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Vehicle Owner's Questionnaire

1-888-DASH-3-1001

Office of Defects Investigation

[Click here to fill out the form using SSL \(your information will be encrypted\)](#)

Form Approved: O.M.B. No. 2127-0008

Please provide your name, address, and phone number, as well as specific details about your vehicle and the problems you encountered with it. We would like to have a telephone number where you can be reached or where we can leave a message. This is necessary to obtain more detailed information when required for our investigative efforts. You may want to have your owner's manual handy as you proceed through the several screens of the questionnaire. Required information is marked with *.

Owner Information

559779

* First Name: [Redacted] MI:

* Last Name: [Redacted]

Organization: [Redacted]

* Address 1: [Redacted]

Address 2: [Redacted]

* City: [Redacted] * State: [Redacted]

Home Phone: [Redacted]

Work Phone: [Redacted] Ext: [Redacted]

Fax Number: [Redacted]

Email Address: [Redacted]

The Privacy Act prevents release of owner information without prior authorization.

Do you wish to request a mailed signature form, which will authorize NHTSA to provide a copy of the owner information along with the vehicle information contained in this report to the manufacturer of your vehicle? Yes

Vehicle Information

17 digit Vehicle Identification Number (V [Redacted])
(Located under windshield on driver's side dashboard)

[Redacted]

RECEIVED
OCT 21 2007
DEFECTS INVESTIGATION

ROY ROSS FORD-CHRYSLER, INC.

535 Oakland Ave.

HELENA, AR 72342

870/338-6401



CUSTOMER NO. 5478	ADVISOR GENENA JOHNSON 9931	TAG NO.	INVOICE DATE 10/10/00	INVOICE NO. EDCS117438
	LEASER RATE	LICENSE NO.	COLOR BLUE	STOCK NO.
		MILEAGE 72757	DELIVERY DATE 04/04/97	DELIVERY MILES 15660
	YEAR / MAKE / MODEL 96/MERCURY/MYSTIQUE/4DR	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
		P.O. NO.	R.O. DATE 09/28/00	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
JOB # 1 10FOZ BRAKE REPAIRS TECH(S): 93 274.50
CUSTOMER STATES NO POWER BRAKES
CHECK POWER BRAKES-NO VAC. TO BOOSTER-VAC. LINE BROKEN,
CAUSED BY BROKEN TRANS MOUNT BRACKET & BROKEN BOLTS. EXTRACT
BROKEN BOLTS-REPLACE MOUNT BRACKET & VAC. LINES.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	F5RZ-2420-BA	TUBE AS 958792	15.81	15.81
JOB # 1	1	F5RZ-6E042-B	BRKT AS 139137	45.12	45.12
				JOB # 1 TOTAL PARTS	60.93
				JOB # 1 TOTAL LABOR & PARTS	335.43

MISC CODE DESCRIPTION CONTROL NO
JOB # A SS SHOP SUPPLIES
TOTAL - MISC 0.50

TECHNICIAN CERTIFICATION
93 STEVE ANDERSON 9792

TOTALS

TOTAL LABOR	274.50
TOTAL PARTS	60.93
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.50
TOTAL MISC DISC	0.00
TOTAL TAX	22.26
TOTAL INVOICE \$	358.19

THANK YOU FOR YOUR BUSINESS!!
CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES Any warranties on these parts will carry the name of the manufacturer. The dealer ROY ROSS FORD-CHRYSLER, INC. hereby disclaims any and all warranties, express or implied, including any and all warranties of fitness for a particular purpose, and ROY ROSS FORD-CHRYSLER, INC. shall not be responsible for any damage to property or injury to persons, arising out of the use of these parts. The customer hereby agrees to hold ROY ROSS FORD-CHRYSLER, INC. harmless from and against all such claims, damages and expenses.

NOT RESPONSIBLE FOR DEFECTIVE PARTS TO BE REPAIRED OR REPLACED WITHIN THE LIMITED WARRANTY PERIOD. THIS IS THE POLICY OF THE MANUFACTURER.

ENVIRONMENTAL COMPLIANCE CHARGE
Mercury and lead are toxic substances. These substances are found in many of the products used in the repair of your vehicle. The use of these substances can be harmful to the environment. To help protect the environment, we have implemented a program to reduce the use of these substances. This program includes the use of alternative materials and procedures. The cost of this program is included in the price of the parts and labor. We thank you for your understanding and support of this program.

THANK YOU
FOR
BRINGING
YOUR CAR
TO
ROY ROSS FORD-
CHRYSLER

09:46:37

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Ford Motor Company

Consumer Affairs

October 9, 2000



RE: 1996 Mystique

VIN: [REDACTED]

Dear [REDACTED]

This letter is to confirm that we have received your recent correspondence regarding your 2001 Cougar. We regret any inconvenience you may have experienced and assure you we are anxious to retain you as a satisfied customer.

The information has been forwarded to our Regional Office with a copy to your dealership. You will be contacted shortly by a Ford representative or your dealership service manager in an effort to resolve the concerns. If you have not been contacted within 5 days of receiving this letter, please contact the Service Manager at Ross Ford.

Thank you for bringing this matter to our attention.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert T. Baugh".

Robert T. Baugh
Consumer Intervention

Received
10-16-2000

Ford Motor Company

December 11, 2000

[REDACTED]

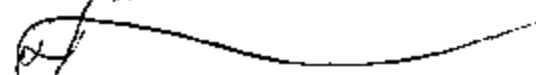
RE: 1996 Mystique
VIN: 1MELM6538TK625230

Dear M [REDACTED]

Thank you for providing us with additional information through your recent correspondence. Your letter has been added to our existing file and a copy is being forwarded to our Regional Office for their review. Please be advised that if you have any concerns with your vehicle you may take it to the nearest Ford-Lincoln-Mercury Dealer in your area.

Please be advised that our offices process letters but have no bearing on the outcome of any particular case. Once the initial letter is processed it is forwarded to the regional office for handling. Your most recent letter will be forwarded to the regional office as well but any further correspondence to this office will simply be added to the file and there will be no response from this office.

Sincerely,


Debra Sierens
Consumer Intervention



[REDACTED]
FEBRUARY 12, 2001

Dept of Transportation
NHTSA
Office of Defect Investigation
NSA-10.01 400 7th St SW
Washington, D. C. 20590-

Subject 1996 Mercury Mystique
Vin [REDACTED]

Gentlemen:

In March 1997 I purchased subject vehicle from Roy Ross Ford, Helena, Ark. When I purchased the vehicle I also purchased the extended warranty which would expire on 03-27-2001 or 60,000 miles.

Four or five months after I purchased the vehicle I was leaving a local grocery and I realized I had no brakes and the car would not idle. I live in a small town of 1500 so I was able to get home by using the hand brake. The vehicle was taken back to the selling dealer. They kept the car five days and when I picked it up I was told it was a broken vacuum hose. The repairs were made under the warranty.

Several months later the same thing happened again. Again the vehicle was towed back to Ross Ford. The vehicle was kept five days and repaired under the warranty.

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In June 1998 the same thing happened again. The car was again towed back to Ross Ford. This was the 3rd time this had happened. I wrote Ford Motor Co about the problem---I received no answer. I wrote a second letter and I received a card saying a Customer Service Rep would assist me. I never heard from anyone.

On September 29, 2000, my vehicle was again in the shop for the same problem for the 4th time. I was billed \$358.19 since I was out of warranty. I wrote Ford Motor Co again about the same problem and that I thought of a matter of policy I should have not been billed. I can not get any satisfaction from Ford. I have been lucky that the problem has occurred when I was in my small town. I do not know what would have happened if it had occurred on a busy highway or in a City. If I could afford another vehicle I would have traded this long ago.

Just to show how little consideration and thought Ford gave to my problem I received the attached letter from Ford Motor Co. In the letter they seemed to think I had a 2001 Cougar.

I wrote Ford Motor Co again, going through all the trouble I had had with the vehicle, wanting to know if this was a problem with all Mystiques and Contours or it was a problem just with my vehicle. Anyway I consider my car has been a "lemon" and is still unsafe on the highway.

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I received a letter from Ford, dated December 11, 2000, saying my letter was referred to the Regional Office for review. I have had no answer from the Regional Office.

On January 22, 2001, I went by Ross Ford to see if they had any information from Ford. I talked to the General Manager, the Service Manager, and the Parts Manager, and they had not been contacted by Ford.

I hope you can get some answers for me.

Thank you.

Yours very truly,

