



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
APR 23 2010
05-MAR-2010

Repository
Reference No.
10317062

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ARDEN HILLS State MN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1MEFM50U23G [REDACTED]
Make: MERCURY Model: SABLE Model Year: 2003
Date Purchased: 2005 Dealer's Name and Telephone Number: [REDACTED] Engine: No. Cylinders 6 Fuel Type: regular
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: automatic Antilock Brakes: Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 04-MAR-2010
Cruise Control:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 021000 SUSPENSION: FRONT, 021210 SUSPENSION: FRONT: SPRINGS: COIL SPRINGS Failure Mileage: 165000 Failure Speed: 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM9ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2003 MERCURY SABLE. THE CONTACT STATED THAT WHILE BACKING OUT OF DRIVEWAY AT 5 MPH, THE DRIVER SIDE TIRE SUDDENLY EXPLODED. WHEN THE VEHICLE WAS PUT ON A JACK, THE FRONT COIL SPRING WAS ON THE GROUND, AND THE TIRE WAS CUT ALL THE WAY AROUND. THE CONTACT HAD NOT TAKEN THE VEHICLE TO THE DEALERSHIP; SHE CALLED THE MANUFACTURER AND WAS TOLD THAT THEY COULD OFFER NO ASSISTANCE. THE VEHICLE HAD NOT BEEN REPAIRED AT THE TIME OF THE COMPLAINT. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 165,000. *piece of*

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 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.

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

The spring did not have any visible corrosion; it just broke in two and the sharp point cut the tire in half. We called Ford but they did not do anything and did not offer to repair it. They wanted about \$900 to repair it, so we went to a smaller garage that was cheaper and they replaced both springs and struts. Then we had to replace both front tires (so they matched) and that was another \$300. We also had to rent a car for 3 days while all this was done, so it was an expensive repair. It is most likely a design flaw. (The mechanic said he has never seen it on the back wheels.) It is very dangerous because the tire is instantly cut and your rim on the ground. At a faster speed it could be fatal. Ford

should have to pay for the repair + any injuries.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

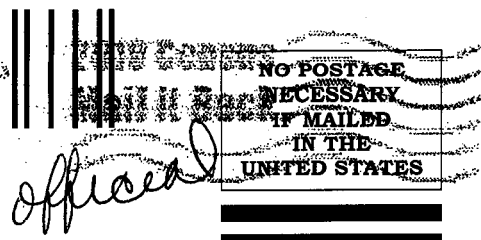
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

SAINT PAUL MN 550

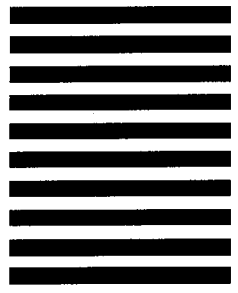
PERMIT NO. 1888



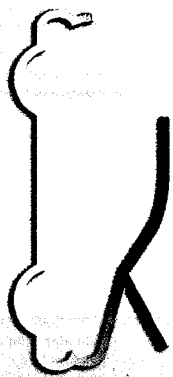
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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