

## Baker, Donna (D.J.)

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**From:** Fronckowiak, Todd (T.M.)  
**Sent:** Wednesday, October 02, 2013 10:37 AM  
**To:** Jennifer.Timian@dot.gov  
**Subject:** FW: Regional FSA VIN Summary  
**Attachments:** 04V-332.pdf; 05V-030.pdf; 10V-385.pdf; 11V-030.pdf; 11V-385.pdf; 13V-081.pdf

Jennifer,  
Thank you for confirming our reporting requirements, and, per your request, please find representative copies of the owner letters attached.

Just FYI – 4 of the 6 attached letters had also been emailed to [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov).

Best Regards,

*Todd Fronckowiak*

Assistant Director  
Global Automotive Safety and Compliance  
Automotive Safety Office  
Ford Motor Company  
Phone: (313) 337-6777 | Cell: (734) 837-9409

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**From:** [Jennifer.Timian@dot.gov](mailto:Jennifer.Timian@dot.gov) [<mailto:Jennifer.Timian@dot.gov>]  
**Sent:** Monday, September 30, 2013 5:45 PM  
**To:** Fronckowiak, Todd (T.M.)  
**Cc:** Ott, David (D.J.); Tuneff, Mark (M.S.)  
**Subject:** RE: Regional FSA VIN Summary

Thanks Todd.

Please do send representative copies of the owner letters that were issued as to each of the campaigns.

Also, as to the 13V081 recall, and in addition to the six quarters of reporting on its overlooked VINs, please add the overlooked population to the recall's population on the quarterly reports that are still owed on that campaign (at least 3 if memory serves).

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**From:** Fronckowiak, Todd (T.M.) [<mailto:tfroncko@ford.com>]  
**Sent:** Wednesday, September 25, 2013 11:16 AM  
**To:** Timian, Jennifer (NHTSA)  
**Cc:** Ott, David (D.J.); Tuneff, Mark (M.S.)  
**Subject:** Regional FSA VIN Summary

Jennifer,  
Please find the attached document summarizing the regional FSA VIN issue, owner mailing status, and process robustness actions we discussed last week.

Best Regards,

*Todd Fronckowiak*

Assistant Director

Global Automotive Safety and Compliance  
Automotive Safety Office  
Ford Motor Company  
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Ford Motor Company  
 Ford Customer Service Division  
 P. O. Box 1904  
 Dearborn, Michigan 48121



6239/003120/0017

September 2013



R. FILE  
 330 TOWN CENTER DR  
 STE 500  
 DEARBORN, MI 48126-2796

**Safety Recall 04S17 / NHTSA Recall 04V-332**

1999 Taurus  
 Vehicle ID #:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1999 through 2001 model year Taurus and Sable vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln dealers, is to provide you with the highest level of service and support possible.

**What is the issue?**

In some of the affected vehicles, the front coil springs could potentially fracture when operated in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. There is a potential for a fractured spring to move past the spring seat and contact a front tire. If a spring should fracture and come in contact with a tire, the tire may rupture resulting in a rapid air loss, which could increase the risk of a crash without warning.

**What will Ford and your dealer do?**

Your dealer will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire contact should the spring fracture. Ford Motor Company will repair your vehicle free of charge (parts and labor).

**How long will it take?**

The repair will require less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What are we asking you to do?**

Please call your dealer without delay and request a service date for Recall 04S17. When you call your dealer, please provide them with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Have you previously paid to have the front coil springs replaced?**

If you paid to have one or both original equipment front coil springs replaced due to fracturing before the date of this letter, you may be eligible for a refund. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com)

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 04V332.

Thank you for your attention to this important matter.

Ford Customer Service Division