



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

2010 MAR 19 PM 1:26  
19-FEB-2010

Repository

Reference No.  
10312195

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City TAMPA

State FL

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number  
SAME

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  
1MEFM55S83A [REDACTED]

Make  
MERCURY

Model  
SABLE

Model Year  
2003

Date Purchased  
JAN 04

Dealer's Name and Telephone Number  
NORTH GATE LIN/MAR. 813-933-6751

Engine:  
No: Cylinders  
6

Fuel Type:  
REG.

Original Owner

Dealer's City

State

Zip Code

Transmission Type  
AUTO

Antilock Brakes  
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)  
09-OCT-2009

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

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL (CRUISE)

Failure Mileage  
39000

Failure Speed  
70

**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: DOTMAL9ABC036)

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

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).

TL\*THE CONTACT OWNS A 2003 MERCURY SABLE. THE CONTACT STATED THAT THE CRUISE CONTROL FAILED TO FUNCTION PROPERLY. A MECHANIC CONFIRMED THAT THE PLASTIC CRUISE MECHANISM FAILED AND CAUSED THE VEHICLE TO ACCELERATE UP TO 70 MPH. THE MECHANIC REPLACED THE LINKAGE COMPONENT THAT CONTROLLED THE CRUISE MECHANISM. CASE # 0539942409 WAS FILED WITH THE FORD MANUFACTURER REGARDING THE FAILURE. THE FAILURE MILEAGE WAS 39,000 MILES. THE CURRENT MILEAGE WAS 41000.

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)

See attachments.

" repair receipt.

The faulty part is in my possession.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

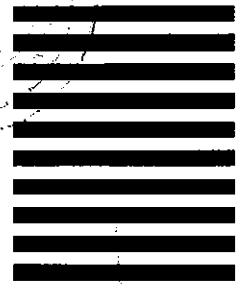
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

[www.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

FILE  
COPY

[REDACTED]

Tampa, FL [REDACTED]  
[REDACTED]

September 28, 2009

Alan Mulally  
CEO Ford Motor Co.  
One American Road  
Dearborn, MI ~~48126~~ 48126

Dear Mr. Mulally,

Enclosed is correspondence pertaining to a recent incident with my 2003 Mercury Sable. To date, I have been unsuccessful in Ford Motor Co. investigating the matter to any extent. I believe the matter to be serious.

My initial correspondence and later phone call to Customer Relations on September 8, 2009 have resulted in a "no action" to be taken outcome.

I would appreciate the opportunity to discuss the matter further.

Thank you for your time and help in this matter.

Sincerely,

[REDACTED]

Enc.

Mailed 8/15/09

[REDACTED]  
[REDACTED]  
Tampa, Florida [REDACTED]  
[REDACTED]

August 14, 2009

CERTIFIED MAIL, RETURN RECEIPT REQUESTED

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48126

Re: Defective Part – 2003 Ford Sable

Dear Sir/Madam:

I have been a satisfied Ford Motor Company (“Ford”) customer for many years. However, what I am going to describe to you could have had a very *serious* outcome, and to which I would like someone at Ford to address.

On July 31, 2009, while driving my 2003 Ford Sable (approximately 37,000 miles per the odometer reading) in city traffic, the throttling system failed. The car quickly accelerated to approximately 4,000 rpm reading on the tachometer. Obviously, I applied braking *vigorously* to maintain control of the vehicle in traffic. Fortunately, I was able to move from the roadway into a vacant parking lot and bring the car to a stop. I was able to shut off the racing engine after moving the gear shift to the neutral position. After a brief period, I restarted the engine with the same result. The engine again climbed to the 4,000 rpm range. I immediately shut off the engine and called my mechanic of 20-plus years for roadside assistance.

When my mechanic arrived, he determined that the Speed Control Actuator Cable System had failed. See the diagram of this area, which is enclosed as Exhibit A. My mechanic was able to fix the cable system temporarily so that the car could be driven to the repair facility, and he installed a new cable control assembly on August 3, 2009.

According to my mechanic, the area highlighted by “3” on Exhibit A failed, allowing the speed control cable to accelerate, causing engine rpm to dramatically increase and the vehicle to speed ahead. Many of the speed control components used are plastic. The part that failed is also plastic, which I still have in my possession. Interestingly, the replacement part is of an identical material and design, which leads me to believe that the part will inevitably fail again.

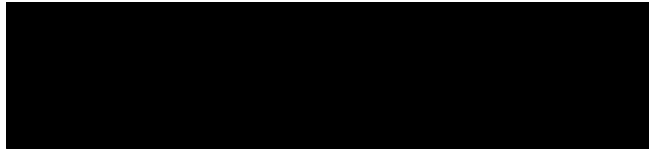
On August 6, 2009, I contacted the Sales and Service Managers at Northgate Lincoln Mercury here in Tampa, Florida, and spoke to Messrs. M. Persay and C. Haggstrom. After explaining what happened to my car and expressing my concern at driving around with a potentially defective and dangerous part, I was told to contact Ford.

I ask that you review this condition and respond accordingly. As you know, possible serious injury or even death could have resulted. My wife was a passenger in the car at the time this happened. In addition, I have been training my grandson recently to drive using this car. I shudder to think what could have happened had either one of them been driving instead of me.

If this part is defective, the risk that someone may be injured in the future is high. Moreover, the fact that a replacement part was so readily available suggests Ford is fully aware of its faulty product. In any event, Ford is now on notice that there is a problem with this part and I would like to know what is being done to address it.

Please contact me at your earliest convenience to discuss measures that Ford is taking and will continue to take to ensure its automobiles, including the 2003 Ford Sable, are safe. Thank you for your time and consideration. I look forward to your timely response.

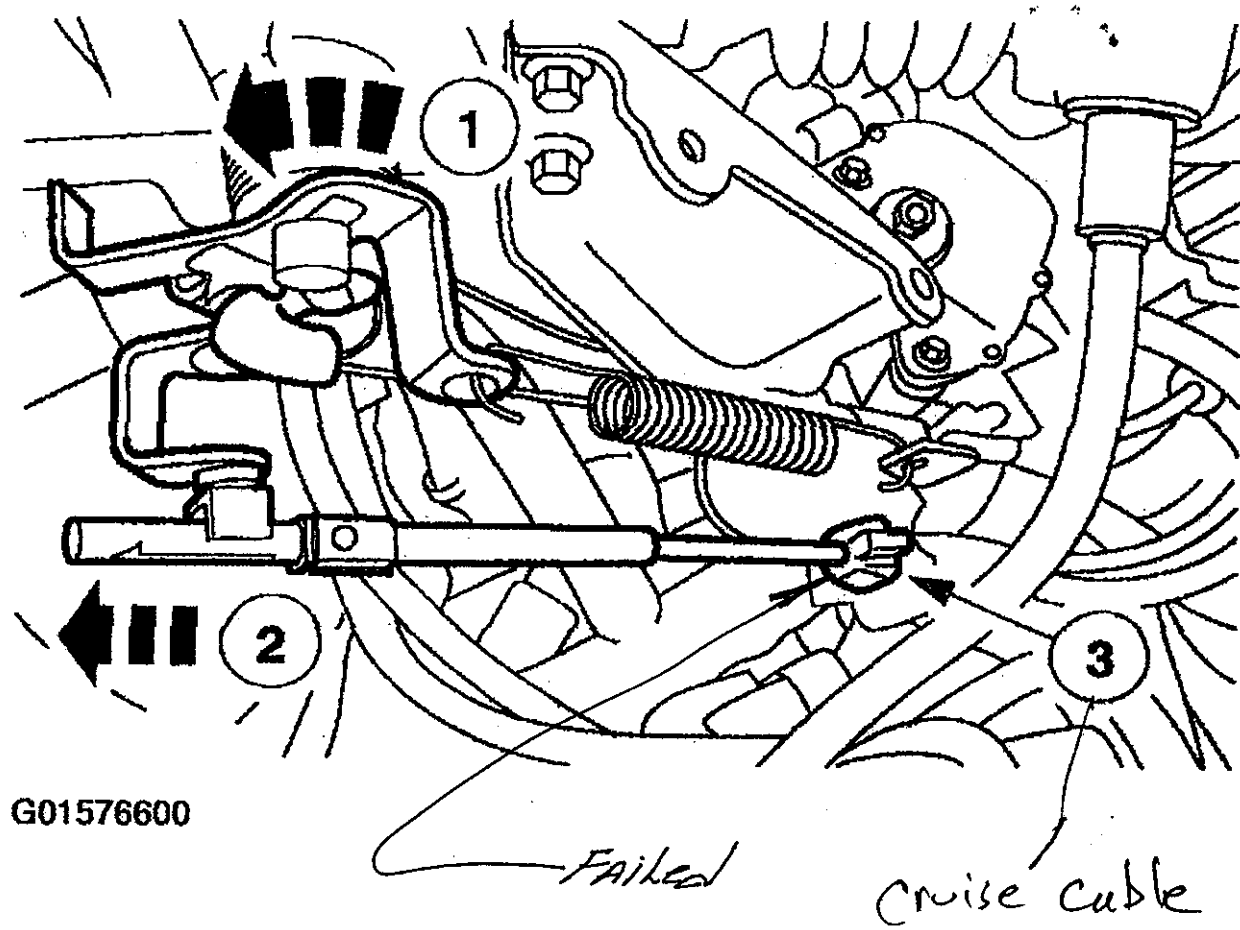
Sincerely,

A large black rectangular redaction box covering the signature area.

cc: Northgate Lincoln Mercury

A

2003 Mercury Sable LS  
Fig. 25: Disconnecting Speed Control Cable From Throttle  
Cam  
Courtesy of FORD MOTOR CO.



G01576600



2: 9/3

Ford Customer Service Division

P. O. Box 6248  
Dearborn, MI 48126

August 31, 2009

[Redacted]

Tampa, FL [Redacted]

Case # 0539942409

Dear [Redacted]

Due to the nature of your recent correspondence, we would like to address this matter with you personally. This will give us the opportunity to ask questions and discuss this topic in further detail.

Ford Motor Company values customer feedback and we appreciate the opportunity to follow up on your communication.

At your convenience, please contact us at our Customer Relationship Center at **1-800-392-3673** between 8 a.m. and 5 p.m. local time, Monday to Friday. Any representative that answers will be happy to discuss the situation with you as a summary of your correspondence has been documented in our database.

Thank you, we look forward to hearing from you.

Sincerely,

Artresha Sellers  
Ford Motor Company  
Customer Relationship Center



**BENNYS AUTO SERVICE**  
 14401 N. FLORIDA AVE  
 MVRS # MV58937  
 TAMPA FL 33613  
 813-960-5066

8/3/2009 10:55 AM

page 1

Invoice #9713

[REDACTED]

Day Phone : [REDACTED]

TAMPA FL [REDACTED]

Tag/State : [REDACTED]

Vehicle : 2003 Mercury Sable 3.0 L 183 CID V6 DOHC

VIN : 1MEFM55S83A [REDACTED]

Odometer In : ~~35488~~ 37,400

Created : 7/31/2009 11:58:06 AM

Odometer Out : ~~35488~~ "

Complete : 8/3/2009 10:55:46 AM

Invoiced : 8/3/2009 10:55:46 AM

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
0.5	3*		R&R CRUISE CABLE		\$65.00	\$32.50
1	3*		CRUISE CABLE ASSY		\$34.54	\$34.54
			Labor			\$32.50
			Parts			\$34.54
			Sublet/Misc.			\$0.00
			Shop Supplies			\$3.25
			This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.			
			Charges			\$0.00
			Sales Tax	Tax @ \$70.29 * 7.0000%		\$4.92
				<b>Total Due</b>		<b>\$75.21</b>

Tech 3 Certification # HW7MQ3SM5GLANN

FS403.718 Mandates a \$1.00 Fee for each new tire sold in the state of Florida. FS 403.7185 mandates a \$1.50 Fee for each new or remanufactured battery sold in the State of Florida. PARTS WARRENTIED FOR 12 MONTHS OR 12,000 MILES WHICH EVER OCCURES FIRST, LABOR 6 MONTHS OR 6000 MILES WHICH EVER OCCURES FIRST