

CL-10578720-8628

[REDACTED]  
**Little Falls, Minnesota** [REDACTED]  
[REDACTED]

March 25, 2012

Ford Motor Company  
16800 Executive Plaza Drive  
Mail Drop 3NE-B  
Dearborn, Michigan 48126

APR -3 2014

Dear Madam or Sir:

I am writing with regard to a safety concern with my 2003 Mercury Sable. Several days ago, while driving near my home, the spring in the left front of the car broke and slashed the tire causing an immediate flat tire. Fortunately, I was driving at a very low speed and was able to pull to the side of the road without any problem. The car had to be towed to a mechanic's shop for repair.

Our mechanic stated that we were very lucky that the spring did not break while we were traveling at a high rate of speed because we could have been seriously injured. He stated that the Mercury Sable is known for a problem with rusting springs that break. The employee at the shop where we purchased a new tire also noted that he was familiar with this problem with the Mercury Sable.

Our mechanic recommended that we report this incident to the Ford Motor Company as well as to the National Highway Traffic Safety Administration. He also recommended that we include a copy of our repair bill and ask Ford whether it would be willing to reimburse us for all or some of our repair costs.

Please feel free to contact me if you have any questions.

Sincerely,

[REDACTED]

~~Copy National Highway Traffic Safety Administration~~

AM  
4814  
SMD



# Little Falls Auto & Transmission

15969 Hwy 27  
Little Falls, MN 56345  
(320) 632-4236

## INVOICE

DATE: 3/24/2014  
INVOICE #: 24211

BILL TO

[REDACTED]  
LITTLE FALLS MN [REDACTED]  
[REDACTED]

P.O. NUMBER	TERMS	PROJECT
	Due on receipt	03 SABLE

QUANTITY	DESCRIPTION	RATE	AMOUNT
2	STRUTS COMPLETE ASSY FRONT MON 181615	199.95	399.90T
	ALIGNMENT	59.95	59.95
2	SWAY BAR LINK PCH K8734/8735	22.37	44.74T
	AXLE SHAFT ASSEMBLY LF AA1 66-2008	99.95	99.95T
3.5	INSTALL PARTS	68.00	238.00
	Tax	6.875%	37.44

In the event that a vehicle is not retrieved within 30 days of completion of repairs, storage fees will start to accumulate at the rate of \$10 per day.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

SIGNATURE \_\_\_\_\_

### THANK YOU

**TOTAL \$879.98**

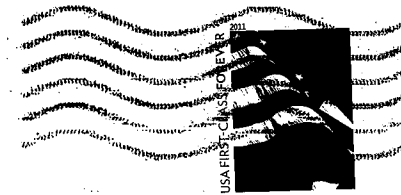
PLEASE PAY FROM THIS INVOICE, NO STATEMENT WILL BE SENT.



LITTLE FALLS, MN

MINNEAPOLIS MN 553

26 MAR 2014 PM 4 1



National Highway Traffic Safety Administration  
U.S. Department of Transportation  
Washington, D.C. 20590

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