



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 100148

Date Received  
2006 JAN 19 PM 4:07  
29-DEC-2005

Repository   
Reference No.  
10145966

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City CODORUS State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date 1/19/06

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1AELM66L [REDACTED] Make MERCURY Model MYSTIQUE Model Year 1999  
Date Purchased 03-JUL-03 Dealer's Name and Telephone Number Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City State Zip Code  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain FRONT WHEEL DRIVE  
Vehicle Component Code 121200 EXTERIOR LIGHTING: HEADLIGHTS: SWITCH  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 01-DEC-2005 Failure Mileage 53000 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: DOTM19ABC038)  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 System:  
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 Like  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).

DT: THE CONTACT STATES THERE IS A NHTSA RECALL CAMPAIGN 99V103000 CONCERNING THE EXTERIOR LIGHTING: HEADLIGHTS. THIS VEHICLE HAS THE SAME PROBLEMS AS INDICATED IN THE RECALL, BUT IT IS NOT INCLUDED IN THE RECALL DUE TO VIN. NO REPAIRS HAVE BEEN MADE DUE TO THE EXPENSE. \*AK

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 to 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.

# Ford Motor Company

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

01M07

August 2001

[REDACTED]  
Anywhere, New Mexico [REDACTED]

Your Vehicle Identification Number: 12345678 [REDACTED]

At Ford Motor Company, we are constantly working to improve our products. The reason for this letter is to tell you about a no charge customer satisfaction program (Extended Coverage Program 01M07).

**What is this no charge program?**

On your vehicle, the heater blower switch may lose function in one or more of the blower switch positions. If this should occur, defrost performance may be affected.

At no charge to you, Ford Motor Company has decided to extend the warranty coverage on the heater blower switch to 10 years of service or 150,000 miles from your vehicle's warranty start date, whichever occurs first. This coverage will automatically transfer to subsequent owners. If your vehicle already has more than 150,000 miles, this coverage will last until December 31, 2001.

**What does Owner Notification Program 01M07 cover?...**

If the heater blower switch on your vehicle should lose function in any switch position, your dealership will replace the switch and connector free of charge (parts and labor).

**Refunds ...**

If your vehicle had a heater blower switch malfunction that was the cause of a repair which occurred ~~before~~ the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you've 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 customer satisfaction program.

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 - Friday: 8AM - 11PM  
Saturday: 9AM - 6PM

Hearing impaired call (800) 232-2952  
TDD for the hearing impaired.

Or you may contact us through the Internet ...

[www.ownerconnection.com](http://www.ownerconnection.com)

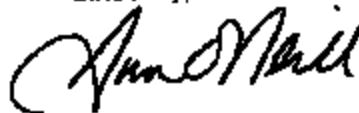
Quality Care service is there for you all year round.

**QualityCare**  
of your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. 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 hope this no charge coverage confirms our commitment to your satisfaction. We pride ourselves on becoming the world's leading consumer company for automotive products and services.

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs

**OWNER NOTIFICATION  
PROGRAM  
99M03**

**Certain 1995-1997 Contour and Mystique  
vehicles - Under Hood Wire Harness -  
Additional Coverage.**

A.R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

October, 1999

To:  
All Ford and Lincoln-Mercury Dealers

Subject:  
Owner Notification Program 99M03 - Certain 1995-1997 Contour and Mystique vehicles - Under Hood Wire  
Harness - Additional Coverage.

**OASIS:**

Yes

**OWNER LIST:**

Yes

**PARTS RETURN:**

No

**PROGRAM TERMS:**

This program provides extended coverage on certain under hood wire harnesses through 10 years or  
100,000 miles which ever occurs first, from the original warranty start date.

**AFFECTED VEHICLES**

Certain 1995 - 1997 Contour and Mystique vehicles built from Job #1 1995 through Model Year End 1997.

**REASON FOR RECALL**

Under ambient factors of high temperature and high humidity, certain 1995 - 1997 Contour and Mystique  
vehicles may be susceptible to the wiring insulation becoming brittle and cracking on certain engine  
compartment wiring harnesses.

These harnesses deliver electrical power to the engine and its cooling and control systems, the climate  
control, and other power distribution systems. If wire harness insulation cracking is found during the  
additional warranty period, the under hood wire harnesses are to be replaced at no charge to the customer.

Service Advisor: 7851

Customer Number: [REDACTED] Name: [REDACTED]

1MELM66L [REDACTED]

1996 MYSTIQUE

2.5L EFI DOHC

4 DR SEDAN LS

12/22/2005 06:51:25

612BR06A CD4E AUTO TRANSAXLE

AXLE CD: 4G

\*WARRANTY START DATE 12/30/1995 BUILD DATE 12/12/1995 START ODOM 6

\*OPEN CAMPAIGNS 01M07

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.

PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE

HEATER BLOWER SWITCH - COVERAGE FOR 10 YEARS FROM WARRANTY START DATE OR 150,000 MILES OR 12/31/2001 IF VEHICLE HAS 150,000 MILES. COVERAGE TRANSFERS TO SUBSEQUENT OWNERS

\*OPEN CAMPAIGNS 99M03

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.

PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE

UNDER HOOD WIRE HARNESS - ADDITIONAL COVERAGE

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

\*EXTENDED COVERAGES

NO RSP INFORMATION AVAILABLE

NO REPAIR HISTORY ON VEHICLE

99M03 - Underhood Wiring

01M07 - Heater Blower Switch.

**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).**