



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 100216

Date Received

03-FEB-2005

Repository, ☐

Reference No.
10109798

OWNER INFORMATION (Type or Print)

Name

Address

City

TULSA

State

OK

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same as above

Do you authorize NHTSA to contact the manufacturer of your vehicle?
In the absence of an authorized signature, please print the name or address to the vehicle manufacturer.
Signature of Owner

☐ YES ☒ NO
Date 2/17/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1F8FP53S4X

Make
FORD

Model
TAURUS

Model Year
1999

Date Purchased

Dealer's Name and Telephone Number
FORD 918-280-6000

Engine:

No: Cylinders 6

Fuel Type:

Original Owner
☒

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code

021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
20-DEC-2004

Failure Mileage

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: DOTM19ABC036)

☐ 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), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

NHTSA RECALL 04V332000 ON THE FRONT COIL SPRINGS. THE DEALER REFUSED TO DO THE RECALL. THE MECHANIC INFORMED THE CONSUMER THAT THE SPRINGS HAVE TO BE FRACTURED FIRST, BEFORE IT CAN BE INSPECTED OR REPLACED. PLEASE PROVIDE FURTHER DETAILS.

I Received Attached letter where Coil Spring Shields would be installed and Dealer Refuses to do what the letter says & told me that this was only being done in higher Corrosive States like Michigan. Then even refused to inspect the Coil Springs to see if their even damaged. Due to previous accidents I've been in I cannot afford to risk a crash without warning

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 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.

(not my fault)

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

because a crash that would or could occur would cause me serious or possibly cause me death or Permanent Paralysis. Due to my prior physical problems + because I am already disabled.

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



NO POSTAGE
NECESSARY FROM
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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

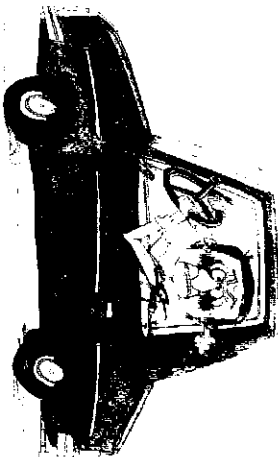
**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR**

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

Nagely



F. M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

F0425601

1651



1999 Taurus

Vehicle ID #: 1FAFP53S4XG [REDACTED] 04S17/04M04

August, 2004

[REDACTED]
[REDACTED]
[REDACTED]
BIXBY, OK [REDACTED]

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.

What are we asking you to do?

Dealer
Refused to
give me an
appt. —

If you experience a fractured front spring on your vehicle:

- Schedule an appointment with your dealer.
- Your dealer will replace both front springs at no charge within the extended warranty period.
- In December 2004, we will notify you to contact your dealer to have Safety Recall 04S17 (Installation of Front Coil Spring Protective Shields) performed on your vehicle.

If your vehicle is operating normally:

- You do not need to do anything until you are notified in December to have Safety Recall 04S17 performed on your vehicle.
- After you receive the notification, call your dealer without delay and request a service date for Recall 04S17.
- When you call your dealer, please provide them with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuineflmservice.com> for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you changed your address or sold the vehicle?

If you have, 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 this recall.

Have you previously paid to have the front coil springs replaced?

If you paid to have this service done before the date of this letter, you may be eligible for a refund under program 04M04. To initiate a refund request, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

Can we assist you further?

If you have difficulty 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.

Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD)

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write 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 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon

Frank M. Ligon

Director

Service Engineering Operations