 <p>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</p>		FOR AGENCY USE ONLY 100148 Date Received 26-FEB-2014 Repository <input type="checkbox"/> Reference No. 10565990	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
CARMI	IL		
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		Make	Model
2MRDA20284E		MERCURY	MONTEREY
Model Year	2004	Engine:	Fuel Type:
Date Purchased	9/2008	No: Cylinders	6
Dealer's Name and Telephone Number	WHITE COUNTY FORD & CHRYSLER 618-382-4611		GASOLINE
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>	CARMI	IL	62821
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
AUTO	<input checked="" type="checkbox"/> Cruise Control		Incident Date(s)
			01-APR-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 220000 SEATS		Failure Mileage	Failure Speed
		60000	35
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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		0	0
		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 2004 MERCURY MONTEREY. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 35 MPH, THE REAR SEAT AND REAR TIRES MADE A LOUD NOISE ON MULTIPLE OCCASIONS. THE CONTACT RECEIVED A NHTSA CAMPAIGN RECALL ID NUMBER:13V081000 FOR THE SEATS AND THE DEALER WAS UNABLE TO REPAIR THE VEHICLE CORRECTLY OR DIAGNOSE THE FAILURE. THE MANUFACTURER WAS NOTIFIED MULTIPLE TIMES OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 60,000. RK			
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.			

May 8, 2014

FORD MOTOR COMPANY
CUSTOMER RELATIONSHIP CENTER
PO BOX 6248
DEARBORN MI 41826

Re: DAMAGE TO VAN

First, we are a FORD family currently owning five Ford/Mercury vehicles. When purchasing a vehicle, we only have to decide what model.....no other company is considered. Unfortunately, I feel my loyalty is one-sided.

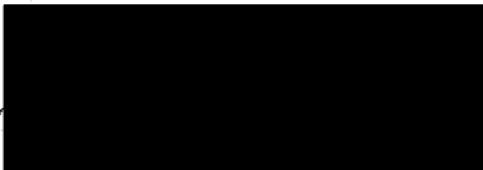
We have a 2004 Mercury Monterey van that is only driven in excellent weather. If there is rain or snow; it stays in the garage. That van has been damaged due to modifications as a result of a safety recall from Ford. That notice concerned an issue of salt damage that could be cause bolts securing the third row seat to deteriorate.

White County Ford made the repairs per the notice. After those repairs, the interior is very noisy. After three attempts, that noise is still an issue. I am very concerned because the quiet interior was the main reason the van was purchased.

I have called Customer Service three times, but the response to my last call was very disturbing. I was advised to take my van to another dealership, but I would be financially responsible for any costs.

It is not my responsibility to pay the cost of repairs that were made due to a safety recall issued by Ford. White County Ford has been very professional in their attempt to correct the noise, but they do not know how to eliminate it. Why would Ford have a dealership attempt to correct a safety issue if they did not know how to do so without damaging a vehicle? Other companies have representatives that can investigate such issues and verify that they have been resolved. I suggested such to the Customer Service Representative, but was quickly informed that wasn't an option. That is when she suggested I take it to another dealership and pay for any repairs.

My van needs to be repaired without any expense on my part. I am determined to get the necessary repairs to in order to have the quiet interior I had prior to the safety recall.



Camie, IL

SAINT LOUIS MO 630

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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
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