

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

John Nolan Ford said this was not in their computer, so it didn't show up when they checked the car on the computer. Every time I took the car in for service, they cost me extra to check it on the computer to find the cost of repair. And it was very frustrating to be told that this time it would correct the situation, but it didn't help at all. I had 3 computerers put on it, thinking that might help. I hope you can fix this car, so that I can use it. I might have to use my son's car. I'm scared to drive this car any more. I can't afford to buy another car right now.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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
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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 (VOQ)

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



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www.nhtsa.dot.gov/hotline