

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects</p> <p>1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>23-FEB-2011</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10384186</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>██████████</p>		<p>Daytime Telephone Number</p> <p>██████████</p>		<p>E-mail Address</p> <p>██████████</p>	
<p>Address</p> <p>██████████</p>		<p>Evening Telephone Number</p> <p>██████████</p>			
<p>City</p> <p>NORWALK</p>	<p>State</p> <p>CA</p>	<p>Zip Code</p> <p>██████████</p>			
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>2MEFM75W6Y██████████</p> <p>01*1-2000</p>		<p>Make</p> <p>MERCURY</p>	<p>Model</p> <p>GRAND MARQUIS</p>	<p>Model Year</p> <p>2000</p>	
<p>Date Purchased</p> <p>Nov-2000</p>	<p>Dealer's Name and Telephone Number</p> <p>Cerritos Lincoln Mercury 8003962077</p>		<p>Engine:</p> <p>No: Cylinders 6</p>	<p>Fuel Type:</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/> YES</p>	<p>Dealer's City</p> <p>Cerritos</p>	<p>State</p> <p>CA</p>	<p>Zip Code</p> <p>90703</p>		
<p>Transmission Type</p> <p>automatic</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>14-JUL-2010 7-10-2010</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 140000 AIR BAGS, 180000 VEHICLE SPEED CONTROL</p>				<p>Failure Mileage</p> <p>200000</p>	<p>Failure Speed</p> <p>0</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM9ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>			
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>1</p>	<p>Number of Deaths</p>	<p>Reported to Police</p> <p>Y</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2000 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT WHILE SITTING IN AN INTERSECTION WITH THE BRAKES DEPRESSED, THE VEHICLE ABNORMALLY ACCELERATED AND LIGHTLY CRASHED INTO ANOTHER VEHICLE. THE AIR BAGS THEN DEPLOYED ABNORMALLY, SEVERAL MOMENTS AFTER THE CRASH OCCURRED. THE CONTACT WAS INJURED BY THE AIR BAG AND SUSTAINED LACERATIONS TO HIS LEFT ARM. A POLICE REPORT WAS FILED. THE VEHICLE WAS INSPECTED BY A DEALER AND THEY ADVISED THAT THE AIR BAGS SHOULD NOT HAVE DEPLOYED WITHOUT A FORCEFUL IMPACT. <u>THE VEHICLE WAS REPAIRED</u>. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 200,000.</p> <p><i>It was not repaired</i></p> <p><i>I was advised to use insurance money to purchase a new car, as my car would not gain value by having airbags replaced. Trade in value was \$500 cost to replace air bags \$2500</i></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

Dear Mr. Mollaly

Sent to:
Ford Headquarters
P.O. Box 6248
Dearborn MI 48126

February 25, 2011

No Response as of 3/17/11

I'm one very angry Ex Ford owner. I have driven Ford cars for the last 20 years. Two Crown Vic's from 1990-2000, and my last car a Mercury Grand Marquis from 2000 thru July 2010. I had a slight accident approx. 7 months ago 7/10/10, where I bumped a car in front of me at less than 5 mph, when both of the Air Bags deployed. It should not have happened from all the persons I spoke with having knowledge on air bags.

I believe there was a cover up by the legal department as they treated me like DIRT. wouldn't answer my faxes and didn't call me as I requested. In my opinion they are insolent and arrogant to not contacting me personally to discuss the situation.

MAR 28 2011

I reported this happen to Ford's Customer Relations Center in Florida on 7/12/10 CASE # 0631701333

There was an article in the LA Times a few weeks ago titled

'Auto defect complaints rise sharply' The article suggests that if you have a problem with your car and it could be a defect to call NHTSA and register a complaint which I did on 2/23/11. The NHTSA gave me the Ford Consumer Relations dept # which was 1-800 521 4140 The Lady I spoke with said they couldn't do anything for me, but I asked who I can write to
and yr name was given to me

I'm enclosing the letter from the legal department and an article on Airbass.

My car was getting old and I was ready to buy a new one.

Had one picked out at Carinder Ford at a good price but with the airbass gone they didn't want to give a decent trade in value.

So I took my losses and purchased a Honda, Accord

You probably can't do anything for me but I wanted you

to know how a once valued Ford customer was treated.

I'll never recommend a Ford to anyone again.

Sincerely yours

[Redacted]

[Redacted]
Norwalk, CA [Redacted]

Call me anytime [Redacted]



Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

X September 30, 2010

[REDACTED]
[REDACTED]
NORWALK, CA [REDACTED]

RE: 2000 Mercury Grand Marquis
VIN: 2MEFM75W6YX [REDACTED]

Dear [REDACTED]

We are in receipt of the information you submitted with respect to your claim. We commit very substantial resources and sincere efforts in an attempt to resolve any concerns. Having evaluated that information you provided, regretfully we are unable to assist you with this specific concern. Our analysis does not indicate any evidence of a manufacturing or design defect. Additionally, the alleged **vehicle/defective part** has been destroyed Ford Motor Company has been deprived of the opportunity to inspect the alleged **defective part/vehicle** we must respectfully deny liability

Please be advised that in the event this matter ends up in litigation, 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). If you propose to repair the vehicle or conduct any other repairs you believe are related to this incident, such repairs may not be performed until after Ford Motor Company has conducted an inspection that may include the removal and testing of any component part that you claim is defective. If you want to repair your vehicle before we are able to physically inspect the vehicle or relevant component please submit a written request to me.

Thank you for giving us the opportunity to review your concern.

Sincerely,

Alma Taylor
Claims Analyst
Legal Analyst- OGC Product Claims

X The legal dept. of Ford never answered my faxes of 7/23, 7/28, 7/30

First reply after I submitted everything
* they wanted was this letter dated 9/30/10

See my letter that I have attached

* sent all information requested 9/19/10

8/12/10

To: Ford Motor Co
Product Claims

CASE # 0631701333

Problem Malfunctioning Air bass

I just spoke today, 8/12, with the Customer Relations Center regarding my problem. They keep telling me that they can not call the legal department to discuss my situation!

I have faxed you 3 times to call me to discuss my situation, 7/23, 7/28 and 7/30.

It is hard to believe that you are so arrogant in dealing with me. Everything could have been settled very amicably. But, No you didn't have the decency to call me as I requested. Now you force me to go for legal advise in making a claim against FORD.

[REDACTED]

Phone # Home [REDACTED]

Phone # Cell [REDACTED]



[Redacted]

Norwalk, CA

