

Feb. 15, 2021

National Highway Traffic Safety Administration
400 7th St. SW, Room 5232
Washington, DC 20590

To whom it may concern:

I would like to make you aware
of a problem we had with our 2002
Mercury Grand Marquis.

On 12-9-20, we were at a traffic light,
started to make a right turn & we had
no control of the steering. We were out in the intersection.

We had to be towed to the Ford Garage.
Thank goodness we were not on the
freeway or going at the posted speed
limit when this happened. It could have
been a bad accident or even fatal.

It was scary enough.

The Ford Dealership says they replaced
missing steering coupler bolt, clock spring,
cover + contact plate.

This should have never happened.
I wrote a letter to the Ford motor

Company, Dearborn, MI on 12-23-20.

I told them of this problem. They should have a recall on the steering, if they didn't have.

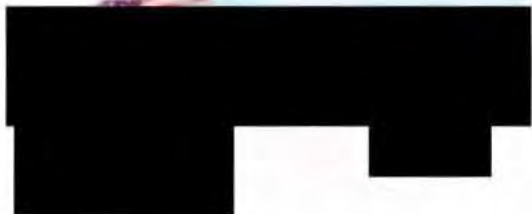
The steering belt should have never come out. It must not have been installed correctly.

We were out of pocket expense of \$741.74.

We would appreciate your prompt attention in this matter.

Sincerely,

[REDACTED]
Porterville, Ca [REDACTED]



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