 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4238) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
		<p>Date Received: 2006 FEB 22 AM 9:08 28-DEC-2006</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10146263</p>	
<p>OWNER INFORMATION (Type or Print)</p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
UTICA	NY				
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of a signature, this report will be sent to the vehicle manufacturer.</p> <p>Signature of Owner: _____ Date: 2/17/06</p> <p>YES <input checked="" type="checkbox"/> NO <input checked="" type="checkbox"/></p>					
<p>VEHICLE INFORMATION</p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1FAFP62L		FORD	TAURUS	1998	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No. Cylinders 6	Gas	
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code		
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control	FRONT WHEEL DRIVE	021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS		
			Multiple Failure: 1		
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Incident Date(s)	Failure Mileage	Failure Speed	LEFT FRONT COIL SPRING RUPTURE CAUSED BLOW OUT		
28-DEC-2006	39,000				
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM1A9ABC096)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code			Tire Failure Type		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), condition, and observation.)</p>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police	
				N	
<p>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).</p> <p>DT*: THE CONTACT STATED WHILE BACKING OUT OF DRIVEWAY HEARD A LOUD NOISE. AFTER PARKING THE VEHICLE, REALIZED HE HAD A FLAT TIRE. THE CONTACT CHANGED THE TIRE, REPLACING IT WITH THE SPARE TIRE. WHEN HE DROVE THE VEHICLE TO AN INDEPENDENT TIRE SHOP THEY FOUND THE FRONT COIL SPRINGS BROKE WHICH PUNCTURED THE FRONT TIRE. THE MANUFACTURER WAS CONTACTED, AND THE VEHICLE IS NOW AT THE DEALERSHIP. *AK DEALER ACKNOWLEDG FAILURE AND OWNER WAS TOLD FORD HAD A RECALL ON DEFECTIV SPRINGS OWNER WAS ALSO TOLD THAT FORD WOULD REPLACE BOTH SPRINGS FREE OF CHARGE AND ALSO REPLACE SECONDARY FAILURE (TIRE) WHEN A CREDIT WAS MADE OF VIN # OWNER WAS TOLD THAT ONLY 1999 MODELS & ABOVE WERE RECALLED. IT IS OBVIOUS SAME CALLS ARE ON 1998 FORDS</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS, IF NECESSARY		
<p>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.</p>					

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

ATTACHED REPORT

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



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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

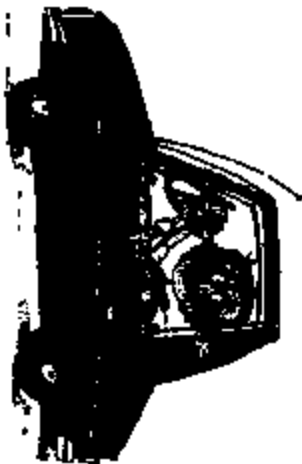
DASH2DOT

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

Jan/5/06

CONSUMER AFFAIR DEPT.

ATTENTION: MGR CONSUMER RELATIONS & AFFAIRS

SUBJECT: LATENT DEFECT COIL SPRINGS FORD TAURUS

REF CODE: 1452933625/ 1998 Ford Taurus

VEHICLE I D : 1FAPP5206[REDACTED]

Dear Sir:

This letter serves to notify you and Ford of a very serious FATAL ACCIDENT POTENTIAL with coil springs which have not been recalled with known structural defects.

I am the owner of a 1998 Ford Taurus with 39,000 original miles. On Dec 29,05 while backing from my driveway, the left front spring ruptured and punctured my tire. Fortunately the incident occurred minutes before I was scheduled to enter the NYS Thruway with my wife and three grandchildren. Assuming the tire was victim to some road hazard, I replaced the wheel with the donut spare and drove to a local tire retailer to purchase a replacement. It was here that I was informed that the tire was a secondary failure to the coil spring breaking, a defect he had experienced many times in the tire business with Ford Tauruses.

Calling Don's Ford in Utica, who acknowledging the defect, I was told that a full replacement of springs and tire would be made. This commitment was soon

changed when a computer check revealed that the 98 Taurus was not recalled. This was not only a surprise to me but also the car dealer, since it was very obvious that this latent defect was acknowledged on 1999 and on. I am therefore submitting a paid bill of 275.46 (replacement coils) and 79.97 (one tire replacement) Awaiting your analysis & confirmation.

[REDACTED]

[REDACTED]

Utica, N Y [REDACTED]

[REDACTED]

* attention:

Alberto Jimenez



Ford Customer Service Division

P. O. Box 6248
Dearborn, MI 48126

January 24, 2006

[REDACTED]
Utica, NY [REDACTED]

Dear [REDACTED]

The circumstances, which you outlined concerning your Taurus, have been given careful consideration.

Ford Motor Company considers the satisfaction of its owners to be one of our most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners. However, limits must be placed on those efforts. Although we regret not being able to meet your expectations, our review indicates that the information provided by our company representative is appropriate. Therefore, we are unable to be of further assistance in this matter.

We are sorry that our response could not be more favorable to you. Thank you for contacting Ford Motor Company.

Sincerely,

Colleen Rose Coventry
Ford Motor Company
Customer Relationship Center

how about all the automobiles
presently on the road.

* I am resubmitting a latent defect with the coil springs on Ford Taurus built before 1999, which were never recalled.

The defect is serious enough to cause a fatal accident. Ford's form letter does not address the problem nor its cause. I am sure there are many Taurus built before 1999 @ this defect.

**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).**