

Marstons Mills MA

LP

CONSUMER AFFAIRS
SECTION

09/30/2006

Ford Motor Company
Customer Service Dept.
16800 Executive Plaza
PO Box 6248
Dearborn MI 48121

6 OCT 16 A8:24

Dear Ford Motor,

I am writing you today to report a situation regarding my 2002 Ford Taurus VIN 1FAFP55U02A [REDACTED] and to request reimbursement for the repairs I had to make after the coil spring broke 09/16/2006 and slashed my tire. This was a very dangerous situation and I have been unable to get any assistance through your customer service line (case number 0368402616) or on the web.

I received a re-call letter about the coil spring problem and a baffle device placement in the winter of 2005. I took the car to Wayne Acres Ford in Florida for repair. The car was returned to me and I was told everything was OK. I was unaware until after my accident 09/16/2006 that they did not in fact repair the car. Now I am being told there was not a recall on my car?

This situation has caused me a great deal of stress, and I had to pay \$90.00 for a tire and \$350.00 for repairs at Ford of Hyannis on 09/21/2006. I do not know why I received a re-call letter for a car that is not listed on your re-call list, but what I do know is that the situation of the re-call actually happened to me. A 79 year old man should not have to risk his life driving down the road due to a faulty spring that slashes a tire! There is no warranty needed for faulty parts or labor provided by the manufacturer.

Please contact me at your earliest convenience with regard to this matter.

[REDACTED]

CONSUMER AFFAIRS
SECTION
6 OCT 17 A8:24

Sunday, October 01, 2006 America Online: dnmlyons4

Action Detail

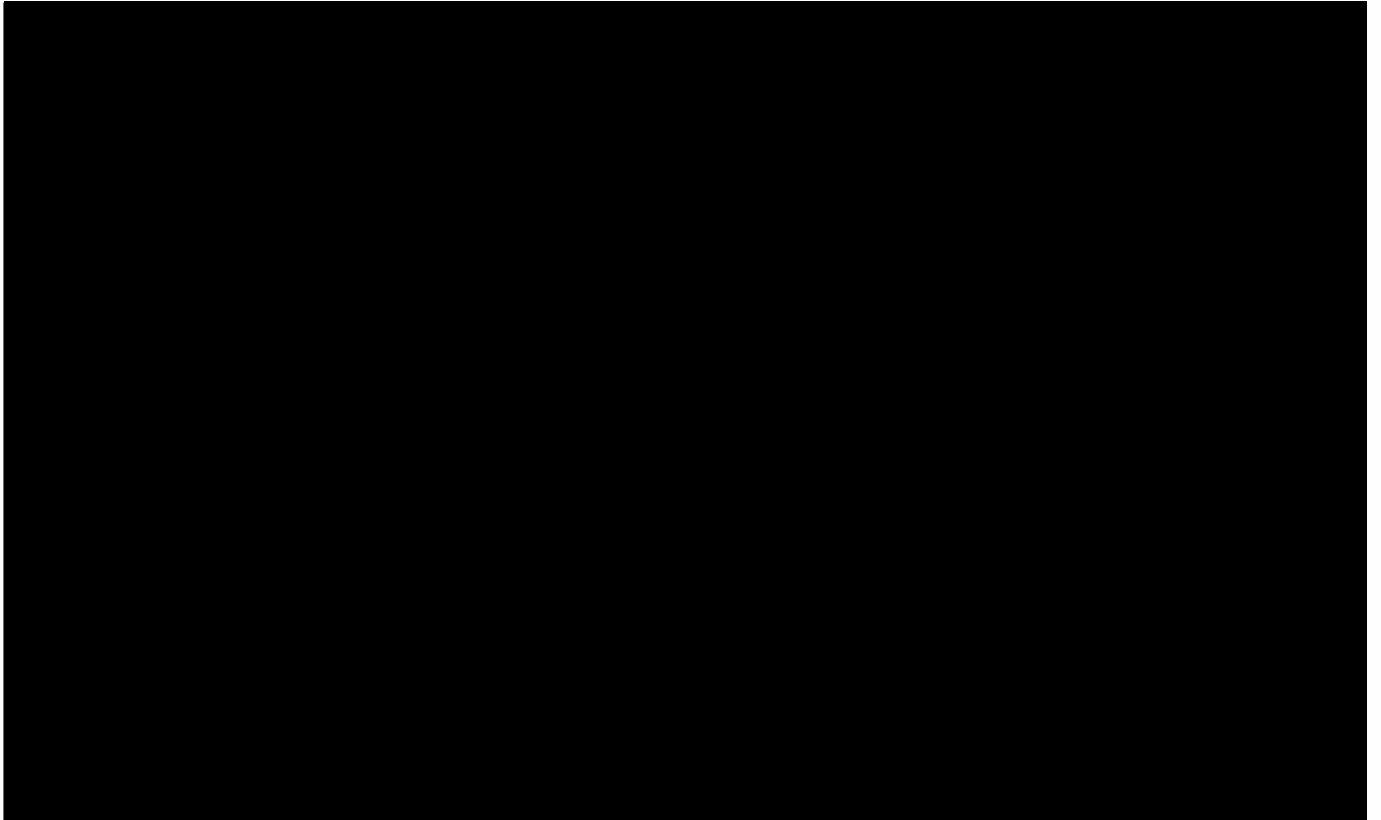
VIN: 1FAPF55U02A [REDACTED]	Year: 2002	Model: TAURUS	Case: 368402616
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2002-04-05	
Symptom Desc: SUSPENSION SHOCKS/STRUTS		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - GENERAL/OTHER		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: FORD MOTORCOMPANY-FORD DIV	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 68011	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY		<i>WAYNE ACKERS FORD Florida</i>	
Odometer: 1 MI	Comm Type: INBOUND CUSTOMER MAIL		
Action Date: 10/17/2006	Action Time: 14:49:47:237	Action Data: Yes	
Analyst Name: LEICH CHERIE	Analyst: CLEICH	<i>DR 407 - 582-4444</i>	

COMMENTS: *****PRODUCT LIABILITY*****DATE STAMPED 10-16-06. CUSTOMER ALLEGES THE COIL SPRING BROKE ON HIS VEHICLE AND SLASHED HIS TIRE. CUSTOMER SPENT \$440 ON REPAIRS.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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- Alleged wheel/coil spring defect
- outta warranty/miles?
- no recalls
- no injuries

open Service Bulletin for tire pressure sensor.



All Action Details for Issue

[Print](#)

VIN: 1FAPP55S62G [REDACTED] Year: 2002 Model: TAURUS Case: 1589270136
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-04-18
 Symptom Desc: TIRES/WHEELS AIR LOSS Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02284 JOHN LANCEFORD Origin Desc: US CONCERN CASE BASE
 Odometer: 43000 MI Comm Type: PHONE
 Analyst Name: TORAYA JESSICA Analyst: JTORAYA
 Action Date: 01/13/2006 Action Time: 16.22.06.828 Action Data: Yes

Comments CUSTOMER SAID: -CUST INQUIRING ABOUT RECALLS ON THE VEH-CUST HEARD ABOUT THE SPRINGS BREAKING AND PUNCTURING THE TIRES-CUST ASSUMED THAT THIS WOULD HAVE BEEN FIXED SINCE HIS WAS NEVER AND WANTED TO KNOW WHY THIS WOULDNT HAVE BEEN INVOLVED IN THE RECALL-CUST DOES NOT HAVE NORMAL DLRSHP THAT HE USES-CUST SEEKING TO COMPLAIN SO THEY CAN DO SOMETHING ABOUT THIS-THIS CAUSED A LOT OF DAMAGE TO THE VEH AND CUST IS AFRAID TO DRIVE THE VEH-CUST SEEKING REIMBURSMET FOR THE REPAIRS ON THE VEH-CUST SEEKING TO ALSO HAVE ASSISTANCE IN THE POSSIBLE REPLACEMENT OF OTHER SPRING-SPRING WAS REPLACED AND SOME BODY DAMAGE FIXED AT AN INDEPENDANT DLRSHP BUT THE TIRE WAS NOT AND CUST WANTS THE OTHER SPRING REPLACED-THIS COST THE CUST \$800.00 IN DAMAGE AND SEEKING SOME SORT OF REIMBURSMET FOR THIS ALSO==ACCIDENT DETAILS==APROX TWO WEEKS AGO THE CUST WAS INVOLVED IN AN ACCIDENT BECASUE THE SPRINGS BROKE ON THE VEH AND PUNCTURED A TIRE AND CUST THINKS FORD IS RESPONSIBLE SINCE THERE WAS A PROGRAM OUT ON THIS-THE CUST WAS GETTING ON THE HIGHWAY, IN NORTH HOMESTEAD-THERE WAS NO POLICE REPORT FILED-THERE WAS NO CLAIM WITH THE INSURENCE COMPANY-THE VEH IS REPAIRABLE -VEH HAS A LOT OF BODY DAMAGE AND CUST WAS SEEKING REIMBURSMET FOR THAT-CUST LOST CONTROL AFTER THE SPRING BROKE AND PUNCTURED THE TIRE AND WENT INTO A DITCH AND ALSMOT FLIPPED THE VEHDEALER SAID: -SAID TO CALL CRCJOHN M. LANCE FORD, LLC23775 CENTER RIDGE RD WESTLAKE, OH 44145TEL: (866) 436-6737CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.==CSR==ADVISED CUST OF ABOVE

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 02284 JOHN LANCEFORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 43000 MI Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 01/23/2006 Action Time: 14.41.24.750 Action Data: No

Comments ACK

Action: DENY ASSISTANCE - BEYOND WARRANTY
 Dealer: 02284 JOHN LANCEFORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 43000 MI Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Time:

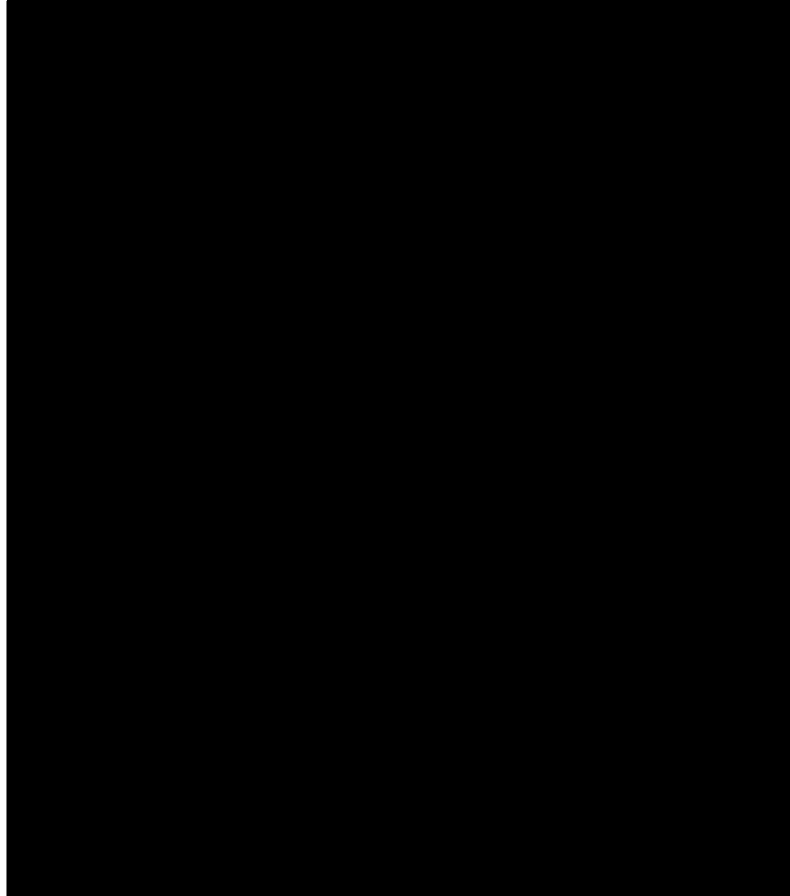
Action Date: 01/23/2006

14.42.02.014

Action Data: No

Comments NO ASSISTANCE. CUSTOMER'S VEH IS BEYOND WARRANTY, THERE ARE NO RECALLS, AND NO RELATED REPAIR HISTORY. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

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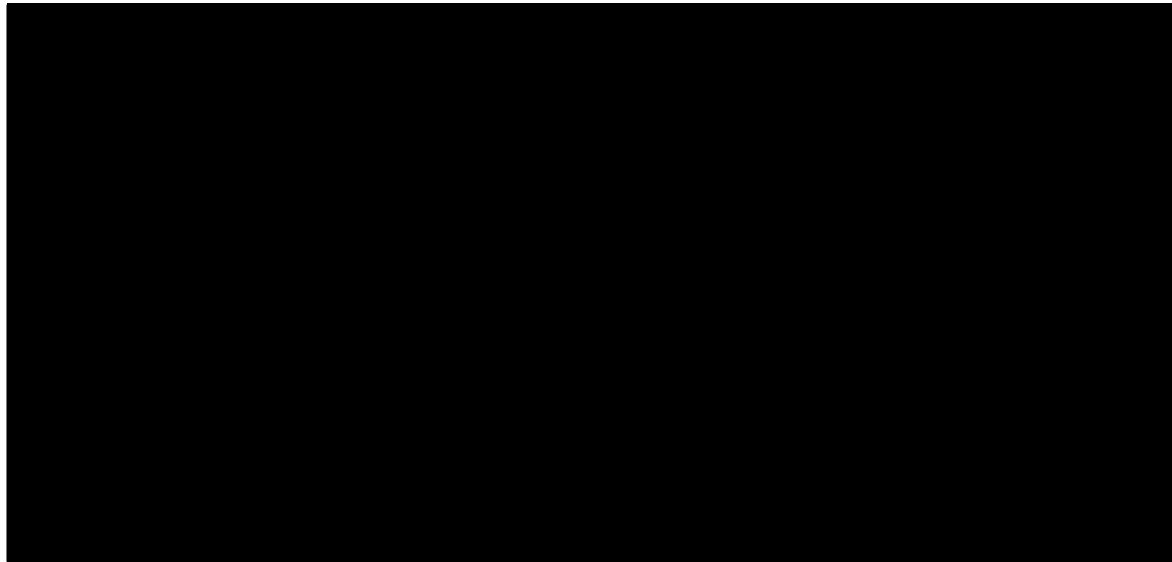
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Action Detail

VIN: 1FAPP55U23A [REDACTED]	Year: 2003	Model: TAURUS	Case: 599003447
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2003-08-21	
Symptom Desc: TIRES/WHEELS APPEARANCE DAMAGED		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: CRESTMONT FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04369	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 80000 MI	Comm Type: PHONE		
Action Date: 12/10/2007	Action Time: 16:38:19:537	Action Data: Yes	
Analyst Name: THOMAS ATKINS (TATKIN22)	Analyst: TATKIN22		

COMMENTS: CUSTOMER SAID: -VEH FRONT COIL SPRINGS WENT OUT ON FRONT PASSENGER SIDE WHICH BLEW OUT BOTH THE DONUT AND THE REPLACEMENT TIRES LAST NIGHT 12/09/07-CUST WANTS CAR TO BE REPLACED FRONT COIL SPRINGS -POSSIBLE MANUFACTURES DEFECT-DO NOT HAVE CURRENT POLICE REPORT INFORMATION -CONSIDERED CALLING INSURANCE COMPANY FOR COVERAGE BUT TO DATE HAVE NOTDEALER SAID: -S/A SAID IT WOULD BE ABOUT \$700.00 TO \$800.00 TO REPLACE THE FRONT COIL SPRINGS-CRESTMONT FORD, INC.3101 CENTER ROAD BRUNSWICK, OH 44212TEL: (330) 225-9141-VEH IS NOT UNDER RECALL FOR FRONT COIL SPRINGSCRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.-CUST CONTENDS THAT FAILURE OF THE FRONT COIL SPRINGS CAUSED TEAR IN NEW TIRES AND THE TEMPORARY DONUT SPARE ON THE PASSENGER SIDE OF THE VEH -CUST HAD VEH TOWED TO DLRSHP TO HAVE COIL SPRINGS LOOKED AT AS PER RECALL -NO RECALL ON VEH CONCERNING FRONT COIL SPRINGS HOWEVER CUSTOMER CONTENDS THAT THE DAMAGE IS THE SAME DEFECT AS IN PREVIOUS YEAR MODELS OF HER VEH -CUST WISHES A FULL INVESTIGATION AND CLAIMS MANUFACTURES DEFECT WITH HER VEH-ADVISED CUST TO REPORT INCIDENT WITH INSURANCE CARRIER AND GATHER ALL POLICE INFORMATION CONCERNING THE ACCIDENT

Ford Confidential





FELDMAN, KRAMER & MONACO, P.C.

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August 4, 2006

Ford Motor Company
Board of Directors
P.O. Box 685
Dearborn, MI 48126-0685

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Re: [Redacted]
Schenectady, NY [Redacted]
Our File No: P404041

Dear Sir or Madam:

This office has been contacted by [Redacted] with regard to a 2002 Ford Taurus he purchased from Fucillo Ford in East Greenbush, New York.

[Redacted] informs us that on June 14, 2006, his wife heard a loud noise emanating from the front left side of the vehicle as she was backing out of the driveway. [Redacted] states that he discovered that it was a flat tire causing the noise.

[Redacted] asserts that when the tow truck arrived, the driver was unable to remove the flat tire from the vehicle. The driver informed him that the problem was that the coil spring and strut were broken and the broken spring sliced the tire, cutting a small hole in the sidewall. [Redacted] maintains that the driver was not able to remove the tire without causing more damage.

The vehicle was then towed to Tires Plus of Kingston, New York for repairs.

██████████ further informs us that there is a recall in effect for 1999 to 2001 manufactured Ford Taurus and Mercury Sables for coil springs breaking in the front and rear, puncturing tires. Since this vehicle is a 2002 model, it is not covered by this recall.

██████████ asserts that when he went to retrieve his vehicle he was informed that the final invoice came to Six Hundred Two Dollars and Twenty-Eight Cents (\$602.28). He was also informed that the rear passenger side coil spring was broken but had not yet punctured the tire and he was instructed to have it repaired. On June 15, 2006, he had the coil springs repaired at Auto Tune in Schenectady, New York. He maintains that the total invoice was Three Hundred Eighty-Eight Dollars and Sixty-four Cents (\$388.64) and both springs were repaired, since the replacements are only sold in pairs.

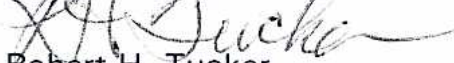
██████████ contends that he contacted Fucillo Ford and informed them of the situation. He states that Mr. Pallone, the general manager, performed a CarFax search of his vehicle and confirmed that the vehicle was never involved in an accident nor required repairs other than routine maintenance prior to the date of sale. ██████████ further states that he then contacted Ford Motor Company and informed you of the situation and was informed that nothing could be done for him. ██████████ asserts that the defect in this vehicle has not been corrected and is now affecting vehicles made in 2002. Mr. Wells requests you reimburse him for the damages to his vehicle which he was forced to repair at his own expense.

Accordingly, we hereby request that you immediately contact ██████████ directly to discuss this situation.

Thank you for your anticipated cooperation in this matter.

Very truly yours,

FELDMAN, KRAMER & MONACO, P.C.



Robert H. Tucker

RHT:lm/pp/404041

Cc: Ronald Wells



368500070
TR
48

HALL AND SCHLENKER
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M.D. HALL (1904-1977)
AREA CODE 515
TELEPHONE 961-2509

CONSUMER AFFAIRS
SECTION

December 31, 2007

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Dr.
PO Box 6248
Dearborn, MI 48121

8 JAN -4 110:38

RE: 2002 Taurus Front Coil Springs Breakage

Dear Customer Relationship Center:

Last week our 2002 Taurus Wagon, VIN 1FAFP58282G [REDACTED] experience a sudden fracture of the front driver's side coil spring when my daughter was driving it. The spring broke and one end punctured the perimeter of the inside wall of the tire. It exhibited a small patch of corrosion on the broken end, indicating a crack which had existed for some time. I am the original purchaser of the car new from the dealer in 2002.

A recall was issued on July 15, 2004 (#04V332000) for the 2001 Taurus model year for the same problem, applicable predominantly to northern states, and including Iowa, as the springs corroded due to the use of salt on roads. You noted "If this occurs, the tire may rupture resulting in a rapid air loss, which could result in a crash." The recall extended warranty coverage to the springs for 10 years or 150,000 miles and protective spring shields were to be installed to prevent tire puncture.

My 17 year old daughter is the predominant driver of this car, and had this coil failed at highway speeds she could have been killed. Fortunately it happened as she was backing out of the driveway of our house. The last time she drove the car before the morning she backed it out she was on a divided four lane highway driving 65 mph.

I have spent about \$500 in repairs to the coils and tires. The coils were replaced at the Ford dealer in Indianola, Iowa.

The internet is full of reports of similar incidents. Please issue a recall for 2002 Ford Taurus for the breaking front coil springs. I would like a refund of my \$500 but more importantly I wish to prevent someone dying due to this problem. I have purchased over 10 Fords or Mercurys since I started driving, most of the new, and my wife just purchased a new Mercury Milan in August. We are extremely disappointed that Ford has not issued a recall on the 2002 Taurus as to this problem and that we could have lost our daughter before we found out about it. Due to the serious nature of this matter I have filed a formal complaint with the National Highway Traffic Safety Administration.

[REDACTED]

cc: Iowa Attorney General Consumer Protection Office