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Jasonville, In.
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U.S. Department of Transportation
400 Seventh Street
Washington, D.C. 20590

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DEPT. OF TRANSPORTATION
OFFICE OF INVESTIGATION

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Dear Sirs:

I am writing in regards to my 1998 Ford Contour. I purchased it at Bob Walters Mercury & Lincoln in Jinton, In. in Nov. of 2000. I called and told them it was stalling on me the 2nd day I drove it. I took it back there for 2 different recalls. I told them then it was still stalling. 1-812-847-4306. The 3rd recall I had to take it to Sullivan, Jinton Ford Co. at Jinton-1-812-847-5000. I told them it was still stalling on me. They said they didn't have a recall for that. Now that my warranty they say is up they tell me they will check on it but I will have to pay to fix it.

The blower on the A/C & heater also went out. I thought that was the 1st recall. The engine light has been on ever since I got it. When I took the car in for the last recall at Sullivan-Jinton Ford Inc. the mechanics called me and said they couldn't get my car started so they pushed it in the garage. I said, did battery and it still wouldn't start. They said, you push the button on the key chain? They said, no. It is an alarm system which acts up also. I called the Ford Co. 1-800-424-9393. They said I would have to take it in and get it fixed at my expense.

I am on Disability and Social Security. \$565.00 a month. My car payments are \$207.55 per mth. and Ins. \$43.00 per mth. I cannot afford this and told them so. I am 66 yrs. old. I have anxiety attacks & panic attacks and am on medication for this. I did not drive for a long time because I was afraid I'd have

• Car trouble. That is why I got a good car, or what I thought was a good car.

The car will stall driving down the highway or when you slow down. Yesterday it stalled and died on me 12 times just going to my Dr. 22 miles from home.

I've had people cuss me and blow their horns. about got hit in the rear end several times.

I have complained ever since I got the car. It was still under warranty.

The blower on the heater & air is out.

To me this is a lemon.

I am not one to complain but something has to be done. This is a safety hazard and has been since the 2nd day I got it. I know Ford Motor has had troubles before with cars stalling.

They are a nice car but not if you are going to get killed in it. I take my grand-children places and I am getting afraid to drive it.

I can't help it if they didn't have a recall for stalling. They should have had to fix it for me. Now say the warranty is no good and I am responsible. after paying my bills I don't have enough left for their fault on the car.

I will be thankful and appreciate it if you can please do something about this. In Christ's love.

Yours truly,

Jasonville, In