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OFFICE OF
DEFECTS INVESTIGATION

10108855

Basking Ridge, N.J.

2004 DEC 16 AM 9:28

December 6, 2004

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
400 7th Street, SW
Washington, DC 20590
NVS-211

REF: 1) Ford Motor Co. Safety Recall 04S17
2) Ford Motor File # 0502 103 064

Dear Madam or Sir:

On October 10th, of this year I wrote a letter to Mr. Frank M. Ligon, Director Service Engineering Operations Ford Motor Co. Dearborn, Michigan. My letter, copy of which is attached, described a fracture of the front coil spring which occurred in my 1996 Ford Taurus in July of this year. The fracture caused the front left tire blow out. Fortunately this happened as we entered our garage. Not knowing anything about a pending recall by Ford and with a completely disabled vehicle I arranged the repairs to made at a local autobody shop. Shortly thereafter a friend of mine showed me a recall notice he just received from Ford #04S17/04M04 which described a potential fracture just like the one I experienced but limiting the recall to models from 1999 to 2001.

My 1996 Taurus was purchased new at Douglas Ford in Summit N.J. At that time it had about 75000 miles on it and had been regularly serviced at Douglas in strict accordance with the recommended service schedule. My letter to Mr. Ligon was answered only by a telephone call from a Ford representative who rejected my claim. She would not put anything in writing but when pressed did give me the referenced file number.

In view of the serious nature of this failure and the recall I cannot believe that the Ford Motor Co. can ignore their responsibility for models manufactured prior to 1999. At the very least I believe I should be reimbursed for my expenses.

- Attachments 1) Recall letter
2) CJM letter 10/10/04
3) TriCorner Bills

Very truly,

cc Mr. Frank M. Ligon, Ford Motor Co.

James
11/19/05

October 10, 2004

Mr. Frank M. Ligon
Director Service Engineering Operations
Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

Re: Front Coil Spring Fracture

Dear Mr. Ligon:

In August of this year, you sent letters to Ford Owners regarding a potential fracture of front coil springs in the Taurus model and the attendant risks. This failure is precisely what happened to my 1996 Ford Taurus in July of this year.

My car was purchased at Douglas Ford in Summit, N.J. It only has 75000 miles on it now, and has been regularly serviced at Douglas Ford in strict accordance with the recommended service schedule. This coil spring fracture luckily happened in my garage and the car was towed to a local repair shop

While your letter to Taurus owners of 1999 to 2001 models are covered by your Safety Recall, I do believe that I should be covered also.

The attached bill of \$1941.59 has been paid, and with the exception of a second tire and battery, all charges are directly attributable to the failure. I do think Ford should not limit their responsibility to just later-year models.

Very truly yours,

Attached: Your letter to Taurus owner,
TriCorner Auto Body, Inc. invoice

NFL
2004
1/10/04



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

80118787

2870



2001 Sable

Vehicle ID #: 1MEFM59851.

04S17/04M04

August, 2004

BASKING RIDGE, NJ

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 which relates to motor vehicle safety exists in certain 1999 through 2001 model year Taurus and Sable vehicles.

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

What is the issue?

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 during winter months) for an extended period of time. There is a potential for a fractured spring to move past the spring seat and contact a front tire. If a spring should fracture and come in contact with a tire, the tire may rupture resulting in a rapid air loss, which could increase the risk of a crash without warning.

What will Ford and your dealer do?

Effective December 2004: Ford has issued Safety Recall 04S17 to install protective spring shields on your vehicle, in addition to extending the warranty on the front coil springs as described below. We expect that these shields will be available in December 2004. When parts become available, you will be notified to contact your dealer for an appointment to have Safety Recall 04S17 performed on your vehicle. In this program, your dealer 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).

Effective immediately: In addition to Safety Recall 04S17, you are eligible for Customer Satisfaction Program 04M04. This program extends the coverage of the front coil springs, for fracture only, for a period up to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If your vehicle has already accumulated more than 150,000 miles, this coverage will last until July 31, 2005. Coverage is automatically transferred to subsequent owners. This coverage exceeds the original warranty coverage of your vehicle for this part.

If either front coil spring fractures, Ford Motor Company and your dealer will replace both front springs at no charge to you under the terms of this program.

How long will it take?

When you are notified that parts are available for Safety Recall 04S17 and you schedule an appointment with your dealer, the repair would require less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

TRICORNER AUTO BODY, INC.

1 CHURCH STREET P.O. BOX 34 LIBERTY CORNER, NJ 07938
 (908) 647-9780
 Fax: (908) 647-2099
 BAR #: NJ LIC.862871A

Damage Assessed By: PAUL FELOMANN

Deductible: UNKNOWN

Insured:
 Address: BASKING RIDGE, NJ
 Telephone: Home Phone:

Mitchell Service: 011633

Description: 1998 Ford Taurus LX
 Body Style: 4D Sed
 VIN: 1FALP6393TA
 Options: ALUMINUM WHEELS, AIR CONDITIONING, POWER STEERING, POWER WINDOWS
 POWER DOOR LOCKS, TILT STEERING WHEEL, CRUISE CONTROL, ELECTRIC DEFOGGER
 AUTOMATIC TRANSMISSION, AM-FM STEREO/CD PLAYER(SINGLE)
 Drive Train: 3.8L Inj 8 Cyl 24 Valve AQ

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	AUTO	MCH	REMOVE/REPLACE	FRT SUSP COMPONENTS BOTH SIDES			0.0
2				DOES NOT INCLUDE ALIGNMENT			
3	102328	MCH	REMOVE/REPLACE	R LWR FRT SUSP BALL JOINT -M	XF1Z 3050 AA	75.92 *	INC #
4	102328	MCH	REMOVE/REPLACE	L LWR FRT SUSP BALL JOINT -M	XF1Z 3050 AA	75.92 *	INC #
5	100281	MCH	REMOVE/REPLACE	R FRT SUSP STRUT ASSY -M	2U2Z 18124 EA	130.96 *	INC #
6	100252	MCH	REMOVE/REPLACE	L FRT SUSP STRUT ASSY -M	2U2Z 18124 EA	130.96 *	INC #
7	100287	MCH	REMOVE/REPLACE	R FRT SUSP COIL SPRING -M	ORDER FROM DEALER	125.95 *	INC #
8	100288	MCH	REMOVE/REPLACE	L FRT SUSP COIL SPRING -M	ORDER FROM DEALER	125.95 *	INC #
9	100289	MCH	REMOVE/REPLACE	R FRT SUSP STRUT BEARING & SEAL -M	P6DZ 3B455 A	124.93 *	INC #
10	100290	MCH	REMOVE/REPLACE	L FRT SUSP STRUT BEARING & SEAL -M	P6DZ 3B455 A	124.93 *	INC #
11	100282	MCH	REMOVE/REPLACE	R FRT SUSP STAB BAR LINK -M	2F1Z 9K484 BA	49.80 *	1.5 #
12	900900	BDY *	REMOVE/REPLACE	MOUNT AND BALANCE TIRE	New	75.00 *	0.0*
13	900900	BDY *	REMOVE/REPLACE	MOUNT AND BALANCE TIRE	New	75.00 *	0.0*
14	900900	BDY *	REMOVE/REPLACE	TIRE DISPOSAL	New	8.00 *	0.0*
15	900900	BDY *	REMOVE/REPLACE	BATTERY INTERSTATE BT34R	New	75.00 *	0.0*
16	100283	MCH	REMOVE/REPLACE	L FRT SUSP STAB BAR LINK -M	2F1Z 9K483 BA	49.80 *	1.5 #

* - Judgement Item
 # - Labor Note Applies

ESTIMATE RECALL NUMBER: 8/8/2004 12:30:35 3427

Mitchell Data Version: AUG_04_A
 Ultratec Version: 8.8.034

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I. Labor Subtotals						II. Part Replacement Summary	
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals		Amount
Body	1.2	48.00	0.00	0.00	68.80 T	Taxable Parts	1,244.88
Mechanical	9.8	88.00	0.00	0.00	828.00 T	Sales Tax @ 6.000%	74.88
		Taxable Labor			896.80	Total Replacement Parts Amount	1,319.76
		Labor Tax @ 5.000 %			35.21		
Labor Summary	10.8				822.01		
III. Additional Costs						IV. Adjustments	
					Amount		Amount
Total Additional Costs					0.00	Customer Responsibility	0.00
						I. Total Labor:	822.01
						II. Total Replacement Parts:	1,319.76
						III. Total Additional Costs:	0.00
						Gross Total:	1,941.77
						IV. Total Adjustments:	0.00
						Net Total:	1,941.77

This is a preliminary estimate.
Additional charges to the estimate may be required for the actual repair.

**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).**