



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

28-DEC-2005

Repository

Reference No.  
10148283

OWNER INFORMATION (Type or Print)

Name  
Address  
City UTICA State NY Zip Code

Daytime Telephone Number  
Evening Telephone Number  
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an address to the vehicle manufacturer.  
Signature of Owner  YES  NO  
Date 1/7/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1FAFP52  
Make FORD Model TAURUS Model Year 1998  
Date Purchased Dealer's Name and Telephone Number  
Original Owner Dealer's City State Zip Code  
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) 28-DEC-2005  
Failure Mileage 39,000  
Failure Speed  
LEFT FRONT COIL SPRING RUPTURE  
CAUSED BLOW OUT

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 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).

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 ACKNOWLEDGED FAILURE AND OWNER WAS TOLD FORD HAD A RECALL ON DEFECTIVE SPRINGS OWNER WAS ALSO TOLD THAT FORD WOULD REPLACE BOTH SPRINGS FREE OF CHARGE AND ALSO REPLACE SECONDARY FAILURE (TIRE) WHEN A CHECK WAS MADE OF VIN # OWNER WAS TOLD THAT ONLY 1999 MODELS + ABOVE WERE RECALLED. IT IS OBVIOUS SAME CALLS ARE ON

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

1998  
Taurus

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

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. Fortunatly 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 experencted 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 committment was soon

changed when a computer check revealed that the 98 Texrus 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]  
[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).**