



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

01-DEC-2009

Repository ☐

Reference No.
10294182

OWNER INFORMATION (Type or Print)

Name

Address

City

PORT ORCHARD

State

WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1ZWHT61L425

Make

MERCURY

Model

COUGAR

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-DEC-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE

Failure Mileage

127000

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: DOTM9ABC036)

☐ 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

Fire

☐ Yes ☒ No

Number of Persons Injured

N/A

Number of Deaths

N/A

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).

TL*THE CONTACT OWNS A 2002 MERCURY COUGAR. HE STATED THAT THE VEHICLE BEGAN TO HESITATE AND LOSE POWER. THE FAILURE WAS IDENTICAL TO NHTSA CAMPAIGN ID NUMBER: 04V421000; HOWEVER, THE MANUFACTURER INFORMED THE CONTACT THIS HIS VIN DID NOT APPLY TO THE RECALL. THE CURRENT AND FAILURE MILEAGES WERE 127,000.

****SEE ATTACHED Ford Motor Company E-mail response**

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.

****FMC E-MAIL RESPONSE to
FORD/NHTSA RECALL ID 04V42100.**

Subject: Ford Motor Company
From: crcfmc@ford.com
Date: 8 Dec 2009 11:08:29 -0500
To: [REDACTED]

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding the concern on your 2002 Mercury Cougar.

We regret the circumstances that have prompted you to contact us.

We have reviewed the situation, and unfortunately, there are no warranties, Field Service Actions/Customer Satisfaction Programs on your vehicle that would provide assistance for this repair. However, we do suggest that the repair be done by a Ford/Lincoln-Mercury Dealership where the technicians are trained to put your vehicle back into factory specifications, and any Ford covered parts replaced will come with a 12 months/12,000 miles warranty. Please be advised that a diagnostic fee may be charged. If additional assistance is required, we suggest that you contact the Customer Relationship/Service Manager. They will further assist in facilitating your service/repair needs.

Your next steps are to discuss this repair with the Service Manager at your Dealership.

Moreover, Ford and the National Highway Traffic and Safety Administration (NHTSA) work together to proactively identify areas of concern through investigation of consumer and dealer feedback. During an investigation Ford cooperates fully with NHTSA. Ford does not speculate on the outcome of any current investigation or future actions. Due to our rigorous safety standards and constant testing, not all issues result in Field Service Actions or Customer Satisfaction Programs. If a program is announced on a specific component, Ford will notify you by mail. Please keep us informed of any address changes.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Please provide your 10 digit reference number - 1669111424.

Sincerely,
Haydiliza
Customer Relationship Center
Ford Motor Company

Currently, there are unique year end incentive I encourage you to visit us at <http://www.ford.com> interested in, enter your zip code, and all cu

For online support visit us at: www.customersa.ford.com and links to other key product and service inf

Ford Confidentiality:

For security reasons, please do not submit any card numbers, driver license number, SSN, DOB,

[THREAD ID:1-4Z203H]

-----Original Message-----

From: [REDACTED]
Sent: 12/7/2009 04:30:54 PM
To: crcfmc@ford.com
Subject: Vehicle Service Issues

Ford Motor CompanyMain Topic: VehicleServiceIssuesYour Inquiry: I am the original owner of a 2002 Mercury cougar. I love this car but;it started experiencing all the symptoms spoken to by NHTSA/Ford recall campaign ID 04V42100. I called the Ford recall hot line and was told that my claim would not go anywhere unless I paid for a \$90.00 diagnostic at the dealership first. The local dealership told me the same thing. This is ridiculous. I have since purchased a replacement fuel filter, for under \$20.00 and changed it out myself. The problem if fixed, and the car is now safe to operate. I have reported this regrettable Ford company response, to a recognized safety problem, to the NHTSA. See NHTSA Consumer Complaint #10294182. Will Ford reimburse me for my efforts to protect myself against the possible fatal effects of this faulty fuel filter?Owner: YesVehicle Identification Number: 1ZWHT61L425 Mileage: 127762Vehicle Location: InPossessionIf Contacted Dealer: YesDealer Name: Thomas Lincoln Mercury, Bremerton, WA. 98312Owner First Name: [REDACTED] Owner Last Name: [REDACTED] Owner Email Address: [REDACTED] Address1: [REDACTED] Ln SWCity: Port OrchardState: WashingtonZipPostal: [REDACTED] Country: United StatesDay Phone: [REDACTED] Client Browser : Chrome 3CClient OS : Windows

No virus found in this incoming message.
Checked by AVG - www.avg.com

* AutoZone 1167 1414 LUND AVE PORT ORCHARD, WA (360) 876-1166		10.99 P 10.99 0.95 11.94 20.00 8.06
#344390 FF679 Luber-finer Fuel Filter, EA	SUBTOTAL TOTAL TAX @ 8.600% TOTAL CASH CHANGE	REG #03 CSR #09 RECEIPT #176226 STR. TRANS #308782 STORE #1167 DATE 12/02/2009 13:35 # OF ITEMS SOLD 1

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