

NEW MOTOR VEHICLE BOARD

10164742

1507 21ST Street, Suite 330, Sacramento, California 95814
(916) 445-1888 (916) 323-1632 Legal Fax (916) 323-1631 Mediation Fax
[nmvb@nmvb.ca.gov](mailto:nmvp@nmvb.ca.gov)

Arnold Schwarzenegger, Governor
State of California

Sunne Wright McPeak, Secretary
Business, Transportation & Housing Agency

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July 13, 2006

National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

REC 11 25 AM '06

Case # C-0414-2006

Enclosed please find a copy of the complaint we received from [REDACTED]
concerning her Ford Thunderbird.

We are referring the complaint to you since the facts appear to raise a matter within
your jurisdiction. We are continuing our efforts on behalf of the complainant and have
suggested that the complainant contact you for additional assistance.

Sincerely,


Wayne Kaweski
Mediation Services Representative

WK:ta

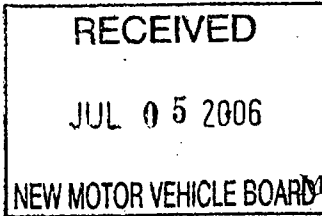
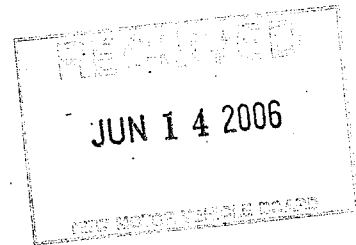
Enclosure

cc [REDACTED]

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NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program
1507 - 21st Street, Suite 330
Sacramento, California 95814
(916) 445-1888 (916) 323-1631 Fax
E-Mail: nmvb@pacbell.net
Website: nmvb.ca.gov



NEW MOTOR VEHICLE BOARD MEDIATION REQUEST FORM

COMPLAINANT NAME, ADDRESS, CITY, STATE, ZIP CODE, TELEPHONE # (Home), TELEPHONE # (Business), E-Mail

Please fill out all sections completely. If address is unknown, leave blank.

Selling Dealer, Servicing Dealer, Manufacturer/Distributor

Table with 3 columns: Selling Dealer (Future Ford), Servicing Dealer (Downtown Ford), Manufacturer/Distributor (FORD). Includes addresses and telephone numbers.

VEHICLE (Make) FORD, (Model) T BIRD, (Year) 2003. Includes date of purchase/lease (2/9/03), vehicle license no. (GDT YMEZ), current mileage, and type of warranty (3 YR Manufacturer's).

Have you given written notice of defects to manufacturer? (No)
Has manufacturer (or designated agent) attempted repairs? (Yes)
If yes, list repair dates:

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature, Date 6-27-06

BASIS OF COMPLAINT

Mechanical Defects:

- | | |
|---|---|
| <input type="checkbox"/> Frame and Body | <input type="checkbox"/> Suspension system |
| <input checked="" type="checkbox"/> Engine | <input type="checkbox"/> Tires |
| <input type="checkbox"/> Transmission & drive shaft | <input type="checkbox"/> Wheels |
| <input type="checkbox"/> Brake system | <input type="checkbox"/> Exhaust system |
| <input type="checkbox"/> Steering | <input type="checkbox"/> Inoperable accessories |
| <input type="checkbox"/> Fuel system | <input type="checkbox"/> Cooling system |
| <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> Electrical system |

Sales:

- | |
|--|
| <input type="checkbox"/> Contract |
| <input type="checkbox"/> Financing |
| <input type="checkbox"/> Fraud |
| <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Damage by dealer during servicing |
| <input type="checkbox"/> Extended service contract |

COMPLAINT- Explain the details of this complaint.

I had problems from the beginning I purchased the car new for \$60,765. I presently have 8,662 miles on this car. The car has been in repeatedly for spark plugs, four times for electrical, plus numerous other problems. There are so few miles on this expensive car & I am afraid to drive it for fear that it won't start for me when I get somewhere. I have even had it towed to Downtown Ford before. The last time it was taken in, I was driving & all of a sudden it slowed down to 5 MPH & wouldn't go any faster. I was terrified, because I was in busy traffic. I am seriously afraid to drive it anymore. Ford keeps telling me that everything checks out O.K. Recently the dealer told me that everything was fine & to come pick it up. It wouldn't even start up on their own lot. They finally sent a representative out to talk with us & he said that he had special equipment for testing purposes again. He told me to use quality gas & purchase it only from top gasoline stations. I felt like they were making light of the serious engine problems this car has had.

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).