for a fractured front spring to move past the spring seat and contact a front tire. Some tires have deflated due to contact with a broken front spring. Only a small percentage of the springs in the affected vehicles are expected to experience a fracture.

What Ford Motor Company and your dealer will do for the safety program ...

Ford will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire contact should the spring fracture. Ford Motor Company will repair your vehicle free of charge (parts and labor).

What we are asking you to do for the safety program ...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 01S23.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

Owner Notification Program 01M08 - Front Coil Spring Warranty Extension

Reason for the warranty extension ...

In the interest of customer satisfaction, Ford Motor Company is extending the warranty for front coil spring replacement to a total of 10 years or 150,000 miles of service (whichever comes first), from the warranty start date. This coverage is automatically transferred to subsequent owners at no charge.

This coverage exceeds the provisions of the original warranty coverage for your vehicle.

4,

**Vehicle: Recalls
Owner Letter**

Ford Motor Company
P.O. Box 1804
Dearborn, Michigan 48121
www.ownerconnection.com

01M08

August 2001

Your Vehicle Identification Number: 12345678901234567

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Ford Motor Company is providing additional warranty coverage to owners of certain 1998 model year Contour and Mystique vehicles. This additional coverage is for the front coil springs.

Reason For This Additional Coverage Program ...

The front coil springs on your vehicle could potentially fracture due to corrosion. This is most likely to occur on vehicles operated for an extended period of time in high corrosion areas (where salt is used on the roadways in the winter). Only a small percentage of the springs in the affected vehicles are expected to experience a fracture.

What Ford Motor Company and your dealer will do ...

Effective immediately, Ford is providing additional warranty coverage for front spring replacement. This additional coverage program will be in effect for 10 years or 150,000 miles (whichever comes first), from vehicle warranty start date. This coverage is automatically transferred to subsequent owners at no charge.

This coverage exceeds the provisions of the original warranty coverage for your vehicle.

How long will the repair take ...

In the event that you need to take advantage of this extended coverage on the front springs, the time needed for this repair is approximately one half day. However, due to service scheduling issues your dealer may need your vehicle for a longer period of time.

What we are asking you to do ...

PLEASE KEEP THIS LETTER AS A REMINDER. If either of the front coil springs on your vehicle should fracture during the extended warranty coverage period, contact your dealer. At no charge to you, the dealer will replace both front coil springs.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you've already paid for this service ...

If you paid to have this service done before the date of this letter, Ford Motor Company is offering a refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle ...

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about the additional coverage program.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

5.

CALL: (888) 438-7332
(800) 232-2952 (TDD for the hearing impaired)

Office Hours (Eastern Time Zone)
Monday-Friday: 8AM - 11PM
Saturday: 9AM - 8PM

or you may contact us through the Internet at:
www.ownercconnection.com

If you are still having trouble getting your vehicle repaired and without charge, you may write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-8393.



Quality Care service is there for you all year round.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. We stand committed with our Ford and Lincoln Mercury dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter and remember to save this letter just in case you need to take advantage of the additional coverage program.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann O'Neill", written in a cursive style.

Ann O'Neill
Director
Vehicle Service and Programs

Vehicle: Recalls

Recall 01V255000: Coil Spring Corrosion

Vehicle Description: Passenger vehicles built at the Kansas City Assembly Plant and currently registered in the states of Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin, and including the District of Columbia. The front coil springs may fracture as a result of corrosion in high corrosion environments. Depending on the location of the fracture, a broken spring could move past the spring seat and contact a front tire.

Some tires have deflated due to contact with a broken spring.

Dealers will install spring catcher brackets. Owner notification mailing is expected to begin during September 2001. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-866-436-7332. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

7.

Vehicle: Recalls

Recall - Potential Front Coil Spring Fracture

OWNER NOTIFICATION
PROGRAM
01M08

Certain 1998 Model Year Contour and
Mystique Vehicles - Additional Warranty
Coverage for Front Springs

**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).**