



US Department of Transportation

National Highway Traffic Safety Administration

POSTED

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECT

1-888-DASH-2-DOOT

1-888-327-4236

INTERNET: <http://www.nhtsa.dot.gov>

Form Approved: O.M.B. No. 2127-0068

RECEIVED FOR AGENCY USE ONLY
Date Received

JAN 18 PM 2:35

OFFICE DEFECTS INVESTIGATION

od
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up_itr

Reference No.

550453

OWNER INFORMATION (Type or Print)

Daytime Telephone Number

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Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of _____ provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/07/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (17 Digits) <u>3ME SM 10 J 9 T R 6 0 2 7 2 0</u>	(Located at bottom of windshield on driver's side)	Vehicle Make <u>MERCURY</u>	Vehicle Model <u>TRACER</u>	Vehicle Year <u>1996</u>	Current Odometer Reading <u>51500.0</u>
Purchased Date <u>OCT-1996</u>	Dealer's Name <u>CROWN FORD 3253 youngstown Rd</u>	Engine Size (CID/CYL) <u>1.9</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <u>WARREN</u>	State <u>OHIO</u>	Zip Code <u>44484</u>	No. Cylinders <u>4</u>	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Motorbelt <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 4-wheel <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ult. <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s) <u>① DRIVERS SEAT BELT (MOTOR BELT)</u> <u>② SPEEDOMETER DIAL ASSEMBLY</u>	Location <input checked="" type="checkbox"/> Left <u>BELT</u> <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failure Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) <u>APPROXIMATELY SAME TIME 9-01-99</u>	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Mileage at Failure(s) <u>45,000</u>		
	Vehicle Speed at Failure(s): <u>ALL SPEEDS</u>		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number Persons Injured <u>NONE</u>	Number of Fatalities <u>NONE</u>	Estimated Property Damage <u>\$ NONE</u>	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following. DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).
Note: This information not required for normal operation tires.

DOT	Manufacturer	Tire Name	Complete Tire Size
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U.S. DOT safety standard code
The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

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 to this questionnaire. Your response maybe used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

01/07/2000

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U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh St. S.W.
Washington, D.C. 20590-0002

Dear Sirs;

My name is [REDACTED] and my wife's name is [REDACTED]. In 1996 we purchased a Mercury Tracer from the Ford Motor Company. The car is in my wife, Linda's name. With this letter I hope to explain a problem we are having with the Mercury Tracer and The Ford Motor Company.

Around Sept. 1, 1999 both the drivers' motorized seat belt and the speedometer started to malfunction. The seat belt stopped working completely a short time later and the speedometer's needle still bounces around. You never know the correct speed you are traveling. The mileage at this time on the Tracer was 45,000.

On Sept. 21, 1999 I went to Crown Ford where we purchased the Tracer to check on the Warranty of the speedometer. Crown Ford said they would not cover the speedometer because the mileage at this time was read at 45,500. They told me that the problem was the speedometer's cable and that would cost \$32.00 and if we needed the speedometer assembly it would cost \$440.00 for parts. Labor was not included in this cost. So, I ordered the cable and had it installed by a mechanic. This did not solve the problem.

After talking to other mechanics and owner's of Fords or Mercurys about the problem I was having with my speedometer. I learned that this was a big problem with these cars and that the speedometers had to be replace .

I went back to Crown Ford on 12/13/99 and told them I was still having problems with the speedometer. I was told at this time, that their had been alot of repairs on the speedometer and they were covered by warranty. They gave me a phone number to call The Ford Motor Company (1-800-392-3673) and explain my problem. At this time the mileage on the Tracer was recorded at 50,000, if this is an accurate reading, given the problems with the speedometer, I dontght the accuracy of this mileage reading.

On Dec. 14, 1999 I called the phone number and explained my situation with the speedometer and Crown Ford Motor Company. The Spokes Woman for the Ford Motor Company put me on hold and called Crown Ford. She came back on the line and said, Crown Ford should pay for the repairs since the car only has 50,000 miles on it and Crown Ford would be in touch with me within 2 days.

I waited until Dec. 20, 1999 and since I hadn't heard from Crown Ford I called them. The Service manager gave me the run around and said the mileage on the car should be less than 50,000 miles to be covered.

I called Ford Motor Company back and the spoke person took my complaint.

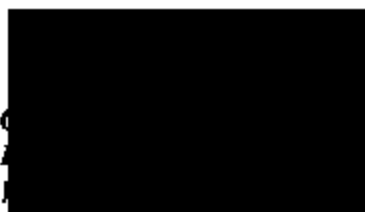
The reason we bought a Ford Mercury Tracer is because we know Ford stands behind their cars and we received a family discount from my wife's late father, Ross Bartlett.

The Ford Motor Company said Crown Ford should make the repairs to our car and Crown Ford told us of existing problems with the speedometer and that these cars were being repaired under warranty. So, why are they refusing to repair my car?

All I want is my car repaired as the others were with the same problem. I feel this is an existing factory problem and it should be covered at no cost to me.

Your help in settling this matter will be greatly appreciated. Thank you for your time and consideration.

Respectfully,



1-09-00

CRM/adm

*cc: Ford Motor Company
Crown Ford*

GROWN FORD LINCOLN MERCURY, Inc.

2532 Youngstown Rd.
WARREN, OHIO 44484
Telephone: 369-8525 or 645-0281

RECEIVED

BY

DATE 21 Sept 99

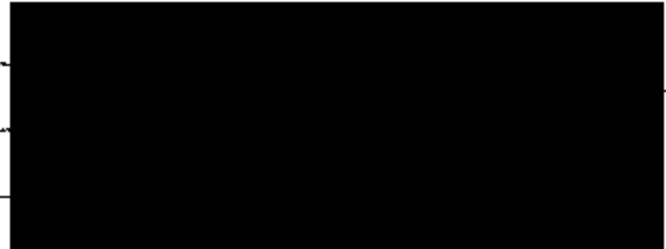
SEP 24 1999

TECH.
or P.O. # _____

PHONE # 369-1741

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Q58965
07/22



QTY PART NUMBER DESCRIPTION

① F102-9A820-A CABLE 30.00
W 165

CUST # 22015 PAID 31.65 Re 105337 31.65

YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER

PART REQUESTED BY _____ DEPT. _____

PART ORDERED BY _____ DATE _____

PART CLASSIFICATION _____ ZONE FACTORY VENDOR

PART RECEIVED DATE _____ INVOICE # _____

PART BACK ORDERED DATE _____ INVOICE # _____

CUSTOMER NOTIFIED 1st _____ LETTER _____ PART RETURNED TO STOCK _____