



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

28-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

881390

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 CONTOUR	Vehicle Year 1998	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 02413000	Part Name(s) SUSPENSION:INDEPENDENT FRONT ATTACHING MECHANISMS:SI	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 23-FEB-2001 Mileage at Failure(s) 48000 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)

CONSUMER NOTICED FLAT TIRE. CALLED TOW TRUCK WHO FOUND FRONT LEFT COIL SPRING HAD BROKEN. *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.

 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 758	
		Date Received 26-FEB-2001	Od or _____ ri dt _____ od rt _____ up ltr _____
OWNER INFORMATION (Type or Print)		Reference No. 881390	
		676512	
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 <u>3/8/01</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) ADD 1FAFP6638WK224338	Vehicle Make FORD	Vehicle Model CONTOUR	Vehicle Year 1998 Current Odometer Reading 48483
Purchase Date 6/1/98	Dealer's Name Charmcity		Engine Size (CID/CC/L) _____
☒ New ☐ Used	City Greenwich State N.Y. Zip Code 12834		No Cylinders _____
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motor-belt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No Drive Train ☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type ☒ Car ☐ Sport Jlt ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02113000	Part Name(s) SUSPENSION: INDEPENDENT FRONT ATTACHING MECHANISMS:S	Location ☒ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 23-FEB-2001 Mileage at Failure(s) 48000 Vehicle Speed at Failure(s) parked "thank God"		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 NONE	Number of Fatalities NONE Estimated Property Damage NONE
Reported to Police ☐ Yes ☒ No			
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER NOTICED FLAT TIRE. CALLED TOW TRUCK WHO FOUND FRONT LEFT COIL SPRING HAD BROKEN. *AX <i>After returning home I went on the net and found your site. I was surprised to see all the reports filled about the Spring bil. So my question is why hasn't anything been done. Does someone need to die first. I have a new faulty part -></i>			
(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.			

Fold to show Return Address (no stamp needed) - attach 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)									

Ford Motor Company
Customer Assistance Center
300 Renaissance Center
P.O. Box 43360
Detroit, MI 48243

March 3, 2001

Dear Sir:

I am writing you about the spring coils on the 1998 Ford Contour. While on a vacation with my mother and grandmother the front left coil spring broke and went through my tire. I was not aware of the broken spring until after I called AAA and the tow trucking company they sent came and informed me that the spring had broken and punched the tire. It had to be replaced before my vehicle would be driveable again. They towed it to Nie Ford and it took 5 days and \$454 before I could get my car back.

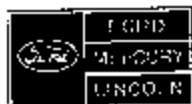
Needless to say this ruined the vacation. After returning home I checked the Internet to see if there was a recall for this problem and found several complaints in the NHTSA site. So I am wondering why this hasn't become a recall. The tow truck driver informed me that if this had happened while we were on the interstate (as we had been just minutes before) we most likely would not be here to today.

I am concerned that if the springs that are on the my vehicle now are the same as what I had on will they also break and is my vehicle safe to drive and if they do what will the results be. I drive 50 miles to work each day on the interstate so I think you can see my concern.

I have 48,000 miles on my vehicle now so it was out of warranty. But, I still feel this is a problem with 1998 Ford Contours and it should be your responsibility for the repair cost and not mine. Coil springs do not break, especially with the mileage I have on my vehicle. My driving is done on interstates and local city streets. So I am not driving on roads that would cause a problem to the coil springs. I have already paid the repair bill as I had to do that in order to retrieve my vehicle but I feel it is your responsibility to reimburse me for this expense. I have enclosed a copy of the repair bill for you to review. I also had to contact my grandfather and have him come out to get us because we had no way of returning home. This happened on a Friday and the parts were not available until Monday. Then my grandfather took me back out on Monday after the repairs were made so I could get my vehicle back. This was a 240 mile round trip so a total of 480 miles on my grandfathers vehicle. At the Federal rate of 34 cents per mile, if I reimbursed my grandfather for his cost, it would total \$163.20. Luckily I only had to give him \$40 for gas and tolls. The total expense to me was \$494 (\$454 + \$40). This total is what I am asking you to reimburse me for.

More importantly is the fact that this vehicle should have a recall check for this problem Please look into it before there is a serious accident and a life is lost.

Thank you,



NYE FORD LINCOLN MERCURY-TOYOTA

675 GENESEE STREET
ONEIDA, NEW YORK 13421



FORD L/M 315-363-0600
1-800-315-4NYE

315-363-1000
1-800-315-4NYE

ANY WARRANTIES ON THE PRODUCTS SOLD HEREDY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

ALL PARTS ARE NEW UNLESS OTHERWISE NOTED.

NEW YORK STATE REG. NO. 427-0456

NO RESPONSIBILITY FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN VEHICLE OR ON PREMISES AND GARAGE BEARING OUR

CUSTOMER NO. 1-518-899-8103	ADVISOR STEVEN WILKINSON	CARD NO. 1707	INVOICE DATE 02/28/01	INVOICE NO. F01553012
	LABOR RATE AB 000	LICENSE NO. W821430	COLOR GREEN	STOCK NO.
	YEAR / MAKE / MODEL 2000 FORD LINCOLN SEDAN GL	MILEAGE IN 40000	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1F2P26638WK274338		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/28/01	CROSS REF. NO.
				MILEAGE OUT MO: 48008

JOB# 1 CHARGES

LABOR
J# 1 45F0203 SUSPENSION CONCERN HOURS: TECHS 1:5500
CHECK FOR LH FRONT SPRING BROKE
REPLC BOTH FT SPRINGS AND ALIGNMENT COMPLETED AS PER EST
MT AND BALANCED 1 NEW TIRE

237.00

QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
2	FBZ-5310-C8	SPRING - FRONT	38.70	38.70	77.40
1	9001-1120354-13	P185/70R14 3	107.95	107.95	107.95
TOTAL - PARTS					185.35

MISC	CODE	DESCRIPTION	CONTROL NO.	
		FTK FORD SHOP TIRE REMOVAL		2.00
TOTAL - MISC				2.00

JOB# 1 TOTALS

LABOR 237.00
PARTS 185.35
MISC 2.00

JOB# 1 JOURNAL PREFIX F0CS JOB# 1 TOTAL

424.35

*****					TOTAL LABOR	237.00
*****					TOTAL PARTS	185.35
*****					TOTAL SUBLET	0.00
*****					TOTAL G.O.S.	0.00
*****					TOTAL MISC CHG	2.00
*****					TOTAL MISC DISC	0.00
*****					TOTAL TAX	20.70
*****					TOTAL INVOICE	424.35

THANK YOU FOR YOUR BUSINESS!!

6011-0020-50294868
CUSTOMER SIGNATURE X 4/2003

08/29/01


Queensbury N.Y. 4

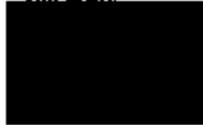
NHTSA
U.S. Department of Transportation
400 Seventh Street
Washington D.C. 20590

Dear Defect investigator,

Add to

I'm writing you in regard to a defect report (881390) that was sent to you. I have visited the NHTSA site numerous times to see if there has been any investigation open on the broken coil springs. While visiting the site I have notice numerous reports of broken coil spring on Ford Contour filed before and after mine. I would like to hear back on this problem. Thank you for your help with this problem.

Sincerely,



RECEIVED
01 SEP -6 PM 2:54
OFFICE
DEFECT INVESTIGATION