

10115329

OCT 27 2004

~~1000 8 1 100~~

From: [REDACTED]

Comments:

I have been following your website with regards to the complaint I filed about my 1998 Ford Taurus. The problem is that the driver's side spring coil cracked, puncturing the tire. Obviously, this is a safety concern. The reason for my follow-up e-mail to you is that since I filed the complaint re: my car, 4 other complaints have been filed for the same problem. In addition, 63 complaints were filed regarding the same problem in the 1999 Ford Taurus, and a recall was implemented for the 1999-2001 model years. Because this problem has also occurred in the 1993 Ford Taurus, 1998 Ford Contour, and 1998 Mercury Mystique, (all of which have since been recalled), it seems to me that this is a design flaw. In fact, the service manager at Mullinax Ford stated that he felt the problem we incurred was indicative of a defect and that he thought Ford should recall the product. I am asking that you please open a formal investigation regarding the 1998 Ford Taurus, for the reasons indicated above.

Also, I am concerned as to whether or not our car is currently safe to drive. In other complaint summaries, I read that a safety shield was installed to prevent the tire from being punctured in the event that another coil should fracture. No such shield has been installed in our car to date- in fact, no such service was offered or suggested. Thank you for your consideration. I would truly appreciate any feedback you can provide me regarding this matter.

Sincerely,

[REDACTED]

From NHTSA Web Site.

Jimenez, Alberto

From: Jimenez, Alberto
Sent: Tuesday, March 15, 2005 12:49 PM
To: [REDACTED]
Subject: RE: complaint #10062231

Dear Mr. [REDACTED]

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter, however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivoq <<http://www.nhtsa.dot.gov/ivoq>>. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at www.nhtsa.dot.gov/cars/problems <<http://www.nhtsa.dot.gov/cars/problems>>. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

If further assistance is needed, please contact Mr. Michael J. Jordan, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

P.S. During the initial review of the coil spring problem, the evidence indicated that the failure rate for the 1998, even though they were older/high milage vehicles and exposed to the elements longer, was much lower than the 1999 models. The Office of Defects Investigation is continuing to monitor this problem and if coil spring breakage for other models becomes a serious risk to safety, an investigation will be opened.