

**2002 – 2003 Taurus Sable
Front Suspension Coil Spring Fracture**

OWNER REPORTS

As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as CuDL (Customer Data Link). Certain contacts, such as letters from customers, are entered into the CuDL database. Those that were entered into the earlier MORS II system were also microfilmed. More recently, the records in MORS III/CuDL are imaged and stored electronically.

The CRC assigns to each vehicle-related contact report a "symptom code" or category that generally reflects the nature of the customer contact or vehicle concern, as described by the owner. The CRC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Ford's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although MORS contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis. In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the electronic images related to these contacts because of the largely duplicative nature of the information contained in the images, as well as the time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the CuDL system. To the extent that those documents exist, they are reflected in the comments of MORS III contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

In responding to this information request, Ford electronically searched CuDL using the following criteria:

Model Year: 2002 - 2007

Subject Vehicle: Taurus/Sable vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: September 30, 2008 through June 30, 2009 (the date of this inquiry)

Types of Contacts: All, including suspended data, canceled contacts and inquiries

MORS III Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
CHASSIS STEERING	303000	STEERING/HANDLING
CHASSIS STEERING	303100	STEERING/HANDLING FUNCTION
CHASSIS STEERING	303155	STRG/HANDLING FUNCTION LOSS OF STRG
CHASSIS STEERING	303400	STRG/HANDLING NOISE
CHASSIS STEERING	303450	STRG/HANDLING NOISE NO LOAD
CHASSIS STEERING	303451	STRG/HANDLING NOISE ACCELERATION/DECEL
CHASSIS STEERING	303453	STRG/HANDLING NOISE OVER BUMPS
CHASSIS STEERING	303454	STRG/HANDLING NOISE WHEN TURNING
CHASSIS STEERING	303999	STEERING/HANDLING NOT LISTED
CHASSIS SUSPENSION	304000	SUSPENSION SYSTEM
CHASSIS SUSPENSION	304100	SUSPENSION RIDE QUALITY
CHASSIS SUSPENSION	304152	SUSPENSION RIDE QUALITY BOTTOMING
CHASSIS SUSPENSION	304200	SUSPENSION LEAN/SAG/HEIGHT
CHASSIS SUSPENSION	304285	SUSPENSION LEAN/SAG/HEIGHT BOTH ENDS LOW
CHASSIS SUSPENSION	304287	SUSPENSION LEAN/SAG/HEIGHT FRONT LOW
CHASSIS SUSPENSION	304289	SUSPENSION LEAN/SAG/HEIGHT LEANS LEFT
CHASSIS SUSPENSION	304290	SUSPENSION LEAN/SAG/HEIGHT LEANS RIGHT
CHASSIS SUSPENSION	304500	SUSPENSION NOISE
CHASSIS SUSPENSION	304586	SUSPENSION NOISE FRONT
CHASSIS SUSPENSION	304588	SUSPENSION NOISE BOTH
CHASSIS SUSPENSION	304700	SUSPENSION SHOCKS/STRUTS
TIRES/WHEELS	306000	TIRES/WHEELS
TIRES/WHEELS	306200	TIRES/WHEELS AIR LOSS
TIRES/WHEELS	306201	TIRES/WHEELS AIR LOSS SLOW LEAK
TIRES/WHEELS	306202	TIRES/WHEELS AIR LOSS PUNCTURE
TIRES/WHEELS	306600	TIRES/WHEELS TIRE FAILURE
		TIRES/WHEELS TIRE FAILURE BLOWOUT/SUDDEN
TIRES/WHEELS	306602	LOSS OF AIR
TIRES/WHEELS	306605	TIRES/WHEELS TIRE FAILURE CHUNKS MISSING

MORS III Reason Code(s):

Reason Code	Description
07	LEGAL CONTACTS OF ANY NATURE

Word Searches:

The reports located using the search criteria described above were then searched using the Electronic Data Download System using a keyword process. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

Coil
Spring

Break
 Broke
 Corro
 Puncture
 Rust

FIELD REPORTS

Within FCSD, there is a Vehicle Service & Programs Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Ford of vehicle concern information originating from Ford and Lincoln-Mercury dealerships, field personnel, and other sources. The information is maintained in a database known as the Common Quality Indicator System (CQIS). The CQIS database includes reports compiled from more than 40 Company sources (e.g., Company-owned vehicle surveys, service technicians, field service and quality engineers, and technical hot line reports, etc.) providing what is intended to be a comprehensive concern identification resource. As with MORS contact reports, CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern.

In responding to this information request, Ford electronically searched CQIS using the following criteria:

Model Year: 2002 - 2007

Subject Vehicle: Taurus/Sable vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: September 30, 2008 through June 30, 2009 (the date of this inquiry)

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
STEERING/HANDLING	3034	NOISE
SUSPENSION	3040	OTHER
SUSPENSION	3041	RIDE QUALITY
SUSPENSION	3042	LEAN/SAG/HEIGHT
SUSPENSION	3045	NOISE
SUSPENSION	3047	SHOCKS/STRUTS
SUSPENSION	3049	NOT LISTED SUSPENSION
TIRES/WHEELS	3060	OTHER
TIRES/WHEELS	3062	AIR LOSS
TIRES/WHEELS	306600	TIRE FAILURE – OTHER
TIRES/WHEELS	306602	TIRE FAILURE – BLOWOUT SUDDEN LOSS OF AIR
TIRES/WHEELS	306605	TIRE FAILURE – CHUNKS MISSING

TIRES/WHEELS	306606	TIRE FAILURE – IMPACT BULDGE
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Word Searches:

The reports located using the search criteria described above were then searched using the Electronic Data Download System using a keyword process. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

Coil
Spring
Break
Broke
Corro
Puncture
Rust

WARRANTY

Ford's Analytical Warranty System (AWS) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe and Jaguar.

Ford performed a search of AWS for potentially responsive reports using the following search criteria:

Model Year: 2002 - 2007

Subject Vehicle: Taurus/Sable vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Base Part Number: 5310

Word Searches:

The reports located using the search criteria described above were then searched using the Electronic Data Download System using a keyword process. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

Coil
Spring
Break
Broke
Corro
Puncture
Rust

APPENDIX E



D006064

12/22/08

Dear Sirs:

RECEIVED
JAN 05 2009

I pulled out of the driveway, The Left Front tire blew the tire had only 10,000 miles on it. The Front coil spring busted, and went through the tire. Had the 2002 Taurus taken to Dave Holt Ford in Hudson Wis for repair. I would like Ford to replace Front coil Springs, at Dave Holt Ford Dealer 1-800-424-2932

manger is Mrs. Connie Schmit
I am requesting \$248.64 For damage of coil Springs replace and labor and \$38.00 of the 248.64 is For Front tire with only 10,000 miles on it. total request is \$248.64

[Redacted]

[Redacted]

Hammond Wis

[Redacted]

Our family owes Nine Ford cars please reconsirm our faith in Ford. Thank you

VIN: 1FAFP55252A [REDACTED] Year: 2002 Model: TAURUS Case: 368283518
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-08-13
 Symptom Desc: TIRES/WHEELS AIR LOSS Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 10 OGC Issue Status: CLOSED

Action: ADVISE CUSTOMER INFO WILL BE SENT TO OGC
 Dealer: 09463 DAVE HOLT FORD-MERCURY, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 119000 MI Comm Type: PHONE
 Analyst Name: CYNTHIA GRAY (CGRAY75) Analyst: CGRAY75
 Action Date: 12/16/2008 Action Time: 10.13.47.287 Action Data: Yes

Comments CUSTOMER SAID: -12/14/08-COIL SPRING BROKE ON FRONT OF VEH AND PUNCTURED LEFT FRONT TIRE-VEH WENT IN DITCH-NO INJURIES-NO OTHER DAMAGE TO THE VEH-VEH NOT YET AT DLRSH-SEEKING TO HAVE COIL SPRING REPLACED BY FORDDEALER SAID: DAVE HOLT FORD - MERCURY, INC2020 CRESTVIEW DRIVE HUDSON, WI 54016TEL:(715) 386-2334-CONNIE SCHMIDT S/MCRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.-ADV CUST OF PHRASEOLOGY

Data Element Name	Data Value
FIRE / ACCIDENT	A

FORD MOTOR COMPANY
 RECEIVED
 CLAIMS UNIT

Ford Confidential

DEC 17 2008

OFFICE OF THE
 GENERAL COUNSEL

[REDACTED]

Hammond, WI [REDACTED]

FORD MOTOR COMPANY
 RECEIVED
 CLAIMS UNIT

DEC 17 2008

OFFICE OF THE
 GENERAL COUNSEL



D006066

All Action Details for Issue

Print

VIN: 1FAHP53U52A [REDACTED] Year: 2002 Model: TAURUS Case: 409323468
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-03-16
 Symptom Desc: SUSPENSION LEAN/SAG/HEIGHT Primary Phone:
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:
 Issue Type: 10 OGC Issue Status: CLOSED

Action: ADVISE CUSTOMER INFO WILL BE SENT TO OGC
 Dealer: 08180 BUCKEYE FORD LINCOLN MERCURY OF SIDNEY, LLC Origin Desc: US CONCERN CASE BASE
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: CYNTHIA GRAY (CGRAY75) Analyst: CGRAY75
 Action Date: 12/11/2008 Action Time: 11.22.11.554 Action Data: Yes

Comments CUSTOMER SAID: -LAST NIGHT WHILE DRIVING THE FRONT OF THE VEH DROPPED WHEN THE FRONT COIL SPRING BROKE AND THE TIRE LOCKED UP AND THE VEH WENT INTO THE OTHER LANE AT 50 MPH- DRIVER IN OTHER LANE WAS ABLE TO AVOID IMPACT-CUST'S SON WAS DRIVING THE VEH WITH 2 FRIENDS-NO INJURIES-VEH TOWED TO INDEPENDENT -EXPENSIVE TO REPLACE FRONT COIL SPRINGS-CUST SEEKING TO FIND OUT IF THERE IS A RECALL ON THIS VEH-CUST SEEKING VEH TO BE REPAIRED UNDER RECALL DEALER SAID: BUCKEYE FORD LINCOLN MERCURY OF SIDNEY, LLC 2343 W. MICHIGAN ST. SIDNEY, OH 45365 TEL: (937) 498-4014 CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. -DISCUSSED SITUATION WITH LCSR RANDY AND WAS ADVISED TO RUN THIS PATH-REVERIFIED CUST'S ADDRESS-CUST ADV OF TIME FRAME AND PHRASEOLOGY

Data Element Name	Data Value
----- FIRE / ACCIDENT	----- A

Ford Confidential

[REDACTED]
 Fort Loramie, OH [REDACTED]

FORD MOTOR COMPANY
 RECEIVED
 CLAIMS UNIT
 DEC 17 2008
 OFFICE OF THE
 GENERAL COUNSEL

APPENDIX G

Seq	Name	MY	Incident Date	VIN	Source	Cat	Alleged Injuries	Alleged Fatalities
1	[REDACTED]	2002	12/14/2008	1FAFP55252A [REDACTED]	FMMS	A1	0	0