

SEP - 4 2014

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------------------|
| <div style="text-align: center;"> <b>DOT Auto Safety Hotline</b><br/> <b>Vehicle Owner's Questionnaire</b><br/> <b>To Report Vehicle Safety Defects</b><br/> <b>1-888-DASH-2-DOT</b><br/> <b>(1-888-327-4236)</b><br/> <b>INTERNET: www.nhtsa.dot.gov/hotline</b> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                           |                                                                                      |                                                                | FOR AGENCY USE ONLY 100148                             |                                                                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                           |                                                                                      |                                                                | Date Received<br><br>23-JUL-2014                       | Repository <input type="checkbox"/><br><br>Reference No.<br>10615574 |
| OWNER INFORMATION (Type or Print)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                           |                                                                                      |                                                                | Daytime Telephone Number                               |                                                                      |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                           |                                                                                      |                                                                | E-mail Address<br>NOEMAIL@UNK.GOV                      |                                                                      |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                           |                                                                                      |                                                                | Evening Telephone Number                               |                                                                      |
| City<br>CHIPPewa FALLS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                           | State<br>WI                                                                          | Zip Code                                                       | SAME                                                   |                                                                      |
| <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                           |                                                                                      |                                                                |                                                        |                                                                      |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                           |                                                                                      |                                                                |                                                        |                                                                      |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br><b>1MEHM 42WX9G</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                           | Make<br>MERCURY                                                                      | Model<br>SABLE                                                 | Model Year<br>2009                                     |                                                                      |
| Date Purchased<br><b>5/28/2011</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Dealer's Name and Telephone Number<br><b>ON LINE AUCTION FROM FORD MOTOR CO.</b>                          |                                                                                      | Engine:<br>No: Cylinders<br><b>6</b>                           | Fuel Type:<br><b>GAS</b>                               |                                                                      |
| Original Owner<br><input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Dealer's City<br><b>EAU CLAIRE FORD</b>                                                                   | State<br><b>WI.</b>                                                                  | Zip Code<br><b>54701</b>                                       |                                                        |                                                                      |
| Transmission Type<br><b>AUTO</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <input checked="" type="checkbox"/> Antilock Brakes<br><input checked="" type="checkbox"/> Cruise Control | Powertrain<br><b>?</b>                                                               | Multiple Failure:<br><b>STARTING FROM 2011<br/>TIL PRESENT</b> | Incident Date(s)<br><b>22-AUG-2011<br/>TIL PRESENT</b> |                                                                      |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                           |                                                                                      |                                                                |                                                        |                                                                      |
| Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN<br><b>?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                           |                                                                                      | Failure Mileage<br>22300                                       | Failure Speed<br><b>ANY SPEED</b>                      |                                                                      |
| <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<br><input type="checkbox"/> Prior Repair |                                                                | Failure Location:                                      |                                                                      |
| 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><br>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                           |                                                                                      |                                                                |                                                        |                                                                      |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                               | Number of Persons Injured<br>0                                                       | Number of Deaths<br>0                                          | Reported to Police<br>N                                |                                                                      |
| <p><b>Narrative Description of Incident(s), Crash(es), and Injury (ies).</b><br/> 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 2009 MERCURY SABLE. WHILE PULLING INTO A PARKING SPACE AT 2 MPH, THE VEHICLE ACCELERATED ON ITS OWN. THE FAILURES OCCURRED INTERMITTENTLY FOR THREE YEARS. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURES. THE MANUFACTURER WAS NOTIFIED. THE VIN WAS UNAVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 22,300.</p> <p><b>ABOVE IS NOT CORRECT - WHEN AN INCIDENT OCCURS THIS VEHICLE HAS NO BRAKES UNLESS I PUT IT IN NEUTRAL. THE ACCELERATION REMAINS AT THE SPEED YOU'RE GOING AT THE TIME. FOR THE PAST 39 MONTHS I HAVE BEEN DRIVING WITH ONE HAND ON THE SHIFTING LEVER SO THAT I CAN STOP FOR STOP SIGNS AND RED LIGHTS. THE UNEXPECTED IS SCARY. LIKE A CHILD SHOULD RUN OUT IN FRONT OF ME OR IF SOMEONE WITH A CELL PHONE IN THEIR EAR SHOULD PULL OUT IN FRONT OF ME.</b></p> |                                                                                                           |                                                                                      |                                                                |                                                        |                                                                      |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                           |                                                                                      |                                                                | ATTACH ADDITIONAL SHEETS IF NECESSARY                  |                                                                      |
| <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>                                                                                                                                                                                                                             |                                                                                                           |                                                                                      |                                                                |                                                        |                                                                      |

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

SEE OTHER SIDE. RECENTLY EAU CLAIRE FORD HIRED A NEW SERVICE MANAGER WHO SHOWS CONCERN OVER MY 3 PLUS YEARS PROBLEM. UNTIL NOW I FEEL THAT IT WAS UP TO ME TO DIAGNOSE THE PROBLEM. AS I WRITE THIS I HAVE THE 4<sup>TH</sup> OR 5<sup>TH</sup> RECORDER INSTALLED IN MY CAR. SO FAR THEIR DIAGNOSES IS POSSIBLE FAULTY THROTTLE BODY AND OR TORC CONVERTER. WHEN I TALK TO FORD MOTOR COMPANY NOW, I GET TOUGH, YOU KNOW WHAT, YOUR WARRANTY HAS RUN OUT. KEEP IN MIND, THERE WAS WELL OVER 2 YEARS OF WARRANTY LEFT WHEN THIS PROBLEM STARTED. FEEL FREE TO CALL ANYTIME.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

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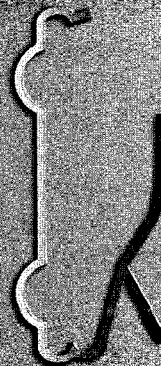
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**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration