



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 100148

Date Received

2005 JUN -8 AM 5:10
02-MAY-2005

Repository ☐

Reference No.
10119374

OWNER INFORMATION (Type or Print)

Name

Address

City

WAVERLY

State

NY

Zip Code

Daytime Telephone Number

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: / /

VEHICLE INFORMATION

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

1FAP16634VCR

Make

FORD

Model

CONTOUR

Model Year

1993

Date Purchased
28-MAR-99

Dealer's Name and Telephone Number
FEDUKE FORD

Engine

No. Cylinders 4

Fuel Type

Gas

Original Owner

☐

Dealer's City

VESTAL

State

NY

Zip Code

13850

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

19-APR-2005

Failure Mileage

7/159

Failure Speed

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

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 VEHICLE WAS TAKEN IN FOR INSPECTION ABOUT A MONTH AGO AND NOW THE COIL SPRING HAS BROKEN AND DAMAGED THE BRAKE LINE. THE VEHICLE HAS BEEN REPAIRED. FORD HAS RECALLED SOME OF THIS YEAR MODEL BUT NOT THIS VEHICLE BECAUSE OF THE VIN.

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 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.

[REDACTED]
Waverly, NY [REDACTED]

May 27, 2005

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

Re: FORD Contour, Model Year 1998, VIN 1FAP6634WK [REDACTED]

Dear Sir/Madam

On April 1st, 1999, I bought the subject used vehicle from Feduke Ford, Inc., located in Vestal, NY.

Unfortunately, your vehicle has not performed well because of a recent left front Coil Spring Assembly failure. This failure has resulted in significant out of pocket expenses as well as a significant safety concern. I am disappointed because when I contacted FORD Customer Service regarding this problem I was informed that my VIN number did not qualify under the 2 listed **SVT NHSTA Recall ID Numbers, 01I013000 & 01V255000** that directly related to failures I experienced. The recall period for this particular Make & Model is listed for period 6/27/1996 - 4/31/1998. The date of manufacture for subject vehicle is listed as 5/1998. For vehicles covered under these recalls, FORD has extended the warranty for these items, front coil spring replacement for 10 years from original date of sale of the vehicle or 150,000 Miles whichever comes first. I fall outside of this window by a matter of days.

Overall I am very disappointed with the handling of this matter on part of the FORD Customer Service group. There was a lack of interest to review my concerns and investigate this matter any further and to address my concerns relating to this matter.

To resolve the problem, I would appreciate your reimbursement for the related repair expenses regarding this failure. These damages include the coil spring, brake hose and CV Joint Boot. Enclosed are copies of the repair bills with the associated part details related to this situation.

I look forward to your reply and a resolution to my problem. A formal complaint has been filed against FORD concerning this matter in both New York's and Michigan's Office of the Attorney General. I hope that you will attend to this matter, so that I will not have to take any additional course of action. Please contact me at the above address or by phone at (607)-565-3691.

Sincerely,

[REDACTED]

- Car Specifications
- Car Dealers
- Auto Repair
- Auto News
- Coches Nuevos

- ☒ New Car Quote
- ☐ Used Cars
- ☐ Auto Loans

1998 Ford Contour SVT NHTSA Recall ID Number: 91T013000

Recall Date: AUG 08, 2001

Component: SUSPENSION:FRONT-SPRINGS:COIL SPRINGS

Potential Units Affected: 203426

Summary: THIS IS NOT A SAFETY RECALL IN ACCORDANCE WITH THE SAFETY ACT. HOWEVER, IT IS A SAFETY IMPROVEMENT CAMPAIGN BY THE AGENCY. VEHICLE DESCRIPTION: 1998 FORD CONTOUR, MYSTIQUE PASSENGER VEHICLES BUILT AT THE KANSAS CITY ASSEMBLY PLANT. THE FRONT COIL SPRING COULD POTENTIALLY FRACTURE DUE TO CORROSION.

Consequence: SOME TIRES HAVE DEFLECTED DUE TO CONTACT WITH A BROKEN SPRING.

Remedy: FORD IS EXTENDING THE WARRANTY FOR FRONT COIL SPRING REPLACEMENT FOR THE COIL SPRINGS FOR 10 YEARS FROM ORIGINAL DATE OF SALE OF A VEHICLE OR 150,000 MILES, WHICHEVER FIRST.

Notes: FORD MOTOR COMPANY,

1998 Ford Contour SVT NHTSA Recall ID Number: 01V285000

Recall Date: AUG 08, 2001

Component: SUSPENSION:FRONT-SPRINGS:COIL SPRINGS

Potential Units Affected: 108000

Summary: VEHICLE DESCRIPTION: PASSENGER VEHICLES BUILT AT THE KANSAS CITY ASSEMBLY CURRENTLY REGISTERED IN THE STATES OF CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, WEST VIRGINIA, AND WISCONSIN, AND THE DISTRICT OF COLUMBIA. THE FRONT COIL SPRINGS MAY FRACTURE AS A RESULT OF CORROSION IN HIGH CORROSIVE ENVIRONMENTS. DEPENDING ON THE LOCATION OF THE FRACTURE, A BROKEN SPRING COULD MAKE CONTACT WITH A FRONT TIRE.

Consequence: SOME TIRES HAVE DEFLECTED DUE TO CONTACT WITH A BROKEN SPRING.

Remedy: DEALERS WILL INSTALL SPRING CATCHER BRACKETS. OWNER NOTIFICATION BEGAN ON 08/08/2001. 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 1-800-733-2332.

Notes: FORD MOTOR COMPANY, 01523

1998 Ford Contour SVT NHTSA Recall ID Number: 98V028000

Recall Date: FEB 10, 1998

Component: EXTERIOR LIGHTING:HEADLIGHTS

Potential Units Affected: 571800

Summary: VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE TEXT AND/OR GRAPHICS FOR THE HEADLAMP AIMING INSTRUCTIONS PROVIDED IN THE OWNER GUIDES ARE NOT SUFFICIENTLY CLEAR TO MEET THE REQUIREMENTS OF FMVSS NO. 108, "LAMPS, REFLECTIVE DEVICES, AND ASSOCIATED EQUIPMENT."

Consequence: IF THE HEADLAMP ASSEMBLIES ARE REPLACED, CUSTOMERS MAY BE CONFUSED BY INSTRUCTIONS PROVIDED IN THE OWNER GUIDES CAUSING THE HEADLAMPS TO BE IMPROPERLY AIMED. **Remedy:** OWNER GUIDES CONTAINING REVISED AIMING INSTRUCTIONS WILL BE MAILED TO OWNERS.

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).