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[REDACTED]  
Oswego, New York [REDACTED]  
November 14, 2005

U.S. Department of Transportation  
National Highway Traffic Safety Adm.  
Office Defects Investigations  
400 7<sup>th</sup> Street S. W.  
Washington, DC 20590

Gentlemen:

Enclosed please find the correspondence I have had with the Ford Motor Company concerning a broken spring on my 1997 Taurus SHO.

I read in the paper you are checking on this problem and wish to add my letters to your list.

Sincerely,

[REDACTED]

*Quinn*  
11/20/05

## **Government investigates Ford, GM models' woes**

The government is investigating whether the rear coil spring can fracture and punch a hole in the rear tires of some models of the Ford Taurus and Mercury Sable, federal auto safety officials said Tuesday.

In a separate probe, the government is reviewing potential turn signal malfunctions in three General Motors Co. models: the 2002 Chevrolet Malibu, Oldsmobile Alero and Pontiac Grand Am.

**Couple allene :-**

[REDACTED]  
Oswego, New York [REDACTED]  
April 5<sup>th</sup>, 2004

Customer Service  
Ford Motor Company  
One American Road  
Dearborn, MI 48126-2758

Gentlemen,

On Tuesday March 30<sup>th</sup> I was driving in the city when the left front of my 1997 Taurus SHO, VIN #1FALP54NOVA [REDACTED] with 38672 miles collapsed and destroyed my snow tire. The left spring had broken. I thank God I was not on a highway going 65 mph.

I believe that this is a problem with Taurus and Sables in the Northeast. With the salt and moisture it causes the spring to deteriorate. A friend with a Sable LS had the same thing happen to him.

I know there are no recalls on this item, but you must know about this defect. Enclosed, please find my service bill. I would appreciate if you would consider reimbursement for all or part of this service bill.

Thank you for your consideration in this matter. I will be looking forward to hearing from you.

Sincerely,

[REDACTED]

P.S. My son is a stockholder with Ford and also owns a 1964 ½ Mustang, a 1971 Maverick Grabber, a 1995 Mustang GT, and 1999 Escort Wagon. My daughter and her family own a Ford F150 4X4, a Windstar, and a Focus.

[REDACTED]  
Oswego, New York [REDACTED]  
July 19, 2004

Customer Service  
Ford Motor Company  
One American Road  
Dearborn, MI 48126-2758

Gentlemen:

I am resubmitting my letter of April 5, 2004 (enclosed) to the Ford Motor Company about the collapse of the spin on my SHO Taurus.

I received a phone call from Ford (not a letter) and was told there was no problem with the springs on Taurus's and also no recall. They stated they could not do anything about this problem. I think you could have issued a service bulletin to each dealership to check each car as they came in for service.

On Saturday July 17<sup>th</sup>, Ford announced that 900,000 Taurus's 1999 to 2001 were being recalled for the same problem that affected my Taurus. I guess that Ford thinks that all 1997's are junk by now, so they do not have to be included. When I purchased the SHO, I thought it was a quality car.

I would still like to be reimbursed for my expense. Please see enclosed original letter and service bill.

Thank you,

[REDACTED]

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).