



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 100216

Date Received: 03-AUG-2004
Repository:
Reference No.: 10087123

delay in repository was to try and correct. not met.

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: SADDLE RIVER State: NJ Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES
In the absence of an [Redacted] provide your name or address to the vehicle manufacturer. YES
Signature of Owner: [Redacted] Date: 12/15/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1MEFM55SX3A [Redacted]
Make: MERCURY Model: SABLE Model Year: 2003
Date Purchased: 10/31/02 Dealer's Name and Telephone Number: WAYNE MOTORS INC Engine: No: Cylinders 6 Fuel Type: GAS
Original Owner: Dealer's City: WAYNE State: NJ Zip Code: 07470
Transmission Type: AUTOMATIC Antilock Brakes: Cruise Control: Powertrain: FWD-V6
Vehicle Component Code: 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): ~~31 AUG 2002~~
Failure Mileage: [Redacted] Failure Speed: [Redacted]
MULTI DATES FROM DATE OF DEL. SEE ATTACHED

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

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

Crash: Yes No Fire: *not yet* Yes No
Number of Persons Injured: 0 Number of Deaths: 0 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).

WHILE DRIVING IN HIGH SPEEDS CONSUMER HEARD A LOUD CLANKING NOISE COMING FROM THE FRONT. CONSUMER APPLIED THE BRAKES, AND THE VEHICLE FAILED TO STOP COMPLETELY. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. *AK

SEE OVER

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

BRAKES: HIGH SPEED HUM, SCUFFING, VIBRATIONS - POOR TO INTERMITTENT STOPPING
GASOLINE FUMES PRESENT AROUND VEHICLE ENTER THROUGH VENT SYSTEM
MAKING PASSENGERS ILL.

THIS VEHICLE ALSO HAS MULTI QUALITY PROBLEMS WHICH MAY NOT
BE CONSIDERED SAFETY ISSUES.

THE DEALER AND MANUFACTURER CONTINUE TO PERRY THE ISSUES
SEE ATTACHED (12) DOCUMENTS

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

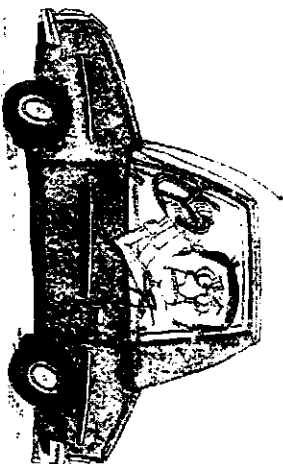
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>

[REDACTED]

[REDACTED], Saddle River, NJ [REDACTED]

fax: [REDACTED]

E mail: [REDACTED]

March 4, 2005

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

Attn: Customer Relationship Manager

Ref: Vin #1MEFM55SX3A [REDACTED]

This will confirm my intention to follow up on the Lemon Law as page 26/27 of Warranty Guide states. Your field rep and dealer have forced this action as the attached file shows.

I have proof (the vehicle) and records. I have given time (the past six (6) months) and for last time for the problems to work out – they haven't!

In addition to filing with the settlement board, the following action will be taken.

Copies to: NJ Department of Law & Public Safety
DOT Auto Safety
Consumer Reports

Very truly yours,

[REDACTED]

MJL:sl
Attachments



Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

November 7, 2003

[REDACTED]
[REDACTED]
Saddle River, NJ [REDACTED]

Re: 2003 Sable
VIN: 1MEFM55SX3A [REDACTED]

Dear [REDACTED]

*11/19/03
will not help*

This letter confirms we received your recent correspondence regarding your 2003 Sable. We regret any inconvenience you may have experienced and are anxious to retain you as a satisfied customer.

Your information has been forwarded to our Regional Office, with a copy to your dealership. You will be contacted shortly by a Ford representative or a Dealership Service Manager in an effort to resolve your concerns. If you have not been contacted within 7 days of this letter, please contact Wayne Motors in Wayne, NJ or *any* authorized Ford or Lincoln-Mercury Dealership for assistance.

Thank you for bringing this matter to our attention.

Respectfully yours,

Andrea Hollis
Consumer Intervention



COPY

E-mail: [REDACTED]

Fax: [REDACTED]

October 28, 2003

FORD Motor Company
Customer Relationship Center
16800 Executive Drive
PO Box 6248
Dearborn, MI 48121

Subject: Defects notification
Ref: Vin 1MEFM55SX3A [REDACTED]
Dealer: Wayne Motors Inc, Wayne N.J.

Per FMC instructions and procedures, notice is served on the following defects:

1. Gas fumes from engine compartment enter inside of vehicle, are present after hot restart, in garage and outside of vehicle when hot. There is a variation in intensity but the problem and danger is real.
2. Brakes produce a vibration and noise when applied above 45 mph. There is also poor brake performance. The variation in intensity increases with speed. The statement that this is normal is an insult to one's mechanical intelligence.

Wayne Motors appears to have made a substantial effort for correction but as was said, "they can only try to fix problems they don't design them".

The dealer claims the Ford Field Engineer has found nothing. I was not asked to show the Ford engineer any problems so I don't know what was actually reviewed. If correct the individual can't smell and can't hear or was told not to find anything wrong! Someone inside FMC knows about these defects. I have experienced the gas fumes and poor brakes on rentals. Don't think customers don't notice actions, i.e. the taking away of four-wheel disk brakes resulting in poor performance and possibly something else? I can't believe that calipers/disks/pads, plastic manifold and valves/injectors/fuel rails are that much of a problem to design or fix! Stonewalling spells disaster for the future of FMC. One can still read about the Pinto issue as the market has a way of calling all of us on our mistakes.

Either FMC repairs the problems or replace the vehicle. I'm requesting that proper repairs be made.

[REDACTED]

cc: Darryl Hazel, President, Lincoln Mercury

m 10/28/03

SABLE 2003/ Vin 1MEFM55SX3A [REDACTED]
8900 MILES

Sept. 4, 03

To: Robert Guez/John Graepel
Subject: SURVEY/QUALITY FAILURES

Received John Graepel survey notice and FMC customer viewpoint. I don't think Wayne would want this completed based on the outstanding issues. Unfortunate for the Dealer production quality issues and repairs become their problem and then there is the negative customer reaction! Results FMC continues to slip in quality ratings and we can't blame J. Nasser forever.

At this point it is your decision when to bring FMC in but the quality issues, production history and repair attempts need immediate attention. For 8900 miles this unit acts more like Chicago production rather than Atlanta.

QUALITY FAILURES:

✘ **BRAKES-** high speed scuffing sounds some vibrations and poor brake performance- shop has not been able to repair.

TRANSMISSION- poor transfer between 3 & 4, sometimes with intermittent slight chatter- shop has not been able to repair.

✘ **ENGINE-** oil leak, the shop is checking with die for tracing.

STEERING VIBRATION- between 50/60 mph is still not a 100% but better after 2nd try by shop, no change after I tried a tire rotation.

GAS FUMES INSIDE VEHICLE- new problem- at high outside ambient temperature/ 80+, after shut down and restart while still hot with ½ tank of fuel- gas cap tight- gas fumes are brought in through the vent system. I have seen this problem with Hertz cars under same conditions in Dallas, Orlando, and Atlanta. A very specific location points to the fuel rail and the plastic manifold.

As this vehicle is still very new only factory new parts for repairs will be accepted, not rebuilt.

I'm returning the vehicle to Wayne for corrections, please advise when you want it, the plan to repair and replacement vehicle because of the repair time you will need.

Please note I do not want this outline posted for public view.





MERCURY

PO Box 932
Ann Arbor, Michigan
48106-0932

CUSTOMER
Viewpoint

August 27, 2003

██████████
██████████
Saddle River, NJ ██████████



Dear ██████████

Lincoln Mercury of Wayne appreciated the opportunity to service your 2003 Mercury Sable on August 7, 2003.

Because we value your business, your opinions about your vehicle and the service you received on August 7th are extremely important to us.

Please take a few moments to complete this survey.

The information you provide will be used by Lincoln Mercury and Lincoln Mercury of Wayne to continuously improve our products and services.

We hope you will continue to turn to Lincoln Mercury of Wayne for all of your automotive needs. If you have any concerns, please contact your dealer. If you require further assistance, call our Customer Relationship Center at 1-800-392-3673.

Thank you in advance for your time in completing this survey. For your convenience, a postage-paid reply envelope has been provided.

Sincerely,

Darryl Hazel
President, Lincoln Mercury
Ford Motor Company

P.S.

- Mark here if you no longer own this 2003 Mercury Sable and please return this uncompleted survey in the enclosed postage-paid envelope.

Service Survey

Your Satisfaction

Please use a Blue or Black pen. Correct mark: 

1 This survey should be completed by the person most familiar with this service experience on August 7, 2003.

Is the person completing the survey the same person indicated on the front of this survey?

YES NO

2 How satisfied are you with ...

- a. Your overall ownership experience.....
- b. The overall quality of your vehicle.....
- c. The reliability of your vehicle.....
- d. Your overall service experience on August 7, 2003, at Lincoln Mercury of Wayne
- e. The comfort and friendliness of the dealership service department

COMPLETELY SATISFIED	VERY SATISFIED	FAIRLY WELL SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Service Experience

Please tell us more about your service experience on August 7, 2003. How would you rate Lincoln Mercury of Wayne in terms of ...

3 Convenience of appointment

- a. Ease of scheduling your service appointment.....
- b. Getting your service appointment on a day and time that was convenient for you

EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

4 Your service advisor

- a. Promptly acknowledging you when you arrived for service, if applicable
- b. Starting your service write-up within a reasonable amount of time, if applicable
- c. Service advisor's understanding of your service needs.....
- d. Providing you with an accurate estimate of when service would be completed
- e. Service advisor's honesty and sincerity

EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

5 Fixing it right the first time

- a. Quality of service performed

EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

6 Timely service

- a. Notifying you of any changes in service or maintenance needs, if applicable.....
- b. Notifying you of any changes in when your vehicle would be ready, if applicable.....
- c. Having your vehicle ready when promised.....
- d. Length of time to complete the service
- e. Ability to pick up your vehicle at a convenient time.....
- f. Keeping your vehicle clean during service.....

EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

7 Explanation of service and charges

- a. Explanation of the service performed and any charges.....
- b. Advising you of any future vehicle maintenance needs.....

EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8 Follow-up after service

- a. Timeliness of follow-up call from the dealership, if received
- b. Helpfulness of the dealership regarding the follow-up call, if applicable

EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9 Questions, concerns or commitments made during or after the service appointment

- a. Answering your questions or resolving your concerns the first time you asked
- b. Providing you clear and helpful responses to your questions or concerns.....
- c. Follow through on commitments made to help you.....

EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Your Service Experience (continued)

10 Lincoln Mercury of Wayne handling of your concerns:

- a. Did you have any concerns during your service experience or after picking up your vehicle? YES NO (IF "NO," PLEASE SKIP TO QUESTION 11)
- b. Did you let Lincoln Mercury of Wayne know about your concern(s)? YES NO
- c. Has your concern(s) been resolved to your satisfaction? YES NO

Tell Us More About Your Service Experience

11 Within how many days of when you requested were you able to schedule your service appointment?

- Same day 2 days More than 7 days
 1 day 3-7 days

12 Was your vehicle fixed right the first time?

YES NO

13 Did your dealership follow up with you after your service visit to ensure your satisfaction?

YES NO

14 How would you rate the ability of Lincoln Mercury of Wayne in assisting you with your alternative transportation needs (shuttle, rental car, etc.), if requested?

EXCELLENT VERY GOOD GOOD FAIR POOR

15 Thinking about any vehicle maintenance work (oil change, tire rotation, etc.) you had done at this dealership...

- | | COMPLETELY SATISFIED | VERY SATISFIED | FAIRLY WELL SATISFIED | SOMEWHAT DISSATISFIED | VERY DISSATISFIED |
|--|---------------------------------|--|--------------------------------|---|--|
| a. How satisfied are you with the length of time it takes to complete maintenance work at this dealership? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. How would you rate the competitiveness of charges for maintenance work at this dealership? | <input type="radio"/> EXCELLENT | <input type="radio"/> VERY GOOD | <input type="radio"/> GOOD | <input type="radio"/> FAIR | <input type="radio"/> POOR |
| c. If you do not come to this dealership for maintenance work, why not? | <input type="radio"/> PRICE | <input type="radio"/> HOURS OF OPERATION | <input type="radio"/> LOCATION | <input type="radio"/> TIME TO COMPLETE WORK | <input checked="" type="radio"/> OTHER |

Recommendations

16 Based on your experience at Lincoln Mercury of Wayne, would you . . .

- | | DEFINITELY WOULD | PROBABLY WOULD | MAYBE WOULD, MAYBE NOT | PROBABLY WOULD NOT | DEFINITELY WOULD NOT |
|---|-----------------------|-----------------------|------------------------|-----------------------|----------------------------------|
| a. Recommend this dealership as a place to have a vehicle serviced? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| b. Recommend this dealership as a place to purchase or lease a new vehicle? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| c. Recommend a Ford Motor Company product (Ford, Mercury, Lincoln)? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

PLEASE GO TO NEXT PAGE →

Tell Us About Yourself

17 Your gender:

Female Male

18 Your age:

Under 25 30-34 40-44 50-54 60-64
 25-29 35-39 45-49 55-59 65 or over

19 Your ethnic background: (Mark all that apply)

White/Caucasian Black/African American Other
 Asian/Pacific Islander Hispanic/Latino Prefer not to answer

20 Your education: (Mark highest level completed)

Some high school or less Technical/trade school graduate College graduate
 High school graduate Some college Post-college graduate

Comments (PLEASE PRINT)

See enclosed FAX dated 9/4/03
Between the inaction of the Dealer Wayno L+M and as they
claim FMC you are pushing me to enact the lemon law.
You have forced me to report the brake and gas fumes
issue to the National Highway Safety Board. I have stop
using the vehicle because of safety concerns

10/8/03 Report issues to customer relationship center 800-392-3673
Mr Syed

Please mark here if you do not want your responses shared with your dealer.

Help Us Update Our Records

Changes:	Lincoln Mercury of Wayne		
Name (Title: Mr./Ms./Mrs.)	First/Middle/Last	1910 Route 23 Wayne, NJ 07470 (973) 696-9700	
Address	City	State	ZIP
Vehicle: 2003 Mercury Sable VIN: 1MEFM55SX3A	Phone	E-mail (Please Print)	

Thank you. Please return in the postage-paid envelope provided.

32102





MERCURY

PO Box 932
Ann Arbor, Michigan
48106-0932



November 20, 2002

[Redacted]

Saddle River, NJ [Redacted]



Dear [Redacted]

Thank you for selecting your new 2003 Mercury Sable from Wayne Motors Inc.

As a valued customer, your opinions about your vehicle and dealership experience are extremely important to us.

Please take a few moments to complete this survey.

The information you provide will be used by Lincoln Mercury and Wayne Motors Inc to continuously improve our products and services.

We hope you will continue to turn to Wayne Motors Inc for all of your automotive needs. If you have any concerns, please contact your dealer. If you require further assistance, call our Customer Relationship Center at 1-800-392-3673.

Thank you in advance for your time in completing this survey. For your convenience, a postage-paid reply envelope has been provided.

Sincerely,

Darryl Hazel
President, Lincoln Mercury
Ford Motor Company

New Vehicle Sales Survey

Your Satisfaction

Please use a Blue or Black pen. Correct mark: ●

This survey should be completed by the person most familiar with the sales experience of your 2003 Mercury Sable.

	COMPLETELY SATISFIED	VERY SATISFIED	FAIRLY WELL SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED
1 How satisfied are you with . . .					
a. Your overall ownership experience.....	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The overall quality of your vehicle.....	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Your overall sales experience at Wayne Motors Inc.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. This dealership's ability to provide you a good value for the money.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The price you paid for your new vehicle.....	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The comfort and friendliness of the dealership facility.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Dealership Experience

How would you rate Wayne Motors Inc in terms of . . .

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
2 Treatment on arrival at dealership					
a. Promptly welcoming you to the dealership.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Taking you seriously when you arrived.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Giving you the level of attention you wanted when you arrived.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 Your salesperson					
a. Salesperson's appearance and dress.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Salesperson's courtesy.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Salesperson's knowledge of Mercury vehicles.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Salesperson's knowledge of competitive vehicles.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Salesperson's concern for your needs.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Inviting you to purchase or lease without making you feel pressured.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Salesperson's honesty and sincerity.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 Finalizing your financial arrangements					
a. Inviting you to buy additional products and services without making you feel pressured (e.g., extended warranties, insurance, dealer-installed options, etc.).....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Showing concern for your individual finance or lease needs, if applicable.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Providing you with clear and thorough explanations of contract details.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Honesty and sincerity of the person who helped you with your finance or lease arrangements, if applicable.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Length of time to complete the entire sales transaction, excluding delivery.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 Taking delivery of your vehicle					
a. Having your vehicle ready for you when promised.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The overall cleanliness of your vehicle at the time you took delivery.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Making sure everything on your vehicle was in working order.....	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Making sure you know about your vehicle's features and operating controls.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Making sure you know about your vehicle's warranty and maintenance schedule.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Making sure you know how to get your vehicle serviced at the dealership.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Length of time to complete delivery process.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 Follow-up after the sale					
a. Timeliness of follow-up call from the dealership, if received.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Helpfulness of the dealership regarding the follow-up call, if applicable.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7 Questions, concerns, or commitments made during or after the sale					
a. Answering your questions or resolving your concerns the first time you asked.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Providing you clear and helpful responses to your questions or concerns.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Follow through on commitments made to help you.....	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Dealership Experience (continued)

8 Wayne Motors Inc handling of your concerns:

- a. Did you have any concerns during your sales experience or after taking delivery of your vehicle? YES NO (IF "NO," PLEASE SKIP TO QUESTION 9)
- b. What was the nature of your concern(s)?
- Way you were treated Problems at delivery Support after the sale
- Finance/lease details Commitments not fulfilled Trouble with vehicle
- c. Did you let Wayne Motors Inc know about your concern(s)? YES NO
- d. Has your concern(s) been resolved to your satisfaction? YES NO

Tell Us More About Your Experience

9 Thinking only about your recent sales experience, did Wayne Motors Inc ...

- | | YES | NO | NOT NECESSARY |
|--|----------------------------------|-----------------------|-----------------------|
| a. Offer you a test drive? <i>N/A</i> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. Provide a full tank of fuel at delivery? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. Introduce you to the Service Department? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. Offer to schedule your first maintenance appointment? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e. Review a delivery checklist with you? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f. Follow-up with you to ensure your satisfaction? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |

10 If you received a follow-up call...

- | | | | | | |
|--|----------------------------------|----------------------------------|----------------------------------|-----------------------|-------------------------|
| a. How long after taking delivery of your new vehicle did you receive this follow-up call? | LESS THAN 1 WEEK | ABOUT 1 WEEK | BETWEEN 1-2 WEEKS | MORE THAN 2 WEEKS | HAVE NOT BEEN CONTACTED |
| | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. Was the timing of the call? | WAY TOO SOON | TOO SOON | ABOUT RIGHT | TOO LONG | WAY TOO LONG |
| | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. How satisfied are you with this dealership contact? | COMPLETELY SATISFIED | VERY SATISFIED | FAIRLY WELL SATISFIED | SOMEWHAT DISSATISFIED | VERY DISSATISFIED |
| | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

11 Please mark the 3 most important reasons why you decided to shop at Wayne Motors Inc.

- | | | |
|---|--|---|
| <input checked="" type="radio"/> Wanted Mercury product | <input checked="" type="radio"/> Price or deal offered by the dealership | <input type="radio"/> Experience with Service Department |
| <input type="radio"/> Factory rebates or incentives | <input type="radio"/> Dealership location | <input type="radio"/> Dealership ability to provide financing |
| <input type="radio"/> Dealership advertising | <input type="radio"/> Dealership was recommended | <input type="radio"/> Information provided on the Internet |
| <input checked="" type="radio"/> Dealership selection of vehicles | <input type="radio"/> Experience with Sales Department | <input type="radio"/> Dealership trade-in/appraisal |

12 Your use of the Internet during your shopping experience

- Did not use Internet (PLEASE SKIP TO QUESTION 13)
- a. How did you use the Internet? (Mark all that apply)
- | | | |
|--|---|--|
| <input checked="" type="radio"/> Product information | <input checked="" type="radio"/> Price information or quote | <input type="radio"/> Correspond with dealer or manufacturer |
| <input type="radio"/> Credit/finance information | <input checked="" type="radio"/> Locate a specific vehicle | <input type="radio"/> Locate dealership |
- b. What Internet sites did you visit? (Mark all that apply)
- | | | |
|--|---|---|
| <input checked="" type="radio"/> Ford Motor Company | <input type="radio"/> Ford Dealership | <input type="radio"/> Lincoln Mercury Dealership |
| <input type="radio"/> Competitive Manufacturer | <input type="radio"/> Bank/Credit Union | <input checked="" type="radio"/> Owner Chat Rooms |
| <input checked="" type="radio"/> Vehicle Evaluation (e.g., Consumer Reports) | <input checked="" type="radio"/> Independent Buying Service (e.g., Autobytel) | <input checked="" type="radio"/> Buyer Guide (e.g., Kelley Blue Book) |

13 Prior experience

- | | YES | NO | DID NOT REPLACE |
|--|----------------------------------|----------------------------------|-----------------------|
| a. Is this the first vehicle you have purchased or leased from Wayne Motors Inc? | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| b. Did your 2003 Mercury Sable replace a Ford, Mercury or Lincoln vehicle? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |

PLEASE GO TO NEXT PAGE →

Recommendations

14 Based on your experience, would you . . .

- | | DEFINITELY
WOULD | PROBABLY
WOULD | MAYBE WOULD,
MAYBE NOT | PROBABLY
WOULD NOT | DEFINITELY
WOULD NOT |
|--|----------------------------------|-----------------------|---------------------------|-----------------------|-------------------------|
| a. Recommend your salesperson? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. Recommend your dealership as a place to purchase or lease a new vehicle?..... | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. Recommend a Ford Motor Company product (Ford, Mercury, Lincoln)? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. Recommend your 2003 Mercury Sable? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Tell Us About Yourself

15 How was your 2003 Mercury Sable paid for, excluding any deposit or trade-in?
(Mark the one that most applies)

- | | | |
|--|---|---|
| <input type="radio"/> Cash only | <input type="radio"/> Ford Credit lease | <input type="radio"/> Bank lease arranged by dealer |
| <input type="radio"/> Ford Credit loan | <input type="radio"/> Bank loan arranged by your dealer | <input checked="" type="radio"/> Other (e.g. Credit Union loan) |

16 Your gender: Female

Male

17 Your age:

- | | | | | |
|--------------------------------|-----------------------------|-----------------------------|-----------------------------|----------------------------------|
| <input type="radio"/> Under 25 | <input type="radio"/> 30-34 | <input type="radio"/> 40-44 | <input type="radio"/> 50-54 | <input type="radio"/> 60-64 |
| <input type="radio"/> 25-29 | <input type="radio"/> 35-39 | <input type="radio"/> 45-49 | <input type="radio"/> 55-59 | <input type="radio"/> 65 or over |

18 Your ethnic background: (Mark all that apply)

- | | | |
|--|--|--|
| <input type="radio"/> White/Caucasian | <input type="radio"/> Black/African American | <input type="radio"/> Other |
| <input type="radio"/> Asian/Pacific Islander | <input type="radio"/> Hispanic/Latino | <input type="radio"/> Prefer not to answer |

19 Your education: (Mark highest level completed)

- | | | |
|--|---|--|
| <input type="radio"/> Some high school or less | <input type="radio"/> Technical/trade school graduate | <input type="radio"/> College graduate |
| <input type="radio"/> High school graduate | <input type="radio"/> Some college | <input checked="" type="radio"/> Post-college graduate |

20 Are you the person indicated at the bottom of this survey?

- Yes No

Comments (PLEASE PRINT)

DON'T ASK AGE OR ETHNIC BACKGROUND NOT A GOOD IDEA
SOME SMALL Q.C. ISSUES WITH ATLANTA - OVERALL THE PRODUCT
LOOKS MUCH IMPROVED COMPARED TO MY 95 CHICAGO CAR WHICH
IS THE POORST FORD PRODUCT I HAD EVER OWNED. FOR 89,000
MILES IT'S RECORD IS DISMAL AT BEST.

Please mark here if you do not want your responses shared with your dealer.

Help Us Update Our Records

██████████
Saddle River, NJ ██████████
██████████

Vehicle: 2003 Mercury Sable
VIN: 1MEFM55SX3A ██████████

Changes:

Name (Title: Mr./Ms./Mrs.) First/Middle/Last

Address

City State ZIP

Phone

E-mail
(Please Print)

Wayne Motors Inc
1910 Route 23
Wayne, NJ 07470
(973) 696-9700

Thank you. Please return in the postage-paid envelope provided.

31102





WAYNE MOTORS, INC.
LINCOLN - MERCURY



1910 RT  • WAYNE, NJ 07470

November 07, 2002

[Redacted]
Saddle River, NJ [Redacted]

Dear [Redacted]:

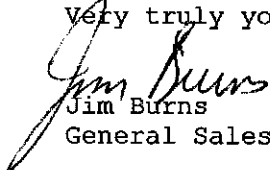
Thank you for your purchase of a 2003 Mercury Sable. I am confident you will be completely satisfied with your new purchase. Please feel free to contact us with any questions you may have regarding your Sable.

You will be receiving a manufacturer satisfaction questionnaire within a month. If you can not score us as completely satisfied, for every section, please call us so we can discuss your concerns. We take great pride in our satisfied customers and want you to be one as well!

I also want to take this opportunity to remind you about our state of the art service, collision center, and parts departments. We look forward to building a long term relationship.

Thank you and enjoy your new vehicle!

Very truly yours,


Jim Burns
General Sales Manager

*contact to address
big problems 4/03*

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).