



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

15-JUN-2009

Repository ☐

Reference No.
10273862

OWNER INFORMATION (Type or Print)

Name

Address

City TERRYVILLE

State CT

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? ☐ 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
1FALP6534W

Make
FORD

Model
CONTOUR

Model Year
1998

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

10-JUN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 021000 SUSPENSION: FRONT, 021210 SUSPENSION: FRONT: SPRINGS: COIL SPRINGS

Failure Mileage
127000

Failure Speed
0

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

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 1998 FORD CONTOUR. THE CONTACT STATED THAT THE FRONT DRIVER'S AND PASSENGER SIDE COIL SPRINGS CAME OUT OF THE CAGING WHILE CHANGING THE TIRES. IF A TIRE WERE THERE, IT WOULD HAVE BURST. THE VIN WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 01V255000. THE MANUFACTURER WAS NOT WILLING TO ASSIST OR ASSUME ANY LIABILITY FOR THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE LESS THAN 127,000.

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.

U.S Department of Transportation, My Name is [REDACTED]

I own a 1998 Ford Contour, which my daughter uses to commute to college. After finishing a front brake job, I attempted to replace the driver side front wheel. I was unable to replace the front tire because the front coil spring which had previously broken worked its way out of the spring catcher bracket. The front spring catcher bracket was a fix by ford to stop defective front springs from puncturing the front tires. WE were lucky this happened the car was not moving. If it did the front tire would have punctured, leaving the driver of the vehicle without control.

First the springs are defective, The springs should not break under normal circumstances. The fix, (catcher bracket) does not work as the pictures shows. This is a safety hazard a accident waiting to happen. The spring is able to move past the catcher bracket and can decimate the front tire.



Broken
Spring
Driver
side

Broken
Spring
Passenger
side
↓

the Ford Fix failed to keep the spring inside
this enclosure

A recall of all these springs
needs to be done Ford WAS
UNABLE to quarantine the defective
springs. Ford Also failed to
keep spring inside enclosure

