

FOR AGENCY USE ONLY 100148



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

Date Received

01-SEP-2010

Repository ☐Reference No.
10353255**OWNER INFORMATION (Type or Print)**

Name

Address

City

AURORA

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1FALP54N8V

Make

FORD

Model

TAURUS

Model Year

1997

Date Purchased

AUG 1997

Dealer's Name and Telephone Number

JOE MADDEN FORD

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

DOWNERS GROVE IL

State

IL

Zip Code

8

Transmission Type

A/TD

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

30-AUG-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

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

Failure Mileage

176000

Failure Speed

10

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: DOTM9ABC036)

☐ 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).

TL*THE CONTACT OWNS A 1997 FORD TAURUS. THE CONTACT STATED THAT WHILE DRIVING OUT OF HIS GARAGE, THE FRONT COIL SPRING ON THE DRIVERS SIDE BROKE AND RIPPED THE TIRE APART. THE VEHICLE WAS NOT INSPECTED OR REPAIRED AT THE TIME OF THE COMPLAINT. THERE WERE NO WARNING SIGNS OR PRIOR INSTANCES OF THE FAILURE. THE CONTACT CALLED THE MANUFACTURER WHO ADVISED HIM TO TAKE THE VEHICLE TO AN AUTHORIZED DEALERSHIP. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 176,000.

DEC 28 2010

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.



THESE ARE PICTURES OF THE SPRING THAT
BROKE AND THE TIRE IT RIPPED APART
MY WIFE HAD A 1999 TAURUS IT HAD A RECALL
ON THE FRONT SPRINGS, GUARDS WERE INSTALLED
SO IF THE SPRING BROKE IT COULD NOT REACH THE
TIRE, FORD SAID THAT THERE WERE NO RECALLS ON
THE 1997 THE CARS ARE THE SAME CAR.
NOW I WONDER IF THE OTHER SIDE WILL BREAK
I HATE TO THINK IF THIS HAPPEN DRIVING DOWN
THE ROAD AT 70 M.P.H. SINCE THIS HAPPEN I WENT
TO FORD BOUGH A NEW SPRING AND REPAIRED IT

[REDACTED]
[REDACTED]
AURORA, IL [REDACTED]
[REDACTED]
[REDACTED]