



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received: 2003 MAY 14 09:52
Repository:
Reference No.: 10012261

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ALBERT LEA State: MN Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an answer, NHTSA will provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 04/22/03

VEHICLE INFORMATION

Make: ~~GEO~~ MERC Model: ~~TRACKER~~ TRACER Model Year: 1997
Date Purchased: 8-29-2000 Dealer's Name and Telephone Number: Albert Lea Auto Salvage
Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: Albert Lea State: MN Zip Code: 56007
Transmission Type: Auto Antilock Brakes: Powertrain: Vehicle Component Code: 140000 AIR BAGS
 Cruise Control Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 18-MAR-2003 Failure Mileage: Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15)
DOT No. (Example: D0TMA19ABC095) Original Equipment Prior Repair Failure Location:
Tire Component Code: Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

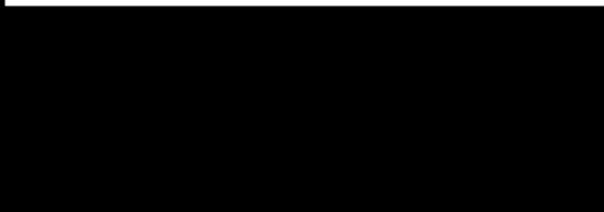
Make: Date Manufactured: Model No./Name:
Seat Type: Installation Systems:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: Number of Deaths: Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATED THAT THEY RECEIVE A RECALL LETTER IN THE MAIL BUT DEALER STILL STATES SHE IS OVER WARRANTY AND WILL NOT REPAIR CONSUMER VEHICLE RECALL# 02V323000 AIRBAG. PLEASE PROVIDE THE DEALER NAME, ADDRESS AND NUMBER



If you have already paid for this service ...

If you paid to have a repair related to this condition performed before the date of this letter, Ford is offering a refund. To receive the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you have changed address or sold the vehicle ...

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this safety recall.

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.

If you have concerns ...

If you have trouble 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 and one of our representatives will be happy to assist you.

Call (866) 436-7332

Office Hours (Eastern Time Zone)

Monday through Friday: 8AM – 11PM

Saturday: 8AM – 6PM

Hearing impaired call (800) 232-5952 TDD for the hearing impaired.

Or you may contact us through the Internet ...

www.ownerconnection.com

If you are still having trouble getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4238 or 1-800-424-8383.

Quality Care service is there for you all year long.

QualityCare
is your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company providing automotive products and services. Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon

Frank M. Ligon

Director

Vehicle Service and Programs

OASIS response display for VIN 1MELM13P6VW637414

1MELM13P6VW637414

03/18/2003 15:36:53

1997 TRACER

4 DR SEDAN LS

2.0L EFI SOHC SPI 708BR10A 4EAT 4 SPD AUTO

AXLE CD: 3K

*WARRANTY START DATE 01/28/1997 BUILD DATE 01/13/1997 START ODOM

*OPEN CAMPAIGNS 02S44

AIR BAG DIAGNOSTIC MONITOR

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

W A R N I N G W A R N I N G W A R N I N G

ALL WARRANTY CANCELLED EXCEPT EMISSION; TITLE BRANDED(CODE T1)

W A R N I N G W A R N I N G W A R N I N G

*EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

NO REPAIR HISTORY ON VEHICLE