

RICHARD BLUMENTHAL
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of The Attorney General
State of Connecticut

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8589

November 5, 2008

2/10/10 11/15
[Redacted]
New Haven, CT [Redacted]

RE: Ford Motor Company

Dear Mr. [Redacted]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the U.S. Consumer Protection Safety Commission, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency. If you have any questions concerning this matter, please contact the U.S. Consumer Protection Safety Commission at (301) 504-7923 regarding your complaint.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,

M. G. Alonzo

M. G. Alonzo
Assistant Attorney General

Enc.

cc: U.S. Consumer Protection Safety Commission
4330 East West Highway
Bethesda, MD 20814

*K. Berry
2/20/10
DT*

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110 Sherman Street
Hartford, CT 06105-2294

Office of The Attorney General
State of Connecticut

November 5, 2008

[REDACTED]
New Haven, CT [REDACTED]

RE: Ford Motor Company

Dear Mr. [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for thinking of our Office in connection with this matter.

By copy of this letter, we have taken the liberty of forwarding your correspondence to the Department of Motor Vehicles Dealers & Repairs Division. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency. If you have any questions concerning this matter, please contact the Department of Motor Vehicles Dealers & Repairs Division in writing at the address noted below.

Very truly yours,

A handwritten signature in cursive script, appearing to read "M. G. Alonzo".

M. G. Alonzo
Assistant Attorney General

Enc.
CC:

Attorney Eyvonne Parker-Bair
Chief, Dealers & Repairers
Department of Motor Vehicles
60 State Street
Wethersfield, CT 06161

3. PE89-118/EA89-037: 1986-87 Ford Tempo, Topaz, Mustang, & Capri Cruise Control
 - a. Opening resume, 4/19/89.
 - b. NHTSA to Ford, 5/8/89.
 - c. Ford response, 6/30/89.
 - d. Ford supplement, 7/25/89.
 - e. Ford amends response, 8/31/89.
 - f. Upgrade resume, 9/2/89 & Opening resume, 9/6/89.
 - g. NHTSA to Ford, 9/15/89.
 - h. Ford response, 11/10/89.
 - i. Ford supplement, 1/25/90.
 - j. CAS to NHTSA, 7/6/90, 7/23/90 & 7/26/90; NHTSA to CAS, 8/20/90.
 - k. Closing report, 11/30/90.
4. PE90-001/EA90-009: 1988-89 Mercury Cougar & Ford Thunderbird Throttle Malfunction
 - a. Opening resume, 10/4/89.
 - b. NHTSA to Ford, 10/12/89.
 - c. Ford response, 11/21/89.
 - d. Ford supplement, 12/18/89.
 - e. Upgrade resume, 2/2/90 & Opening resume, 2/8/90.
 - f. NHTSA to Ford, 2/21/90.
 - g. CAS to NHTSA, with attachment, 2/15/90; NHTSA response, 3/9/90.
 - h. CAS to NHTSA, 4/10/90; NHTSA response, 5/8/90.
 - i. Ford to NHTSA, 6/11/90.
 - j. Closing report, 2/28/91.
5. PE90-051: 1986-90 Light Trucks with 5.0 or 5.8 L EFI Engines & Cruise Control
 - a. Opening resume, 3/5/90.
 - b. NHTSA to Ford, 3/8/90.
 - c. Ford response, 4/25/90.
 - d. Closing resume, 5/5/90.
6. PE90-066/EA90-042: 1986-89 Ford Taurus, Mercury Sable, Ford Aerostar with 3.0 L engines & 1988 Ford Tempo/Topaz with 2.3 L engines
 - a. Opening resume, 3/27/90.
 - b. NHTSA to Ford, 4/10/90.
 - c. Ford response, 7/24/90.
 - d. Upgrade resume, 8/31/90; Opening resume, 8/31/90.
 - e. NHTSA to Ford, 9/19/90.
 - f. Ford response, 2/7/91. (selected attachments)
 - g. Ford supplement, 2/27/91.
 - h. CAS to NHTSA, 8/5/91; NHTSA response, 8/16/91.
 - i. Closing report & resume, 12/31/91.
7. PE90-019: 1986-88 Ford Taurus & Mercury Sable- Cruise Control Fails to Disengage
 - a. Opening resume, 11/27/89.
 - b. NHTSA to Ford, 11/30/89.
 - c. Ford response, 1/19/90.
 - d. Ford to NHTSA, 3/2/90. (selected attachments)
 - e. Closing resume, 3/27/90.
8. PE91-058/EA91-034/EA93-003: 1991 Ford Explorer Throttle Shaking
 - a. Opening resume, 3/6/91.
 - b. NHTSA to Ford, 3/19/91.
 - c. Ford response, 5/16/91.
 - d. Upgrade resume, 7/22/91 & Opening resume, 7/17/91.
 - e. NHTSA to Ford, 9/4/91.
 - f. Ford response, 11/8/91.
 - g. Closing report & resume, 4/10/92.
 - h. Investigation index and Opening Resume (EA93-003), 1/15/93.
 - i. NHTSA to Ford, 1/28/93.
 - j. Ford response (with selected attachments), 4/2/93.
 - k. Closing Report and Resume, 1/6/94.

9. PE91-089: 1990 Ford Mustang Stuck Throttle/High Engine Idle
 - a. Opening Resume, 6/19/91.
 - b. NHTSA to Ford, 6/25/91.
 - c. Ford response, 10/29/91.
 - d. Closing Resume, 11/26/91.
10. PE93-010/EA93-022: 1992 Ford Taurus, Sable, Continental; 1991-92 Bronco, Ecoline.
 - a. Investigation index and Opening Resume, 3/2/93.
 - b. NHTSA to Ford, 3/19/93.
 - c. Ford Response, 7/13/93.
 - d. Memo Upgrading PE93-010 to EA93-022, 7/30/93.
 - e. Opening Resume EA93-022, 7/30/93.
 - f. NHTSA to Ford, 8/8/93.
 - g. Ford Response, 11/11/93.
 - h. Ford Inter Office Technical Letter, 1993.
 - i. Ford Technical Service Bulletin, 1993.
 - j. Closing Report (with selected attachments), 8/31/94.
11. PE93-011: 1986-88 Ford Mustang Cruise Control Malfunction.
 - a. Investigation index and Opening Resume, 3/2/93.
 - b. NHTSA to Ford, 3/8/93.
 - c. Ford response, 4/30/93.
 - d. Ford Technical Service Bulletin, 1986
 - e. Closing Resume, 7/19/93.
 - f. NHTSA to Ford, request for additional testing, 8/13/93.
 - g. Ford response (with selected attachments), 2/4/94.
12. EA93-033: 1989-92 Ford Thunderbird, Cougar.
 - a. Investigation index and Opening Resume, 12/30/93.
 - b. NHTSA to Ford, 1/13/94.
 - c. Ford response (with selected attachments), 4/12/94.
 - d. NHTSA to Ford request for additional information, 5/11/94.
 - e. Ford response, 8/4/94.
 - f. Ford to NHTSA (owner notification program), 9/26/94.
 - g. Closing Report and Resume, 12/24/98
13. PE93-069/93V-160: 1993 Ford L Series.
 - a. Investigation index and Opening Resume, 7/27/93.
 - b. NHTSA to Ford, 8/13/93.
 - c. Ford Letter of Recall, 93V-160, 9/21/93.
 - d. Closing Resume, 9/30/93.
14. PE98-021: 1997 Ford F-150 Trucks.
 - a. Opening Resume, 4/1/98.
 - b. NHTSA to Ford, 4/7/98.
 - c. Ford Response, 5/15/97.

Safety Research Report Index - Ford Sudden Acceleration

A. BACKGROUND

1. "Inquiry on Auto Acceleration Expanded by U.S.," New York Times, 2/23/86.
2. "Cars That Speed Up Mysteriously Spark Bitter Dispute Over Cause," Wall Street Journal, 9/3/86.
3. "NHTSA Stonewall" & "NHTSA Accused of 'Do-Nothing' Investigations; 'Driver Error' Blamed for GM, Ford Runaway Cars," FuelLine, 11/86.
4. "Sudden Acceleration Puts NHTSA to 15-Year Test," Automotive News, 2/16/87.
5. "Runaway Cars," series of articles, Detroit News, 12/13/87-12/17/87.
6. "Runaway Cars?" Newsday, 7/26/88.
7. "1982-88 Caddys Called Runaways," Automotive News, 1/30/89.
8. "NHTSA Announces Results of 'Sudden Acceleration' Study," DOT Press Release, 3/7/89.
9. "Some Cars' Sudden Acceleration is Tied in U.S. Study to Pedal Misapplication," Wall Street Journal, 3/8/89.
10. "Sudden Acceleration Linked to Driver Pedal Misapplication," IIHS Status Report, 4/22/89.
11. "Car Plows into Park, Killing 3 & Injuring Dozens," New York Times, 4/24/92.
12. "Car Kills Woman At Market," Post-Standard, 5/15/92.
13. "'Sudden Acceleration' May Be the Cause of Recent Accidents...," Corporate Crime Reporter, 5/25/92.
14. IMPACT & Lemon Times articles, 1984-1992.

B. ATTORNEYS

C. EXPERTS

D. NHTSA

1. List of sudden acceleration recalls.
2. Representative John Dingell to NHTSA re: sudden acceleration, 1/19/88; NHTSA response, 4/4/88. (with Attachment B- JAMA Announcement; Attachment E-Chronology of NHTSA's Actions)

E. TECHNICAL MATERIAL

1. R.H. Espeland et al., NHTSA, "Investigation Of Electromagnetic Interference Effects On Motor Vehicle Electronic Control And Safety Devices," 10/75.
2. R.L. Ruhl, Ruhl & Associates, "Sudden Acceleration Fact Sheet," circa 1987.
3. M. Gunnerhed, Swedish Defence Research Establishment, "Risk Assessment of Cruise Control," 5/88.
4. P. Marriner & J. Granery, Transport Canada, "Investigation of 'Sudden Acceleration' Incidents," 12/88.
5. K. Carlsen, et al., Boeing, "Sneak analysis, Boeing's Electrical Systems Engineering Quality Program Applied to the Automotive Industry," 8/89.
6. NHTSA, "Examination of Sudden Acceleration," 1/89.
7. W. Rosenbluth, Automotive Systems Analysis, "Pursuing Unwanted Acceleration - Myths, Vapors & Verification," 7/90.
8. B. Brown, Mechanical Damage Inspections, "Fuel Injection Systems," 12/4/91.

F. FORD BACKGROUND

1. "1.4 Million Ford Cars Unsafe, Group Claims," Miami Herald, 9/3/85.
2. "Suspected Ford Flaw Studied," Associated Press, 9/23/85.
3. "Fair Lawn Man Gets \$1000 Settlement; Acceleration Surges Plague Car Owners," Bergen Record, 12/8/85.
4. "Woman Smashes Car Into Garage & Husband," Pasco Times, circa 1985.
5. "Surge Purge Urged," Popular Mechanics, 1/86.
6. "Make of Car Spurs Inquest into Accident," City & State, 3/12/86.

Safety Research Report Index - Ford Sudden Acceleration

A. BACKGROUND

1. "Inquiry on Auto Acceleration Expanded by U.S.," New York Times, 2/23/86.
2. "Cars That Speed Up Mysteriously Spark Bitter Dispute Over Cause," Wall Street Journal, 9/3/86.
3. "NHTSA Stonewall" & "NHTSA Accused of 'Do-Nothing' Investigations; 'Driver Error' Blamed for GM, Ford Runaway Cars," FuelLine, 11/86.
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5. "Runaway Cars," series of articles, Detroit News, 12/13/87-12/17/87.
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2. R.L. Ruhl, Ruhl & Associates, "Sudden Acceleration Fact Sheet," circa 1987.
3. M. Gunnerhed, Swedish Defence Research Establishment, "Risk Assessment of Cruise Control," 5/88.
4. P. Marriner & J. Granery, Transport Canada, "Investigation of 'Sudden Acceleration' Incidents," 12/88.
5. K. Carlsen, et al., Boeing, "Sneak analysis, Boeing's Electrical Systems Engineering Quality Program Applied to the Automotive Industry," 8/89.
6. NHTSA, "Examination of Sudden Acceleration," 1/89.
7. W. Rosenbluth, Automotive Systems Analysis, "Pursuing Unwanted Acceleration - Myths, Vapors & Verification," 7/90.
8. B. Brown, Mechanical Damage Inspections, "Fuel Injection Systems," 12/4/91.

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4. "Woman Smashes Car Into Garage & Husband," Pasco Times, circa 1985.
5. "Surge Purge Urged," Popular Mechanics, 1/86.
6. "Make of Car Spurs Inquest into Accident," City & State, 3/12/86.

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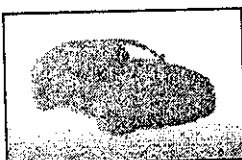
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1990 Cougar Recall Notices

Recall ID # 91V076000 - VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR

Recall Date: MAY 06, 1991

Component: VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR

Model Affected: COUGAR

Potential Units Affected: 125000 [Recall Details](#)

Recall ID # 90V026000 - ELECTRICAL SYSTEM:BATTERY:CABLES

Recall Date: FEB 12, 1990

Component: ELECTRICAL SYSTEM:BATTERY:CABLES

Model Affected: COUGAR

Potential Units Affected: 72 [Recall Details](#)

Recall ID # 96V071000 - ELECTRICAL SYSTEM:IGNITION

Recall Date: APR 25, 1996

Component: ELECTRICAL SYSTEM:IGNITION

Model Affected: COUGAR

Potential Units Affected: 7900000 [Recall Details](#)

Model Overview

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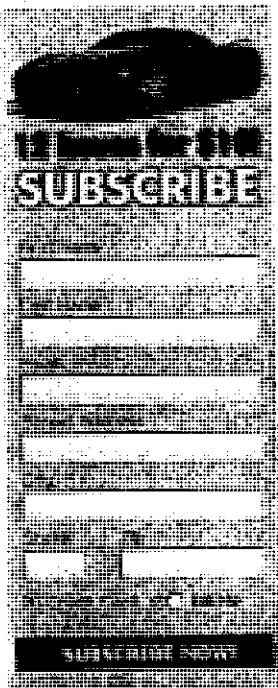
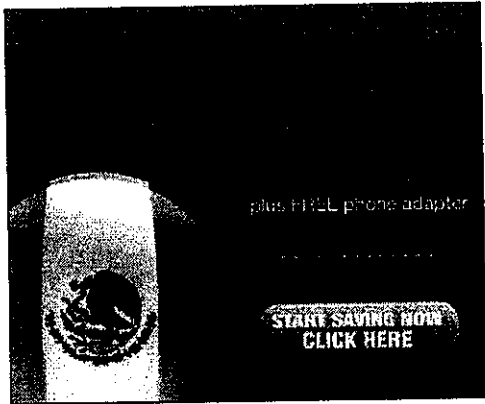
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**OFFICE OF DEFECTS INVESTIGATION (ODI)****Recalls - Search Results**

1 Record(s) Displayed.

Report Date : April 8, 2008 at 12:34 PM
SEARCH TYPE : VEHICLE
Make : MERCURY
Model : COUGAR

Make : MERCURY**Model :** COUGAR**Year :** 1990**Manufacturer :** FORD MOTOR COMPANY**Mfr's Report Date :** APR 25, 1996**NHTSA CAMPAIGN ID Number :** 96V071000**NHTSA Action Number:** EA95002**Component:** ELECTRICAL SYSTEM:IGNITION**Potential Number Of Units Affected :** 7900000**Summary:**

THE IGNITION SWITCH COULD EXPERIENCE AN INTERNAL SHORT CIRCUIT.

Consequence:

THIS CONDITION COULD CAUSE OVERHEATING, SMOKE, AND POSSIBLY FIRE IN THE STEERING COLUMN AREA OF THE VEHICLE.

Remedy:

DEALERS WILL REPLACE THE IGNITION SWITCH.

Notes:

SYSTEM: ELECTRICAL; IGNITION SWITCH. VEHICLE DESCRIPTION: PASSENGER AND MULTI-PURPOSE VEHICLES AND LIGHT DUTY TRUCKS. NOTE: OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME, SHOULD CONTACT FORD AT 1-800-392-3673. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

**OFFICE OF DEFECTS INVESTIGATION (ODI)****Recalls - Search Results**

1 Record(s) Displayed.

Report Date : April 8, 2008 at 12:36 PM
SEARCH TYPE : VEHICLE
Make : MERCURY
Model : COUGAR

Make : MERCURY**Model :** COUGAR**Year :** 1990**Manufacturer :** FORD MOTOR COMPANY**Mfr's Report Date :** MAY 01, 1991**NHTSA CAMPAIGN ID Number :** 91V076000**NHTSA Action Number:** N/A**Component:** VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR**Potential Number Of Units Affected :** 125000**Summary:**

THE NUTS WHICH HOLD WINDSHIELD WIPER MOTOR TO THE WIPER MODULE MAY NOT HAVE BEEN SUFFICIENTLY TIGHTENED AND MAY LOOSEN OR COME OFF. THIS CAUSES CHANGED WIPER PATTERNS, OR THE WIPERS MAY JAM IF TWO OF THE THREE NUTS COME OFF.

Consequence:

CHANGES IN THE WIPER PATTERN OR JAMMING OF THE WIPERS WOULD RESULT IN REDUCED DRIVER VISIBILITY IN INCLEMENT WEATHER CONDITIONS.

Remedy:

APPLY TORQUE RETENTION MATERIAL TO WIPER MOTOR STUDS AND NUTS AND RETORQUE.

Notes:

SYSTEM: WINDSHIELD WIPER ASSEMBLY. VEHICLE DESCRIPTION: PASSENGER CARS.

**OFFICE OF DEFECTS INVESTIGATION (ODI)****Recalls - Search Results**

1 Record(s) Displayed.

Report Date : April 8, 2008 at 12:33 PM

SEARCH TYPE : VEHICLE

Make : MERCURY

Model : COUGAR

Make : MERCURY**Model :** COUGAR**Year :** 1990**Manufacturer :** FORD MOTOR COMPANY**Mfr's Report Date :** FEB 07, 1990**NHTSA CAMPAIGN ID Number :** 90V026000**NHTSA Action Number:** N/A**Component:** ELECTRICAL SYSTEM:BATTERY:CABLES**Potential Number Of Units Affected :** 72**Summary:**

BATTERY TO STARTER CABLES ARE LONGER THAN SPECIFIED; EXCESSIVE CABLE LENGTH COULD CONTACT ENGINE DAMPER PULLEY.

Consequence:

CABLE PROTECTIVE COVERING AND INSULATION COULD WEAR THROUGH AND CAUSE A DIRECT SHORT TO GROUND, RESULTING IN OVERHEATING OF THE CABLE INSULATION AND POSSIBLY A UNDERHOOD FIRE.

Remedy:

REPLACE BATTERY TO STARTER CABLE WITH CORRECT LENGTH CABLE.

Notes:

SYSTEM: BATTERY TO STARTER CABLE. VEHICLE DESCRIPTION: PASSENGER CARS EQUIPPED WITH 3.8 LITER ENGINES.

Formica, P.C. A Professional Corporation for the Practice of Law

New Haven, Connecticut

June 13, 2008

VIA HAND DELIVERY

Mr. [REDACTED]
[REDACTED]
New Haven, Connecticut [REDACTED]

Re: Review of Products Liability Case against Ford Motor Company

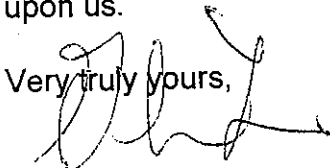
Dear Mr. [REDACTED]

Thank you for asking me to consider your complaint of potential product liability case against Ford Motor Company. After careful review, I must advise you that I cannot undertake any further investigation or represent you in this matter for the reasons that you were advised in our meeting of today, June 13, 2008.

Of course, you are at liberty to consult with any attorney of your choice and we suggest that you do so promptly if it is your intent to further pursue this matter. The decision of one law firm certainly does not foreclose you from seeking other legal opinions. Under Connecticut law, a products liability suit must be filed within a certain period of time. This is referred to as the statute of limitations and if suit is filed after the appropriate date, then you are in danger of being forever barred from bringing a lawsuit. The basic time period before which the suit must be brought is within two years from the date of the alleged wrongdoing. There are other parts of the statute and there is case law that might change the time period in question, therefore, when you discuss this matter with another attorney, the statute of limitations date should be a priority item. I am today returning all of your documents and will not retain a file on this matter.

I wish you well and if this firm can be of assistance to you in the future, please do not hesitate to call upon us.

Very truly yours,



Glenn L. Formica

GLF:yj



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1990-1997 Mercury Cougar Full Review

Date Published: 2/20/08

Also in the 1990-1997 Mercury Cougar Review:

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Our in-depth review covers everything you need to know about this generation Mercury Cougar. Get the latest news, find a local dealer, and get a free price quote for this generation Mercury Cougar.

1990-1997 Mercury Cougar Review

The Mercury Cougar got a clean-sheet redesign for 1989, and saw no major changes for 1990. As before, the new Cougars differed from the mechanically similar Ford Thunderbird primarily in their formal roofline and Mercury grille. A 140-horsepower, 3.8-liter V6 and 4-speed overdrive automatic came standard in the base LS. For the premium XR7, Mercury added a supercharged and intercooled version of the overhead-valve V6, which delivers 210 horsepower and 315 pound-feet of torque. Both engines were paired with either a 5-speed manual or optional automatic. Four-wheel antilock disc brakes came standard on the XR7, but were optional on the LS.

Year to Year Changes

1991 Mercury Cougar: The supercharged V6 engine and 5-speed transmission have both been dropped from the powertrain lineup for 1991 and replaced with Ford's 5.0-liter High Output V8, also used in the Mustang and Lincoln Mark VIII. The engine comes standard on the performance-oriented XR7 and optional on the Cougar LS. Exterior detail changes include a revised hood, grille, headlamps, and taillamps, plus new side molding.

1992 Mercury Cougar: The 1992 XR7 hit the showrooms with new alloy wheels and a freshened interior that includes new seat and door trim. In addition, the parking brake is now actuated by a floor-mounted pedal instead of a console-mounted lever. To mark the 25th anniversary of the Cougar a special LS model arrives midyear, equipped with a distinctive monochromatic color scheme, the H.O. 5.0-liter V8, BBS aluminum wheels, and special trim.

1993 Mercury Cougar: For 1993, all Cougars are listed as XR7 models. However, Mercury has purposely de-emphasized Cougar's former performance image by dropping most of the XR7 model's sporty equipment. The surviving model is equipped much like last year's LS. Both the adjustable suspension and performance tires on last year's XR7 are gone, while the antilock brakes and limited-slip axle are now optional.

1994 Mercury Cougar: Dual airbags join a new 4.6-liter V8 in the revamped 1994 Cougar. While a decontented XR7 with a 3.8-liter V6 remains the standard offering, the optional V8 is now Ford's new all-aluminum overhead-cam V8, providing 205 horsepower when applied to the 1994 Cougar. The 4-speed automatic remains the only transmission, but gains new electronic shift controls. Also added to improve handling is an optional traction control system. Mercury has made minor appearance changes to the car's grille, front and rear fascias, headlamps, and taillamps.

1995 Mercury Cougar: Following four model years with nearly constant changes, the Cougar enters the 1995 model year with no significant changes.

1996 Mercury Cougar: New front and rear fascias have been added, plus a new hood, necessitated by the addition of a smaller, more rounded grille and new headlamps equipped with complex reflectors. The headlamps now taper at the inside edges to blend better with the new grille. Under the hood, the Cougar's standard 3.8-liter V6 receives significant changes, resulting in a new output of 145 horsepower. The optional V8 has also been improved. While horsepower remains constant, torque is up 15 to 280 pound-feet at 3000 rpm.

1997 Mercury Cougar: An all-new instrument panel has a new gauge cluster with graphics on a black background. In addition, a new dual cupholder, coin slots, and more storage were added to the revised center console. Finally, a new "one-touch open" switch comes with the optional moonroof. The rear-drive Cougar was discontinued this year. A new front-drive version appeared in 1999.

1990-1997 Mercury Cougar Road Test

Pros

Cons

Find a Used Car

Mercury
Cougar
Price Range:
\$0 to No Max
ZIP Radius: 10 GO

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FREE CARFAX Record Check
 Looking at a used car, check for costly hidden problems before you buy.

 Order Now!



Acceleration (V8)

Acceleration (V6)

Fuel economy

Visibility

Consumer Guide® Road-Test Evaluation

The V6 provides adequate acceleration, but we really do prefer the optional V8. If possible, find a 1994 model with the new 4.6-liter unit. While it doesn't get appreciably better gas mileage, it's smoother, quieter, and feels more potent than the old 5.0-liter. Expect 0-60 times of about 8.8 seconds, which is almost two seconds faster than with the V6. The automatic seems sluggish and reluctant when asked to downshift and pass. While we endorse the optional antilock brakes, the traction control we tried did not perform well. Handling is old-school Detroit at best: plenty of body lean and not very appealing. Even the XR7 model prefers to be driven in a straight line over challenging curves. Ride can best be described as plush, even floaty on the base model. Interior room is good for four adults, but rear-seat leg room is not as good as the car's size would suggest. Controls are for the most part good, but the optional electronic gauge cluster is hard to read in daylight and prone to early failure.

Value for the Money

All-in-all, Cougar is a solid choice in the coupe market, but its rear-wheel drive and gas-guzzling engines are too big a disadvantage in this hotly contested market segment.

Consumer Guide® Road Test Ratings

Mercury Cougar XR7 4.6-liter	Rating
Performance	6
Fuel Economy	3
Ride Quality	6
Steering/Handling/Braking	6
Quietness	4
Controls/Materials	6
Interior Room	6
Room/Comfort (rear)	2
Cargo Capacity	3
Value within Class	6
Total:	48

Each vehicle report contains one rating chart for representative model. Consumer Guide® rates in ten key areas: Performance, Fuel Economy, Ride Comfort, Steering and Handling, Interior Noise, Controls and Materials, Driver Room, Passenger Room, Cargo Capacity, and Insurance Costs. These ratings compare the particular vehicle rated to ALL other vehicles, not a vehicle's standing in a particular class. In the ratings table, "1" is the lowest rating and "10" is the highest rating.

1990-1997 Mercury Cougar Reliability

Trouble Spots

Consumer Guide's® Auto Editors have scoured repair bulletins and questioned mechanics to search for commonly occurring problems for a particular vehicle. In some cases we also give possible manufacturer-suggested solutions. In many instances these trouble spots are Technical Service Bulletins posted by the manufacturer, however, we have our own expert looking at additional vehicle problems.

Automatic transmission: Automatic transmissions are notorious for shuddering or vibrating under light acceleration or when shifting between third and fourth gear. It requires that the transmission fluid (including fluid in the torque converter) be changed and that only Mercon fluid be used. (1994)

Automatic transmission: The transmission may slip and the engine may flare when the transmission shifts into fourth gear, which can often be traced to a bad TR/MLP sensor. (1994-95)

Blower motor: Squeaking or chirping blower motors are the result of defective brush holders. (1993-94)

Coolant leak: The intake manifold on 4.6L V8 engines is prone to breakage resulting in coolant loss and possible overheating. The manufacturer is reimbursing owners who paid for fixes up to \$735 and extending the warranty for others (1996-97)

Heater core: Installing a restrictor in the heater inlet hose may repair heater cores leaks. (1990-97)

Oil leak: The oil filter balloons and leaks because the oil-pump relief valve sticks. Higher than recommended viscosity oils cause wear to the valve bore. (1992-94)

Vehicle noise: A chattering noise coming from the rear during tight turns after highway driving is caused by a lack of friction modifier or over-shimming of the clutch packs in the Traction-Lok differential. (1990-96)

Water leak: Water drips onto the floor when the air conditioner is operated and may be

MAKE CATEGORY

- ☒ Acura
- ☒ Audi
- ☒ BMW
- ☒ Buick
- ☒ Cadillac
- ☒ Chevrolet
- ☒ Chrysler
- ☒ Daewoo
- ☒ Dodge
- ☒ Eagle

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due to over a half-dozen potential leak sources including seals, bad seams in the evaporator case, the heater core cover seal, etc. (1990-96)

Consumer Guide® Estimated Repair Costs

This table lists costs of likely repairs for comparison with other vehicles. The dollar amount includes the cost of the part(s) and labor (based on \$50 per hour) for the typical repair without extras or add-ons. Like the pricing information, replacement costs can vary widely depending on region. Expect charges at a new-car dealership to be slightly higher.

Item Name	Repair Cost
A/C Compressor	\$375
Alternator	\$445
Automatic Transmission or Transaxle	\$810
Brakes	\$275
Exhaust System	\$280
Radiator	\$405
Shocks and/or Struts	\$430
Timing Chain or Belt	\$340
Universal Joints	\$260

NHTSA Recall History

1990: Battery-to-starter cables on small number of cars with 3.8-liter engine are too long and could contact engine-damper pulley.

1990-91: Nuts that hold windshield-wiper motor may loosen.

1990-93: Ignition switch could suffer short circuit, which can cause overheating, smoke, and possibly fire in steering-column area.

1992-93 w/fog lights: Headlights may go out for various intervals as a result of circuit-breaker opening.

1992-93: Movement of fuel lines can result in leakage.

1996 w/semiautomatic temperature control: Under certain conditions, blower does not operate as intended.

1996: Driver's door, when closed only to secondary latched position, may not sustain the specified 1000-pound transverse load.

1990-1997 Mercury Cougar Prices

Prices	Good	Average	Poor
1990			
Cougar	\$1,000-1,400	\$600-800	\$100
1991			
Cougar	\$1,100-1,500	\$700-900	\$100-200
1992			
Cougar	\$1,200-1,600	\$700-1,000	\$100-200
1993			
Cougar	\$1,400-1,800	\$900-1,200	\$200
1994			
Cougar	\$1,600-2,000	\$1,100-1,300	\$200-300
1995			
Cougar	\$1,800-2,200	\$1,200-1,500	\$300
1996			
Cougar	\$2,100-2,600	\$1,500-1,800	\$400-500
1997			
Cougar	\$2,400-2,900	\$1,700-2,100	\$500-600

This chart details a range of prices in year-by-year listings for vehicles in three condition levels:

Good: a clean low-mileage, solid-running vehicle that needs little or no repair.

Average: a car with normal miles on the odometer, perhaps a few scrapes or dings; engine might need a minor repair or two, but runs acceptably well.

Poor: might have potentially dangerous problems with the engine and/or body, or abnormally high mileage; definitely in need of mechanical attention. Valuations reflect wholesale prices paid by dealers at auction, and retail prices on used-car lots. Each range

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covers all trim levels and engine types for a vehicle with a typical amount of equipment—usually an automatic transmission, air conditioning, stereo, etc. Fully loaded vehicles may cost more. Average mileage is 12,000 miles per year. Keep in mind that these are guidelines only. Actual selling prices vary—especially from region to region.

1990-1997 Mercury Cougar Specs & Safety

Vehicle Dimensions

Specification	2-door coupe
Wheelbase, in.	113.0
Overall Length, in.	200.3
Overall Width, in.	72.7
Overall Height, in.	52.5
Curb Weight, lbs.	3575
Cargo Volume, cu. ft.	15.1
Standard Payload, lbs.	—
Fuel Capacity, gals.	18.0
Seating Capacity	5
Front Head Room, in.	38.1
Max. Front Leg Room, in.	42.5
Rear Head Room, in.	37.5
Max. Rear Leg Room, in.	35.8

Specifications Key: NA = not available; "—" = measurement does not exist.

Powertrain Options and Availability

The current-model Cougar started out with only V6 power, a normally aspirated model for base LS versions and a supercharged variant for the XR7. In 1991, both the supercharged V6 and the 5-speed are eliminated in favor of an H.O. 5.0-liter V8 and automatic transmission. In 1993, a stripped XR7 model is the only offering, with the 140-horsepower becoming the standard engine and the 5.0-liter V8 moving to the option list. Ford's new 4.6-liter V8 replaced that engine as the optional powerplant in 1994. For 1996, changes to the V6 result in five extra horsepower, while tweaks to the V8 add 15 more pound-feet of torque, for a total of 280 pound-feet at 3000 rpm.

Engines	Size liters / cu. in.	Horse-power	Torque	Transmission: EPA city/hgwy	Consumer Guide Observed
ohv V6	3.8 / 232	140-145	215	4-speed automatic: 19/27	4-speed automatic: —
Supercharged ohv V6	3.8 / 232	210	315	5-speed manual: 17/24 4-speed automatic: 17/23	5-speed manual: — 4-speed automatic: —
ohv V8	5.0 / 302	200	275	4-speed automatic: 17/24	4-speed automatic: 15.5
ohc V8	4.6 / 281	205	280	4-speed automatic: 17/25	4-speed automatic: 18.2

Specifications Key: NA = not available; "—" = measurement does not exist.

NHTSA Crash-Test Results

Test	1997 Cougar
Front Impact, Driver	5
Front Impact, Passenger	5

The National Highway Traffic Safety Administration (NHTSA) tests a vehicle's worthiness in front- and side-impact collisions and rates its resistance to rollovers.

Front-impact crash-test numbers indicate the chance of serious injury: 5 = 10% or less; 4 = 10-20%; 3 = 20-35%; 2 = 35-45%; 1 = More than 45%. Side-impact crash-test numbers indicate: 5 = 5% or less; 4 = 6-10%; 3 = 11-20%; 2 = 21-25%; 1 = More than 26%. Rollover resistance numbers indicate the chance for rollover when the vehicle leaves the roadway: 5 = Less than 10%; 4 = 10-20%; 3 = 20-30%; 2 = 30-40%; 1 = More than 40%.

Built In: USA

Drive Wheels: longitudinal front-engine/rear-wheel drive

< 1990-1997 Mercury Cougar Photos 1990-1997 Mercury Cougar Local Listings >

Also in the 1990-1997 Mercury Cougar Review:

- | | |
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Car Insurance

Breakdown

comprehensive car reviews in HonestJohn's Car-by-Car Breakdown. What's, and what to watch out for. The full story on all popular models on sale 1990.

★
looking coupe. Handled and went well enough with 2.5 V6.
lived and body parts bound to get hard to come by.

d
1,769mm (5' 10") wide and weighing 1,291kg to 1,342kg.
ding and different. Low wind noise. 2.5 V6 recovers lost speed extremely well.
and holds the road nicely without much understeer. Effective 'eyeball' vents.
boot. Fold-down rear seats ideal for golf clubs. Rear-view mirror well placed for
ys and heavy traffic. Sounds a bit like an Alfa 156 2.5 V6. 30 mpg possible from
36-plus from 2.0. 4-speed auto available, but not a very good one. Most V6s
544cc, but last shrunk slightly to Mondeo II/Jag X Type 2.495cc. Useful levers on
of headlamps to switch from LH to RH dipped beam.

Toyota and Ford jointly suffered the fewest breakdowns attended by German
; during 2001. Ford had 7th lowest average warranty repair costs in 2003 Warranty
t Reliability index (index 65.51 v/s lowest 31.93) Ford 4th top top of Reliability Index
304 combining very low average cost of repair of £207.58 with average 32.16
res per 100 Warranty Direct policies. Link:- www.reliabilityindex.co.uk

ease note: Chilton manual for US spec cars 1995-1999.)

ist updated 1-12-2007

What's Bad
 Hopeless rear headroom. Harsh, crashy ride. Quite a few rattles, even when new.
 Console straight out of Mondeo. 2.5 V6 lacks low-down torque and needs to be revved
 for maximum effect (red-line only starts at 7,000 rpm). Short-range tank only good for
 300 miles at a push. Odometer under-reads by 2%. Fairly heavy tyre wear on 2.5 V6.
 £130 to £190 each. Door mirrors are 'snap-off', not sprung. H7 headlight bulbs are prone
 to overheating due to the design of the light unit.

8th from Bottom in 144 car 2002 JD Power / What Car? V and W reg cars.

Withdrawn from UK market due to poor sales (21/11/2000).

What to Watch Out For

What to Watch Out For

Damaged panels and trim which may become damaged.

Oil pump problem causes frothing and oil starvation at top of 2,544cc V6. Some have had two engines replaced under warranty for this reason.

Worn brake pads improve bite and reduce brake dust.

Failure of door latch.

Recalls

[illegible]

Car-by-car Breakdown

Car-by-car Breakdown
What's Good, What's Bad, and What To Watch Out For. The full story on all popular models on sale in the UK since 1990.



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Cougar (1998 - 2000)

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- Ford - 1999 2 litre new engine sump pan wanted
Ford - 1999 2litre cougar, new head gasket?
How to compete against cheapo car washes?
01 1.2 Engine revving/black smoke
Hats off to Yorkshire

review: Ford Cougar (1998 - 2000)

lead to malfunction of brake lamp switch. Jumper harness to be replaced on all vehicles and brake lamp switches to be replaced if overheated. 8/10/2001: recall of 32,665 Mondeos and Cougars built 1/11/1999 to 1/5/2000 because parking brake ratchet can lose a tooth. Lever ratchet assembly to be replaced. 15/10/2001: 24 US spec Cougars in UK built 1/12/1997 to 31/5/1998 recalled because heater blower resistor connector blades can damage wiring harness leading to arcing and overheating of the connector.

Next Steps

For advice, information and services see:

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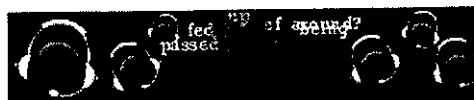
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If you have questions or comments about Ford Motor Company corporation, please contact us by or mail.

United States

Telephone

800-392-3673

800-232-5952 (TDD for the Hearing Impaired)

Available 8:00a.m.-5:00p.m. Local Time Monday-Friday

Mailing Address

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

Canada

Telephone

800-565-3673

Available 8:30a.m.-8:00p.m. Local Time Monday-Friday

Mailing Address

Ford Motor Company of Canada, Limited
Customer Relationship Centre
P.O. Box 2000
Oakville, Ontario, L6J5E4



Ford Motor Company
Office of the General Counsel
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

April 10, 2008

[REDACTED]
New Haven, CT [REDACTED]

Re: 1990 Cougar
VIN: 1MEPM6045LH [REDACTED]
Case #: 551350

Dear Mr. [REDACTED]

We acknowledge your recent contact with Ford Motor Company. Your concern has been directed to this office for further handling. In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

1. Please provide a copy of each of the following documents and check the box indicating that each item is attached:
 - ☐ A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
 - ☐ Medical records for each person alleged injured from all treating physicians/facilities
 - ☐ Medical bills and photographs for each person alleged injured from all treating physicians/facilities
 - ☐ Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
 - ☐ Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
 - ☐ Repair estimate or repair order
 - ☐ A copy of the vehicle title and registration

OR

- ☐ Total loss worksheet with copies of draft payments
- ☐ Complete service history for vehicle including tune ups and oil changes.

2. For each person alleged injured provide the following: (If there are additional names continue on back.)

Name: [REDACTED]	Name: _____
Address: [REDACTED]	Address: _____
Spouse's Name: [REDACTED]	Spouse's Name: _____
DOB: 11/22/1961	DOB: _____
Occupation: CASE MANAGER FOR PUBLIC HOUSING.	Occupation: _____
Injury: INJURY TO HEAD NECK AND KNEES	Injury: _____



Ford Motor Company
Office of the General Counsel
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

April 10, 2008

Mr. [REDACTED]
[REDACTED]
New Haven, CT [REDACTED]

Re: 1990 Cougar
VIN: 1MEPM6045LH [REDACTED]
Case #: 551350

Dear Mr. [REDACTED]

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 - ☐ Medical bills and photographs for each person alleged injured from all treating physicians/facilities
 - ☒ Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
 - ☒ Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
 - ☐ Repair estimate or repair order
 - ☒ A copy of the vehicle title and registration
- OR
- ☐ Total loss worksheet with copies of draft payments
 - ☐ Complete service history for vehicle including tune ups and oil changes.

2. For each person alleged injured provide the following: (If there are additional names continue on back.)

Name: [REDACTED]	Name: _____
Address: [REDACTED]	Address: _____
Spouse's Name: <u>Jane</u>	Spouse's Name: _____
DOB: <u>11-22-61</u>	DOB: _____
Occupation: <u>Case Manager</u>	Occupation: _____
Injury: <u>Back, Neck, Legs</u>	Injury: _____

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURES (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

THERE ARE WAY TOO MANY SIMILAR INCIDENTS WITH
OTHER COUGARS ^{OLD + NEW.} SOMEONE WILL GET KILLED
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VEHICLE IDENTIFICATION NUMBER (VIN) 1MEFM6015E YEAR 1990 MAKE MERC MODEL COUGAR BODY STYLE 2D SED NEW/USED USED

TITLE NUMBER [REDACTED] DATE OF ISSUE 05/15/2008 PRIOR TITLE NUMBER [REDACTED] PRIOR TITLE STATE VA PURCHASE DATE 01/13/1999 ODOMETER READING 191560

OWNER(S)

NEW HAVEN CT

FIRST LIEN HOLDER

DATE OF LIEN

SECOND LIEN HOLDER

DATE OF LIEN

RELEASE OF LIEN

FIRST LIEN INTEREST IN DESCRIBED
VEHICLE IS HEREBY RELEASED

NAME

AUTHORIZED SIGNATURE

X

DATE RELEASED

SECOND LIEN INTEREST IN DESCRIBED
VEHICLE IS HEREBY RELEASED

NAME

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X

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SB0604 REV. 03/08

NEW HAVEN

CT

VEHICLE IDENTIFICATION NUMBER (VIN)

TITLE NUMBER

The Commissioner of Motor Vehicles hereby certifies that an application for a certificate of title for the motor vehicle described herein has been duly filed pursuant to the provisions of the laws of the State of Connecticut and based on the statements of the applicant and the records on file with this agency. The applicant named is the owner of said vehicle. The Department of Motor Vehicles further certifies that the vehicle is subject to any security interests shown herein.

IN WITNESS WHEREOF

I have affixed my hand

Robert M. Ward

COMMISSIONER OF MOTOR VEHICLES



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OWNER INFORMATION (Type or Print)

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
in the absence of a signature, please sign the vehicle manufacturer.
Signature of Owner

YES NO

Date 5/17/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1MEPM6041LH	MERCURY	COUGAR	1990	
Purchase Date	Dealer's Name	Engine Size (CID/GCC/L)	No Cylinders	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	City WAYNE State NJ Zip Code	3.6	6	
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☒ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☒ Rear ☐ 4-Wheel
Vehicle Type	Body Style			
☒ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Lite ☐ Truck ☐ Motorcycle ☐ Other			
	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06420006	Part Name(s) FUEL/THROTTLE LINKAGES/ACCELERATOR/RIGID	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) 19-APR-2000 Mileage at Failure(s) 20000 83000 Vehicle Speed at Failure(s) 65	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

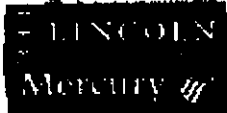
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING AT HIGHWAY SPEED OF 60 MPH WITH CRUISE CONTROL, NOT BEING ENGAGE, ENGINE SUDDENLY ACCELERATED AND TOOK OFF. THIS PROBLEM ALSO OCCURRED ON TWO OTHER OCCASIONS AT 30-35 MPH. APPOINTMENT WILL BE MADE FOR THE DEALER. *AK
DEALER REPLACED THROTTLE CONTROL VALVE AND
CLEANED OUT THROTTLE BODY

CONTINUE ON BACK IF NEEDED

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.

Lic. Ref. No. 00643A



WAYNE MOTORS, INC.

LINCOLN - MERCURY - DAEWOO
1910 ROUTE 23 • WAYNE, NJ 07470



DAEWOO

SERVICE
(973) 696-9710

PARTS
(973) 696-9188-89

BODY SHOP
(973) 696-9777

LINCOLN MERCURY CAR SALES: (973) 696-9700
www.waynelincolnmercury.com

DAEWOO & USED CAR SALES: (973) 305-9600
www.waynedaewoo.com

SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.
P & S CODE: 11284 (CHECK /) APPROPRIATE CODE			
CLAIMS REVIEW	AUTHORIZATION SUBMIT CLAIM	PARTS SCRAP OUT	
\$ PARTS	\$ LABOR	\$ TOTAL	
AUTHORIZED SIGNATURE AND DATE			

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
------------	-------------	------------	-------------	-------------

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED)

DEALER GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

FOR OFFICE USE				VEHICLE INFORMATION			
TAG: 0210	ADV: 577	CHEAP, D	INVOICE: PRELIN CUS C	DC	VIN 1FEPN6411H	LICENSE NUMBER	
TAX RULES: YY1MM INVOICED: 04/20/2000 13121131					90 MERCURY	COLOR	LS 2DR CPE SILVER
ODOMETER IN: 83434 OUT: 83437				DIST: FMC	STOCK# 09061584		
DATES BEGIN: 04/20/00 DONE: 04/20/00					DATES INSERVICE: 022891 PRODUCTION: 061190 SOLD: 021992		
CONCERN	CUSTOMER STATES VEH WAS STUCK AT 30MPH AND WOULD NOT STOP UNTIL VEH WAS SHUT OFF. WANTED TO GO FASTER BUT KEPT FOOT ON BRAKE CK/ADV. EST OF REPAIR				OPERATION	TECH	AMOUNT
CHUSE	PERFORM EEC TESTS BAD AIR BYPASS				F	104	R 181.32
CORRECTION	REPLACE AIR BYPASS CLEANED THROTTLE-BODY CLEAR AND RESET TO SPECS						
COMMENT	ROAD TEST VEH						
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
	FMC# E762	9F670 A		GASKET-AI	1	2.69	2.69
	FMC# E95Z	9F715 E		VALVE ASY	1	85.84	85.84
FACTORY	TECH 104 - REUTER, BRIAN						
TYPE: C					TOTAL CHARGE FOR CONCERN		269.85

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C03498

PARTS	88.53
MISC SHOP SUPPLIES	12.00
LAB-MECHANICAL	181.32
SUB-TOTAL	281.85
TAX	18.91
TOTAL CHARGE	299.76

PAYMENT DISTRIBUTION FOR INVOICE C03498

TOTAL CHARGE	299.76
CASH DUE	299.76

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DAVID H. CHESAP
AND THANK YOU FOR ALLOWING ME TO SERVICE YOUR VEHICLE.

PAGE 1
LAST PAGE

WE ARE COMMITTED TO EXCELLENCE
"A Family Owned Dealership since 1969"

Call No.: 3339798 Call Taker
In Area : GRNHV Last Quoted ETA 16:45
Assigned To: 101x106

DP Ref: (3339798)

* * * CALL HISTORY * * *

Police...: MPD Notified 617 at 2039466316 by X-----X at 16:08

Priority: 04 ACCIDENT

Member...:

Address...: NEW HAVEN CT Home Phone

Member.#: BASIC Exp.: 04/01/2009

Location: NEW HAVEN, ELM ST and ORANGE ST LDMK=AT NEW HAVEN PRKG AUTH/LOT
VEH IN LOT BEHIND CITY HALL

Look for: PARK-LOT LEVEL=VES

Vehicle...: CAR 1990 MERCURY COUGAR RWD RED 663 CT

Service...: (T7) TOW

T/L Code: T906 Collision Tow
(Possible Problem) VEH SLAMMED INTO BRICK WALL
FRONT HOOD DENTED-HEADLIGHTS BROKE-Tow To...: MEMBERS HOME NEW HAVEN CT
APPRX MILES 2 TO 3

Comments: QUOTED RATE 4.00

Phone No: (CELL)

Alt. No.:

C/T Memo: AS MBR BACKED OUT OF PRKG SPOT-VEH RACED FORWARD- X-----X X---X
CRASHING INTO WALL. MBR HIT HIS HEAD-BUT SAID HE
WAS OK.

Received at...15:57

On: 4/02/2008

Completion Code: C T7

Submitted at...16:08

Garage No. 101 Truck No. 999 UNLIMITED AUTO & TOW

Dispatched...16:12

ETA Quote MC. By..... at.... Orig. Delay. to

By: X-----X

Acknowledged...16:12

1st 16:10 ... NEW CALL 16:08

En-Route...16:12

2nd 16:45 Yes X-----X 16:14

Garage Reference.. 106

On-scene.....16:46

Started Work...16:46

Completed.....17:15

Closed By...X-----X

Clear Code...N901 Call Dispatched as Required Tow

Battery Test...None

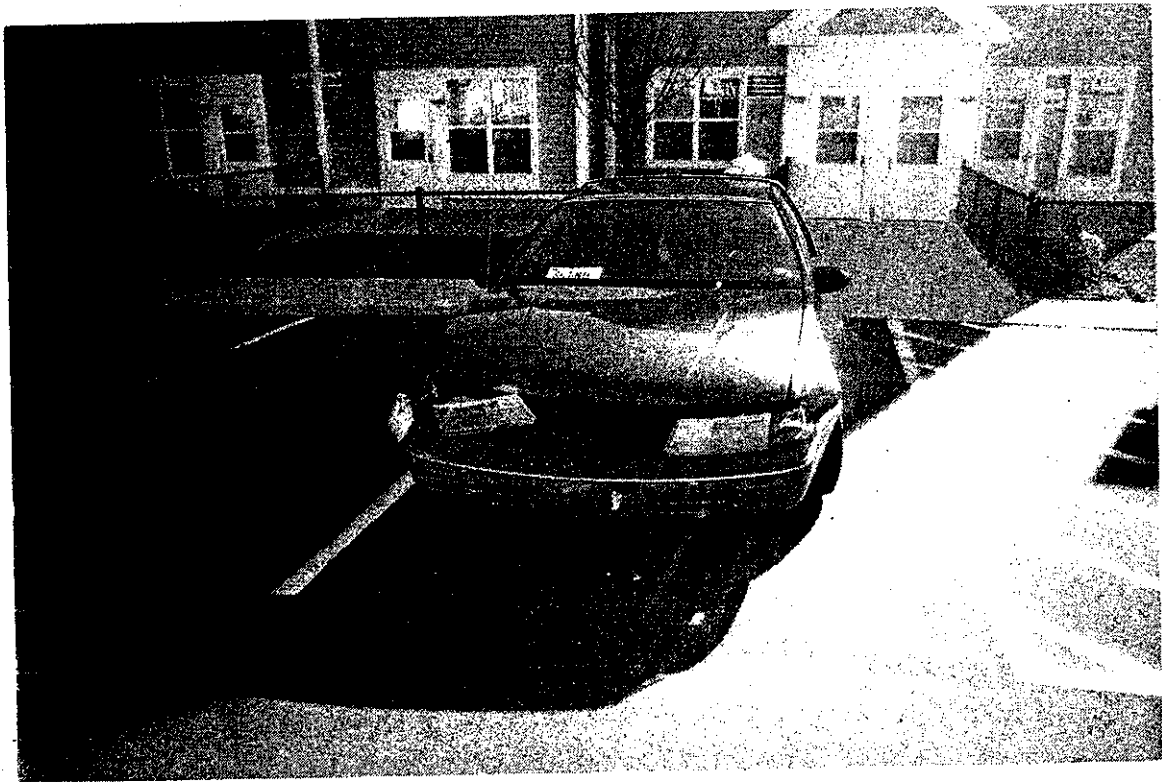
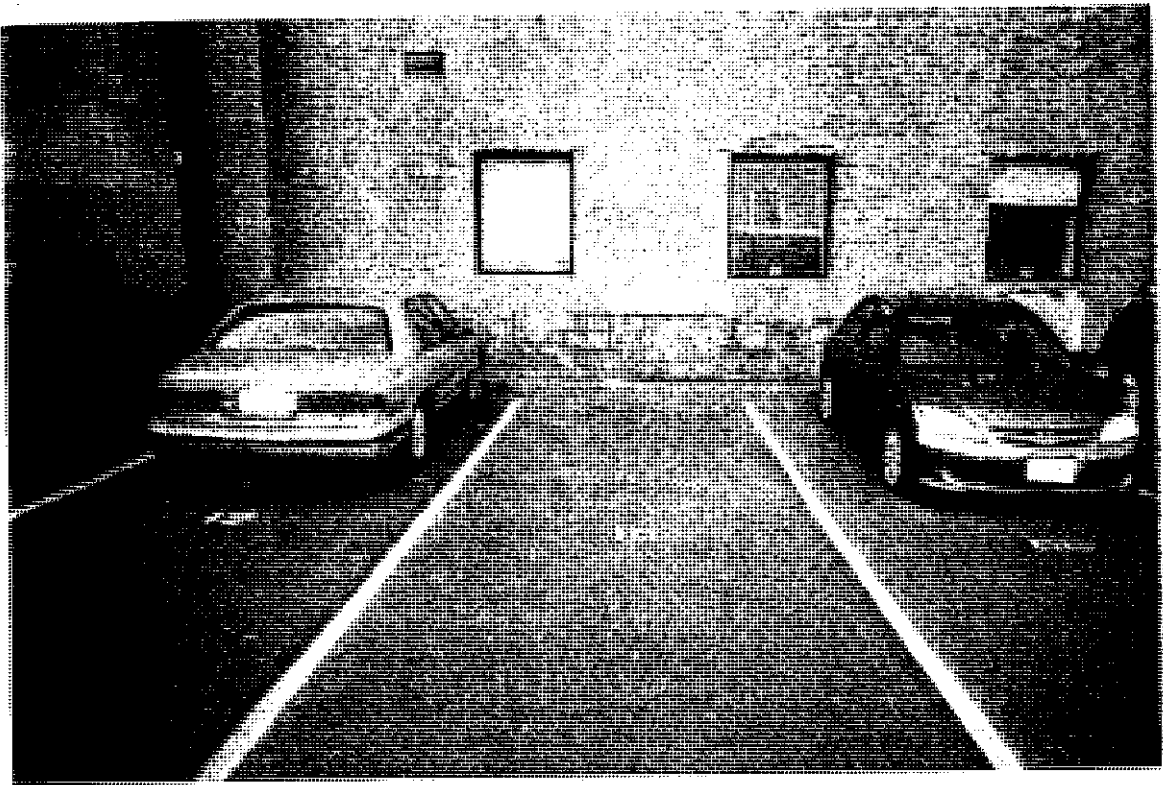
Memo..None

Final Trouble Code T-7
Actual Tow Miles.. 3

Phone Audit... #### at 15:57

End of Call Ticket

WILLIAM





3. Please specify what you believe is defective, if anything, with your vehicle.

THROTTLE IS DEFECTIVE SUCH TO CAUSE
RAPID ACCELERATION

4. Has the alleged defective vehicle/part been repaired or replaced? Yes ☒ No ☐
5. Please provide the current location of the vehicle and mileage (you may need to contact your insurance company to provide this information).

[REDACTED] NEW HAVEN CT [REDACTED]

6. Has an insurance company been advised of this incident? Yes ☒ No ☐
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

NATIONWIDE INSURANCE - 248-6337 -

7. How many occupants were in the vehicle? Were they wearing the seatbelt when the accident occurred?

ONE

8. What are you seeking from Ford Motor Company in this matter?

REPAIR OF VEHICLE PAYMENT OF MEDICAL BILLS
PAIN & SUFFERING \$25,000.00 AS SETTLEMENT.

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Should you decide to pursue a claim against Ford Motor Company, please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Respectfully,

Marcel Miclea

Marcel Miclea



Safety Ratings

Defects & Recalls

Safe Driving Information

Resources

Office of Defects
Investigation

DEFECTS & RECALLS

File a Complaint

RECALLS - SEARCH RESULTS

Navigate: [ODI Home](#) » [Recalls](#) » [Search](#) » [Results List](#)

Complaints

[Help](#)

Defect Investigations

Search Results

Safety Recalls

Service Bulletins

Downloads

Foreign Campaigns

EWR Information

Sitemap

Contact ODI

(888) 3...

TTY:

(800) 4...

Report Date : May 1, 2008 at 01:21 PM

Search Type : VEHICLE

Year : 1990

Make : MERCURY

Model : COUGAR

[New Search](#)[Print Version](#)

Results : 3 | All records displayed

Make : MERCURY

Model : COUGAR

Year : 1990

Manufacturer : FORD MOTOR COMPANY

Mfr's Report Date : FEB 07, 1990

NHTSA CAMPAIGN ID Number : 90V026000

NHTSA Action Number: N/A

Component: ELECTRICAL SYSTEM:BATTERY:CABLES

Potential Number Of Units Affected : 72

[Document Search](#)☐ Check to Request Research. Submit below.[Get Summary](#)

Make : MERCURY

Model : COUGAR

Year : 1990

Manufacturer : FORD MOTOR COMPANY

Mfr's Report Date : MAY 01, 1991

NHTSA CAMPAIGN ID Number : 91V076000

NHTSA Action Number: N/A

Component: VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR

Potential Number Of Units Affected : 125000

[Document Search](#)☐ Check to Request Research. Submit below.[Get Summary](#)

Make : MERCURY

Model : COUGAR

Year : 1990

Manufacturer : FORD MOTOR COMPANY

Mfr's Report Date : APR 25, 1996

NHTSA CAMPAIGN ID Number : 96V071000

NHTSA Action Number: [EA95002](#)

Component: ELECTRICAL SYSTEM:IGNITION

Potential Number Of Units Affected : 7900000

[Document Search](#)☐ Check to Request Research. Submit below.[Get Summary](#)



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

UPDATED

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393

DC METRO AREA (202) 366-0123

INTERNET: <http://www.nhtsa.dot.gov>

Form NHTSA-1088-108 (Rev. 10-20-90)

FOR AGENCY USE ONLY 155

Date Received

18-MAR-1999

18-MAR-1999

12:23 PM

DEFECTS INVESTIGATION

835893

OWNER INFORMATION (Type or Print)

508345

Work Number

Horse Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an _____ your name and address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 4/5/99

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of instrument on driver's side) _____ Vehicle Make _____ Vehicle Model _____ Vehicle Year _____ Current Odometer Reading _____

1MEFM6041LH

MERCURY

COUGAR

1990

103391

Purchase Date

5/17/93

Dealer's Name H.S. Street Motors

Engine Size

(C/D/C/L)

☐ Turbo

☐ Diesel

☒ Gas

☐ Fuel Injection

☐ New ☒ Used

City Highland State IN Zip Code 46322

No. Cylinders 6

Transmission Type

☐ Manual

☒ Automatic

Antilock Brakes

☐ Yes

☒ No

Restraint System

☐ 3-Point Belt

☐ Dr. Verside Airbag

☐ Passenger Side Airbag

☒ Motorbelt

☐ 2-Point Belt

Cruise Control

☒ Yes

☐ No

Drive Train

☐ Front

☒ Rear

☐ 4-Wheel

Vehicle Type

☒ Car

☐ Van

☐ Minivan

☐ Other

☐ Sport Utl

☐ Truck

☐ Motorcycle

Body Style

☒ 2-Door

☐ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06408000 Part Name(s) FUEL THROTTLE LINKAGES AND CONTROL Location ☐ Left ☐ Right ☐ Front ☐ Rear Failed Part(s) ☒ Original ☐ Replacement

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

10/3/97

LESS THAN 10 MPH

Failed Part(s) Available?

☒ Yes ☐ No

NHTSA Previously Contacted?

☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☒ Yes ☐ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Fatalities 0 Estimated Property Damaged 2013.98 Reported to Police ☒ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING VEHICLE SUDDENLY ACCELERATED, CAUSING AN ACCIDENT. PLEASE PROVIDE FURTHER INFORMATION. *AK

ACCELERATOR STUCK AT FURTHREST LEVEL DEPRESSION. WOULD NOT RELEASE. CAR WAS STOPPED IN TRAIL LANE OF DIVISION (IN CAR IN FRONT). WHEN LIGHT TURNED GREEN, CAR ALL EXPLODED INTERSECTION. CAR IN FRONT STOPPED SUDDENLY. APPLICATION OF BRAKES DID NOT HOLD CAR. THIS STOPPED CAR IN FRONT. I DROVE ABOVE THE CAR LATER AND IT THE ACCELERATOR STUCK 3 TIMES. HAD TO PUT CAR IN NEUTRAL AND STOMP ON THE ACCELERATOR TO RELEASE IT. HAD CAR TOWED TO FORD SERVICE CENTER. (over)

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

HAD CAR TOWED TO ART HILL FORD in at 901 W. Lincoln Hwy. in
Merrillville, IN. 46410 (919) 738-5320

They inspected the car and found the amount on the floor the engine to be
defective and repaired it. The part was \$2.12 & the labor was \$66.00.

Am Reporting this as it could have been a very serious situation.



IF EACH ADDITIONAL SHEET IS 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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 72175 WASHINGTON, D.C.

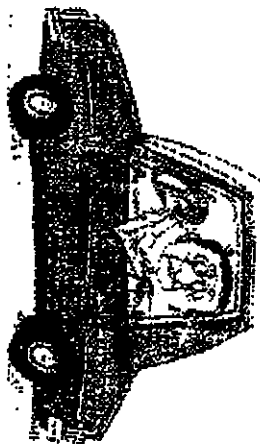
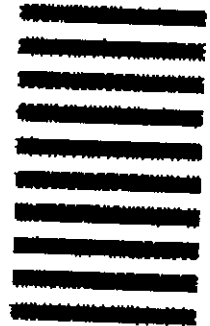
POSTAGE WILL BE PAID BY NATL. HWY TRAFFIC SAFETY ADMIN

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street SW
Washington, DC 20590

205904 0552

10/10/00 11:11 AM

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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



DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

and toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.