



DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY
Date Received
RECEIVED
POSTED
30 SEP -7 PM 3:31
OFFICE DEFECTS INVESTIGATION
Reference No. **554405**

OWNER INFORMATION (Type or Print)
Name: [Redacted]
Street: [Redacted]
City: [Redacted]

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: [Redacted] Date: 8/31/2000

PRODUCT INFORMATION
Vehicle Identification No. (VIN) (17 Digits): 1FALP5243SGZ17550 (Located at bottom of windshield on driver's side)
Make: FORD Model: TAURUS Year: 1995
Purchased Date: _____ Dealer's Name: VANDERSTYNE FORD Engine Size (CID/CC/L): _____
Dealer's City: ROCHESTER State: NY Zip Code: 14626 No. Cylinders: 6
 New Used
Manufacture Date (on driver's door or pillar): 1/95 Transmission Type: Manual Automatic
Restraint System: Driverside Air Bag Molinbell Passengerside Air Bag 2-Point Belt 3-Point Belt
Cruise Control: Yes No
Drivetrain: Front Rear 4-Wheel
Vehicle Type: Car Sport Utility Van Truck Minivan Motorcycle Other
Body Style: 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION
Part Name(s): FRONT COIL SPRINGS
SWAY BAR LINK KITS Location: Left Right Front Rear
Failed Part(s): Original Replacement
Handicap Adaptive Equip: Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE
Tire Brand: _____ Tire Name: _____ Complete Tire Size: _____
No. of Failures: _____ Date(s) of Failure(s): _____ Mileage at Failure(s): _____ Vehicle Speed at Failure(s): _____
Failed Part(s) Available? Yes No
NHTSA Previously Contacted? Yes No

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash: Yes No
Fire: Yes No
Number of Persons Injured: _____ Number of Fatalities: _____
Reported to Manufacturer: Yes No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).
On inspection, found that coil springs had failed. Per Ford dealer, 1993 Taurus were recalled for identical problem. I was told that car was too dangerous to drive. Request of Ford pay for repair (\$405) + (2) Recall similar cars. Enclosed please find (2) letters to Ford regarding this problem.
Also, thank you for "Defect Recall Campaigns"
I look forward to hearing from you.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

COPI

[REDACTED]
August 10, 2000

Ford Motor Company
16800 Executive Plaza Drive
PO Box 6248
Dearborn, MI 48121

Attention: Miss Ann O'Neill
Manager of Vehicle Service Programs

Re: 1995 Ford Taurus VIN 1FALP52U3SG217550
Front Coil Spring Failure

Dear Miss O'Neill:

Yesterday, I was told that the front coil springs on my 1995 Taurus had failed. I found this out from a local repair shop.

In case there was a recall for this defect, I called you 800 number and spoke with Edith. She told me that there were no recalls, however, I should call the local Victor Dealer of the Rochester Auto Collection (716-924-9525) to see if they would give me special financial consideration.

I called the Service Manager, John Dakin. He told me that he would check to see if the local Ford Supervisor would pick up some of the cost and have Ford Company pick up the other part of the cost. He also told me not to drive the car because it was too dangerous. He said that the 1993 Taurus had already been recalled for this exact problem. In addition he said that a lot of the consideration of whether they would "help" was based on whether I was a "loyal Ford customer". Well, last year I spent \$349.05 at that same dealership (8/13/99 to be exact) under the impression that there was recall money coming. None came. I told him that \$349 was a lot of money to me, but he said that it didn't prove I was a loyal customer. The next thing he told me is that he would be away for a few days and that he could get back to me on MONDAY.

I told him that I wasn't going to wait until Monday to have a car repaired that was too dangerous to drive and that I needed information by this morning. He said that it wouldn't happen and that I had to wait. He also told me that if I had the car repaired at a non-authorized dealer, that I would be reimbursed.

I made an appointment for this car to be fixed at our local repair shop on tomorrow (it can't be done today because our other car is in for service). The cost is estimated at \$428.

I called your 800 number again this morning and spoke with Angela. She also told me that if the car was subsequently recalled, that I could be reimbursed. So, I will definitely take this car in tomorrow.

I am asking you to please reimburse me for the coil spring failure. My local shop said that these coils must be replaced along with the sway bar links for the McPherson struts. He said that removing the sway bar links to replace the coil spring usually results in their failure also so they also must be replaced.

So, bottom line, I would like to be reimbursed for the coil spring failure since this same thing has happened on other Ford Taurus vehicles.

In addition, I think you can understand why I am "not a loyal Ford customer" at the service shop. It is absurd that it is too dangerous to drive the vehicle, yet, I won't even be able to "talk to someone about it" until next Monday. I would appreciate your comments on that also.

Thank you very much. I look forward to hearing from you.

[REDACTED]

Copy



August 22, 2000

Ford Motor Company
16800 Executive Plaza Drive
PO Box 6248
Dearborn, MI 48121

Attention: Mr. Jacque Nasser, CEO and President

Re: 1995 Ford Taurus VIN 1FALP52U3SG217550; Front Coil Spring Failure

Dear Mr. Nasser:

Enclosed please find a copy of my letter to Miss O'Neill.

Yesterday, I was called by a very hostile lady named Heidi. She repeatedly told me that the problem was due to the fact that I didn't have my oil and filters changed at a Ford dealer and because of my poor driving habits.

WOW - insult on top of injury.

One hour before her call (5:30 pm EST), I was called by Bob (local Ford dealer) responding to my call of August 9, 2000. He asked me if I had the coil springs fixed and whether I wanted to bring the car in sometime. I reminded him that he was the one that told me the car was too dangerous to drive. NO, I did not let my car become a "garage decoration" for 13 days. I actually drive the car (as they say, who would have thought????). Anyway, he told me that since I was not a loyal Ford customer, no consideration would be made for my over \$400 bill. I told him that I can't be a loyal Ford customer for auto needs because of exactly this problem. There was no way that I could wait that long without a car.

Anyway, Heidi called. Besides telling me that the coil spring failure was due to the above, she told me that the local Ford dealership's decision outweighed the parent company's decision. Therefore, there would be no financial help.

I told her that I thought her evaluation of the situation was pretty well nonsense.

First off, the 1993 Ford Taurus cars were recalled for coil spring failure. Obviously, the company already knows that you have a problem.

Second, how would she know any of my or my husband's driving habits???? She, nor John, have ever met us. Go ahead, check back 20 years - see if we have ever had an accident.

Third, I did call the mechanic who takes care of the car - promptly - always - definitely, I am HIS loyal customer --. Anyway, when I asked him if the above reasons (oil, filters, driving) had anything to do with the coil spring failure he agreed that it was a bunch of malarkey. He also told me that it looked as if Ford company was trying to avoid the problem.

Ok, bottom line, I think that your company should pay for the coil springs.

They failed due to no fault of mine.

Your company has a history of this problem - I am sure that I am right that the problem has persisted through later models.

I also think that you should consider a recall. I was told not to drive the car because it was too dangerous. Luckily, this problem was found on inspection. No one needs to be in an accident due to anticipated (by Ford) mechanical failure.

Oh, lastly, the reason I am writing to you is that Heidi first told me that she didn't have any supervisors when I told her that I wanted to talk to her supervisor since she was so hostile. Then, after my persistence, she told me that she had lots of supervisors and I had to be specific so she perhaps could direct my call - apparently, she doesn't have one for hostility. I then asked her for the name of the CEO. She gave me your name - that's why I am writing to you.

I look forward to hearing from you.

