


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
<b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				Date Received <b>JUL 18 2012</b> 18-JUN-2012	Repository <input type="checkbox"/> Reference No. 10462056
<b>OWNER INFORMATION (Type or Print)</b>					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code	SAME		
ST JOSEPH	MO				
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
2MRDA20274B		MERCURY	MONTEREY	2004	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2004	Anderson Ford 816.279.7485		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	St. Joseph	MO	64506		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
Auto	<input checked="" type="checkbox"/> Cruise Control				17-JUN-2012
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: 100000 POWER TRAIN, ENGINE (PWS)				Failure Mileage	Failure Speed
				118000	70
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment		Failure Location:		
	<input type="checkbox"/> Prior Repair				
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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 2004 MERCURY MONTEREY. THE CONTACT STATED THAT WHILE DRIVING 70 MPH WITH THE CRUISE CONTROL ENGAGED, THERE WAS A RAPID INCREASE IN THE ENGINE RPMS BUT THE VEHICLE DID NOT ACCELERATE FURTHER. THE CONTACT DISENGAGED THE CRUISE CONTROL AND APPLIED PRESSURE TO THE ACCELERATOR PEDAL. THE VEHICLE DID NOT ACCELERATE WHEN THE CONTACT APPLIED THE ACCELERATOR PEDAL, BUT THERE WAS AN INCREASE IN THE ENGINE RPMS. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER AND WAS IN THE PROCESS OF HAVING THE FAILURE DIAGNOSED. THE MANUFACTURER WAS NOTIFIED AND THE CONTACT WAS INFORMED THAT THE VEHICLE WAS INCLUDED IN THE RECALL ASSOCIATED WITH NHTSA CAMPAIGN ID NUMBER 12V006000 (POWER TRAIN:AUTOMATIC TRANSMISSION:TORQUE CONVERTER). THE CONTACT STATED THAT HE HAD NEVER RECEIVED A RECALL NOTIFICATION LETTER. THE FAILURE MILEAGE WAS 118,000. RECALL LETTER WAS RECEIVED IN MARCH 2012. STATED PARTS NOT AVAILABLE UNTIL 2ND QTR 2012; THAT WOULD BE REIDENTIFIED BY MAIL WHEN AVAILABLE. DID NOT RECEIVE 2ND LETTER YET. DEALERSHIP COMPLETED REPAIR/REPLACE TORQUE CONVERTER ON 6/20/12 PER RECALL AS THAT WAS FAULTY PART.					
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.					

7/3/2012

ADDITIONAL INFORMATION:

I cannot emphasize enough the frightening nature of this situation. As stated in the narrative, my vehicle lost all forward acceleration on the interstate at 70mph. There was no warning, no signs of an issue forthcoming. If there had been traffic directly behind me, my family and I would have been in catastrophic danger. Had I been on a two lane highway passing a vehicle with traffic approaching I can't imagine how horrible that would have been.

Upon returning home I found the letter (enclosed) from Ford stating there was an issue, we received this mailing in March 2012 and have received nothing further to date. It merely informs us of the issue but states that parts were not available. It says if we experience an issue to see our dealer. This is drastically understating the potential issue. What if my reactions were slower, what if I am an older driver with slower reaction, what if I'm a mother with a van full of children....what has to happen for the magnitude of the issue to be elevated?

In the end my vehicle was taken to a Ford dealership and they did find that the torque converter was at fault as stated in the safety recall. They did cover the expense of the repair and my tow bill to get the vehicle to them. Trouble is I was four hours from home and they did not cover:

- I had to come up with a place to stay overnight
- I missed work the next day
- I had to get a rental car to return home
- I had to pay for gas home and back
- I had to return and pick up the vehicle when the repairs were complete

All of these expenses were avoidable if the repair parts were available and if I were in my home town. I can't imagine if I'm a family traveling in December for the holidays and this issue happens!

Please elevate these concerns to whomever necessary – there should be immediate, swift action on behalf of the NHTSA and Ford to inform vehicle owners and get necessary repairs before someone isn't as lucky as my family and I.

Sincerely,

[REDACTED]



QUALITY CARE



\*AT REASONABLE PRICES\*

"Pundmann People Care"

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CUSTOMER NO. 555546	ADVISOR DALE BROWN	33349	TAG NO. 7431	INVOICE DATE 06/20/12	INVOICE NO. FOCS581954
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 118,491	COLOR SILVER/	STOCK NO.
ST JOSEPH, MO [REDACTED]	YEAR / MAKE / MODEL 04/MERCURY TRUCK/MONTERY	DELIVERY DATE 07/07/04		DELIVERY MILES	
	VEHICLE I.D. NO. 2MRDA20274B	SELLING DEALER NO. VO		PRODUCTION DATE 04/06/04	
	F.T.E. NO.	P.O. NO.	R.C. DATE 06/18/12		
R [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS E# CAL 4A41NA0A			

LABOR & PARTS  
 J# 1 24FOZ10 P83 NO FORWARD/REVER TECH(S):33549 WARRANTY  
 CHECK AND ADVISE FOR NO FORWARD OR NO REVERSE  
 DIAG REMOVED TRANS AND REPLACED TORQUE CONVERTOR PER  
 RECALL

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	5		XT-5-QM	FLUID - TRANSM			WARRANTY
JOB # 1	1		5F2Z-7902-ACRM	CONVERTER ASY			WARRANTY
JOB # 1	1		2F1Z-7F401-AA	SEAL			WARRANTY
JOB # 1 TOTAL PARTS						0.00	
JOB # 1 TOTAL LABOR & PARTS						0.00	

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	B1855	28684	06/18/12	TOWING		0.00
TOTAL - SUBLET						0.00

COMMENTS  
 MARTY  
 JOB 1 11S25 RECALL  
 AUTH # WBB8U  
 TOTAL AT THIS TIME \$ 1184.24

TOTALS

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	<input type="checkbox"/> CHARGE	<input type="checkbox"/> MC	<input type="checkbox"/> VISA	TOTAL LABOR....	0.00
<input type="checkbox"/> DISC	<input type="checkbox"/> AMEXP	<input type="checkbox"/> DC	<input type="checkbox"/> CB		TOTAL PARTS....	0.00
					TOTAL SUBLET...	0.00
					TOTAL G.O.G....	0.00
					TOTAL MISC CHG.	0.00
					TOTAL MISC DISC	0.00
					TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>						<b>0.00</b>

PUNDMANN FORD MAKES EVERY EFFORT TO PROTECT YOUR VEHICLE WHILE LEFT HERE. ANY THEFT OR DAMAGE NOT CAUSED BY PUNDMANN EMPLOYEE(S) INCLUDING NATURAL CAUSES WILL NOT BE COVERED.

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Reynolds and Reynolds Remanufactured 00518882 0 (09/04)



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121



[Redacted]

7619/154661/0483



[Redacted]

SAINT JOSEPH, MO [Redacted]

March 2012

2004 Monterey  
Vehicle ID #: 2MRDA20274B [Redacted]  
**Safety Recall Notice 11S25 / NHTSA Recall 12V-006**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

It may be possible for your vehicle to lose forward and reverse power while driving, due to worn splines in the transmission torque converter. If this occurs, the engine continues to run, steering and braking are unaffected, and the vehicle's electrical system and directional signals remain functional. The transmission's park system also remains fully functional.

Ford is working closely with its suppliers to produce replacement parts which are not currently available. Parts are anticipated to be available in the 2nd Quarter of 2012.

In the interim, if your vehicle loses forward and reverse power, please contact your dealer and request a service appointment for proper diagnosis and repair.

**What will Ford and your dealer do?**

Vehicle owners will be re-notified by mail when parts are available. Ford Motor Company has authorized your dealer to replace the transmission torque converter, free of charge (parts and labor), when the parts become available. Ford is currently working closely with suppliers to expedite replacement part availability.

**How long will it take?**

When parts become available, the repair is expected to take less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

If your vehicle exhibits a loss of forward and reverse power while driving, please call your dealer and request a service date for proper diagnosis and repair. If your vehicle does not exhibit loss of forward and reverse power, Ford will notify you by mail when replacement parts are available and a service appointment to perform this safety recall can be scheduled. **Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**What if you no longer own this vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Have you previously paid for this repair?**

If you have previously paid for a torque convertor replacement that addresses this specific issue, you may be eligible for a refund. Details on the refund process will be provided to vehicle owners by mail during the 2nd Quarter of 2012.

**Can we assist you further?**

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com)

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time), or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

If you are still having concerns, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). NHTSA Safety Recall 12V006.

Thank you for your attention to this important matter.

Ford Customer Service Division

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