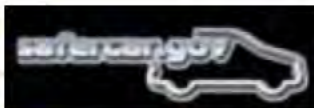


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Foote, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10428929
Date: Tuesday, November 08, 2011 11:09:29 AM



Report Vehicle Safety Defects!
(NHTSA)

www.safercar.gov **From:** EVOQ

Sent: Tuesday, November 08, 2011 10:58 AM
Subject: FW: NHTSA: Follow up to ODI Complaint: 10428929

From: [REDACTED]
Sent: Wednesday, November 02, 2011 8:33 AM
To: EVOQ (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10428929

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

From: [REDACTED]
To: EVOQ@dot.gov
Sent: Monday, October 31, 2011 11:39 AM
Subject: Re: NHTSA: Follow up to ODI Complaint: 10428929

VIN # 2MEFM75W96X6 [REDACTED]

I do not know how to change this form, My complaint was first with the Air Bag system, on my 2006 Mercury Marqui LS.

The Air Bag light on the dash stays on and the warning Bell rings 20 times when you start the car. also the warning bell will ring 20 times every few minutes and the dealer refused to stop the warning ringer from going off. Parls Lincoln & Mercury in Tampa,FL has diagnosed the problem as electrical. Dealer did a 71161 DIA IDS BODY CHASSI TEST PINPOINT TEST B1292 PRESNET PERFORMED PID MONITER VERIFIED NEEDS PASS FRONT SEAT BELT PRETENSIONEER AND BUCKLE THIS REPAIR COST will \$674.52

I called Ford and they would not do anything, They claimed I was not a loyal Mercury owner . Well I own two Mercury auto I would thing thats loyalty enough they Ford claimes I do not do my repair work with them I asked if I did something to cause this and they said NO, Why then isn't it covered. I beleive this repair should be covered by Ford for at least a Ten year period.since its defective parts by Ford.. I also want to report that if you plug your cell phone into the Cig. lighter it will blow a fuse and I was shown a service bulletin by Parks L & M dealer that the wiring harness in the car was subject to burn out and Ford would not be responsible, this Info. is not in the owners manuel.my complaint that you sent me does not accurately explain the problem.Since this is mandated by Fedral law Ford should Pay this repair cost again defective parts.

My Name is [REDACTED] Hm Phone [REDACTED] Please call me if You need more information

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

From: EVOQ@dot.gov
To: [REDACTED]

Sent: Friday, October 14, 2011 7:35 AM

Subject: FW: NHTSA: Follow up to ODI Complaint: 10428929

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation