



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

758

Date Received

15-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

880650

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (Located at bottom of dashboard on driver's side)	Vehicle Make FORD	Vehicle Model ESCORT	Vehicle Year 1995	Current Odometer Reading
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Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02450000	Part Name(s) SUSPENSION: SINGLE AXLE: REAR: SPRING: COIL AND ATTACHMEN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 01-02-2000 Mileage at Failure(s) 110000 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RIGHT REAR COIL SPRING BROKE. *AK

CONTINUE ON BACK IF NEEDED

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
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 75a

Date Received

15-FEB-2001
15-FEB-2001

Od_or _____
rt_dt _____
od_or _____
up_itr _____

Reference No.

880650

OWNER INFORMATION (Type or Print)

675106

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 3/8/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
ADD	FORD	ESCORT	1995	123,054
Purchase Date	Dealer's Name <u>Carousel Ford</u>		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	City <u>Iowa City</u> State <u>Iowa</u> Zip Code _____		No Cylinders <u>4</u>	
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☒ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type	Body Style			
☒ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport UM ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☒ Stationwagon ☐ Pick Up Truck ☐ Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02450000	Part Name(s) SUSPENSION:SINGLE AXLE:REAR:SPRING:COIL AND ATTACHMEN	Location ☐ Left ☐ Front ☒ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) <u>01-OCT-2000</u> Mileage at Failure(s) <u>110000</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured <u>NONE</u>	Number of Fatalities <u>NONE</u>	Estimated Property Damage <u>\$254.62</u>	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RIGHT REAR COIL SPRING BROKE. *AK I was notified by my father (George W. Shaffer) that both rear springs on his Escort had been found broken by a mechanic at Carousel Ford. He had been told that it was not a safety problem. At 111,194 miles I checked the springs on my Escort while rotating tires and found the right rear broken. I continued to drive with the broken springs for another 11,860 miles. Then I took my Escort to Carousel Ford for the 120,000 mile maintenance. The broken were checked and I was called to approve a brake job, front and rear. I approved and then I asked the service representative if they had

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail																
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)																
TIRE IDENTIFICATION NO.*																
D	O	T										MANUFACTURER/TIRE NAME				SIZE
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.																
NARRATIVE DESCRIPTION (CONTINUED)																

noticed the broken rear springs. Previously, I had not called their (the Dealers') attention to this just to see if it was part of their regular inspection of Escorts. The mechanic confirmed the broken spring. The parts were on hand because, as the service representative said "This is common on Escorts." I was quoted a price of \$348.00 which I said was too high because my father had both springs replaced for \$158.00. I was then told they would be able to reduce the price. However the final cost was \$254.62. (for replacing both rear springs. Although I drove with the broken spring for thousands of miles I have two concerns: ① Since this seems to be a common problem on Escorts, the Dealers should be checking when cars are brought in for service. ② For manual driving I experienced no problems but how well does a broken spring hold up in an emergency situation such as rough road, sideways sliding (will the car roll over easier?) and sudden stops?

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

