

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

CRUISE Control Doesnt WORK Right when CRUISE is set at 60mph which is actually 58 Because Speed ometer is 3 miles under It works FINE on STRAIGHT ROAD or up Hill But when going Down hill it jumps up to 75 mph or more and when you use Boost it doesnt work. I have taken the car in to Rays Ford several Times they say that this is Normal. In The manual it says that when going up or Down a Hill that the speed will slightly INCREASE To me slightly means a few miles not 15 to 20 mph Above set. I have Driven other cars, Truck that only INCREASE 2 to 3 mph. EVEN My 2000 Ford Ranger 4x4 only INCREASES A couple of miles why does this Happen. Also I have taken the car in To Rays Ford Several Time Because of a squeaking NOISE The First said that it needed a Front end eliment, Then said it needed New Tires Than Catalot Converter. (Additional sheet Attached)

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (VQQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

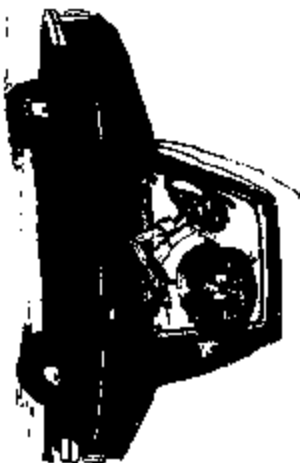
DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

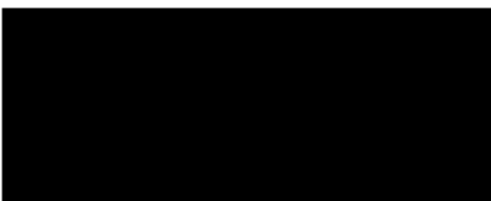
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety Administration

www.nhtsa.dot.gov/hotline



They Don't EVEN Know any thing About
the Recall for faulty seat Belts or the Headlights
on Ford coes

Continued.

Flex PIPE NEEDED to be replaced, Then it started
squeeling real bad it took it back again. the noise was so loud that
EVERYONE would ask me whats that noise. This Time Rays Ford
said That it might Be the Breaks so They said they Turned the hubs
Checked everything even sanded the pads, I went and picked the car up
Got in the car to go home the noise was worse, so I went
and got Dole the main mechanic to let him hear this he said He
didnt know what it was so they would replace all the Break parts
so They did know the car kind of jumps when you push the Break to
stop. The ABS Light doesnt come on in the car Nor Does the
seat Belt Buzzer. and the SREAMING NOISE is getting louder, It gets
worse going up hill and the faster you go and when you open the
glove Box you can hear the noise EVEN Louder the CAR shifts hard
Kind of Like double shift. when you take off. Sometime well most of
the time it Idles high and Take off Fast when you let of the
Break, and the car engine gets loud, also the theft light Doseent
work Rays Ford Service Dept said it doesnt have a light
the paper work said that it has an anti theft Device
Rays Ford Has charged Ford motors A lot of money and they
still havent fixed what ever is wrong By the way I took
the car to Big-O Their mechanic said that the car didnt NEED
FRONT END emelment or New Tires they said that it sounds
like something in the motor is Bad maybe Timing Gear or valves
also The Power Steering Hums when I first Bought the car it
Didnt hum know it does Rays said that that is Noermal Also
Big-O said that the Rack and pinion Steers might be going out
also that the bearings or Tyrod is Bad could you please find out
why Rays Ford cant or wont fix the problem. The car is still under
warranty untill June 2001. I am afraid that something might
stop working or go wrong and I might have A wreck I dont know
what else to do I Really dont Think That Rays Ford Service Dept
Knows what they ARE doing. I have had 10 to 12 People tell me that
Rays Ford Service Dept doesnt know what they are doing from their
own experience. and said that they had to take their eyes to
other Repair persons.

Rays Ford Ph: # 270-422-4901

Thanks Ms
PLEASE
HELP

(OVER)