



**DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire (VOQ)**

**NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline**

**FOR AGENCY USE ONLY 241**

|                                  |              |
|----------------------------------|--------------|
| Data Received<br><br>26-JUN-2000 | Od_or _____  |
|                                  | rt_dt _____  |
|                                  | od_rt _____  |
|                                  | up_ltr _____ |
| Reference No.<br><br>864266      |              |

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

|  |                                |                                      |                             |                          |
|--|--------------------------------|--------------------------------------|-----------------------------|--------------------------|
| Vehicle Ident. No. (VIN) _____<br><small>(Listed at front of windshield or drivers side)</small> | Vehicle Make<br><b>MERCURY</b> | Vehicle Model<br><b>GRAND MARQUI</b> | Vehicle Year<br><b>1997</b> | Current Odometer Reading |
|--|--------------------------------|--------------------------------------|-----------------------------|--------------------------|

|   |                                       |                              |  |
|---|---------------------------------------|------------------------------|--|
| Purchase Date   | Dealer's Name _____                   | Engine Size (CID/CC/L) _____ | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No. Cylinders _____          |  |

|  |   |  |  |  |  |   |
|--|---|--|--|--|--|---|
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | Antilock Brakes<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> Passengerside Airbag<br><input type="checkbox"/> Motorbell<br><input type="checkbox"/> 2-Point Belt | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | Vehicle Type<br><input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Sport Ult. Truck<br><input type="checkbox"/> Motorcycle | Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____ |
|--|---|--|--|--|--|---|

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|                       |  |  |   |
|-----------------------|--|--|---|
| Component<br>06420000 | Part Name(s)<br><b>FUEL:THROTTLE LINKAGES:ACCELERATOR:RGID</b> | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
|-----------------------|--|--|---|

|                 |   |   |   |
|-----------------|---|---|---|
| No. of Failures | Date(s) of Failure(s) <u>24-MAY-1998</u><br>Mileage at Failure(s) <u>12000</u><br>Vehicle Speed at Failure(s) _____ | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> No |
|-----------------|---|---|---|

**APPLICATION INCIDENT INFORMATION**

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


|  |   |                           |                      |                           |   |
|--|---|---------------------------|----------------------|---------------------------|---|
| Crash<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|--|---|---------------------------|----------------------|---------------------------|---|

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**AFTER CHANGING GEAR FROM REVERSE TO DRIVE VEHICLE SUDDENLY ACCELERATED OUT OF CONTROL, HIT A CURB, AND WAS HEADING TOWARD A BUILDING. DRIVER WAS ABLE TO MANEUVER VEHICLE OUT OF ITS PATH, CAUSING VEHICLE TO SHUT OFF. VEHICLE WAS TOWED TO DEALER. DEALER INFORMED CONSUMER THAT NOTHING COULD BE FOUND. PROVIDE FURTHER DETAILS. \*AK**

CONTINUED ON BACK (REVERSE)

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

|  <b>DOT Auto Safety Hotline</b><br>U.S. Department of Transportation<br>National Highway Traffic Safety Administration  |  | <b>Vehicle Owner's Questionnaire (VOQ)</b><br>NATIONWIDE 1-888-DASH-2-DOT<br>1-888-327-4236<br>www.nhtsa.dot.gov/hotline   |   | <b>FOR AGENCY USE ONLY 241</b><br>Date Rec'd: <u>26 JUN 2000</u><br>00 JUL 13 PM 2: 18<br>OFFICE DEFECTS INVESTIGATION  |   |  |  |
|--|--|--|---|---|---|--|--|
| <b>OWNER INFORMATION (Type or Print)</b><br>[Redacted] <b>617024</b>   |  |  |   | Reference No. <b>864266</b>   |   |  |  |
| Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input type="checkbox"/> NO<br>In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.  |  |  |   | Signature of Owner _____ Date <u>6/13/00</u>  |   |  |  |
| VEHICLE INFORMATION  |  |  |   |   |   |  |  |
| Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)<br><b>1G6GW54E2MR723212</b>   |  | Vehicle Make<br><b>MERCURY</b>   | Vehicle Model<br><b>GRAND MARQUI</b>  | Vehicle Year<br><b>1997</b>   | Current Odometer Reading  |  |  |
| Purchase Date<br><input checked="" type="checkbox"/> New <input type="checkbox"/> Used   |  | Dealer's Name <u>Mc CUE-NIKRI</u><br>City <u>BARRINGTON</u> State <u>IL</u> Zip Code <u>60010</u>  |   | Engine Size (CID/CC/L) <u>4.6</u> <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection<br>No Cylinders <u>8</u> |   |  |  |
| Transmission Type<br><input type="checkbox"/> Manual <input type="checkbox"/> Automatic  | Antilock Brakes<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driver's side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passenger's side Airbag |   | Cruise Control<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   | Drive Train<br><input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel | Vehicle Type<br><input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ute <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other | Body Style<br><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<br><b>6842000</b>  | Part Name(s)<br><b>FUEL:THROTTLE LINKAGES:ACCELERATOR:RIGID</b>  |  | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear |   | Failed Part(s)<br><input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement                     |  |  |
| No of Failures   | Date(s) of Failure(s) <u>24 MAY 1998 June 13, 1998</u><br>Mileage at Failure(s) <u>19999 16,577</u><br>Vehicle Speed at Failure(s) |  | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No   | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> No   |   |  |  |
| APPLICATION INCIDENT INFORMATION   |  |  |   |   |   |  |  |
| (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)   |  |  |   |   |   |  |  |
| Crash<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | Number of Persons Injured<br><u>0</u>  | Number of Fatalities<br><u>0</u>  | Estimated Property Damage<br><u>0</u>   | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                               |  |  |
| NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)  |  |  |   |   |   |  |  |
| <b>AFTER CHANGING GEAR FROM REVERSE TO DRIVE VEHICLE SUDDENLY ACCELERATED OUT OF CONTROL, HIT A CURB, AND WAS HEADING TOWARD A BUILDING. DRIVER WAS ABLE TO MANEUVER VEHICLE OUT OF ITS PATH, CAUSING VEHICLE TO SHUT OFF. VEHICLE WAS TOWED TO DEALER. DEALER INFORMED CONSUMER THAT NOTHING COULD BE FOUND. PROVIDE FURTHER DETAILS. *AK</b>   |  |  |   |   |   |  |  |
| CONTINUE ON BACK IF NEEDED   |  |  |   |   |   |  |  |
| 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 this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action. |  |  |   |   |   |  |  |

July 8,2000

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Information Management Staff NSA-10.01  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

Enclosed is the Vehicle Owner's Questionnaire completed to the best of my knowledge. Enclosed is additional information which pertains to the problem I encountered and how it was treated although nothing of any significant danger had occurred and that a cursory computer readout was all that was necessary.

I have attempted to put the papers in chronological order. However, the top letter to Mr. Alex Trotman gives the best overview of what had occurred and how it was treated from the dealer to the highest echelons in the Ford organization.

In addition, out of ten certified mailings to various departments, I received only two or three perfunctory responses. I received no response from :

Don Nigri-owner of the dealership  
Mr. Trotman President of Ford—two letters sent  
Mark Hutchins-General Manager of Mercury  
Jacques Nasser- when he became president of Ford

May I emphasize, that my wife and I never set foot in that car after it mal-functioned. I indicated to the service manger that unless they could diagnose the problem and rectify it we were to terrified to drive it. This request was ignored.

Please do not hesitate to get in touch with me if additional information is necessary.

Signature



June 19, 1998

Alex Trotman  
President  
16800 Executive Plaza Dr.  
P.O. Box 6248  
Dearborn Michigan 48121

Dear Mr. Trotman,

I am writing this letter in desperation, because of the fear I have of driving my 1997 Grand Marquis and for the total lack of real concern about this problem that staff at the dealership have shown towards remedying the situation

Problem: On June 13, I went to pick my wife up in a residency area. After waiting about 10 minutes, she entered the car and I turned on the ignition. At this time the car just roared. I immediately shut the ignition off. After waiting a few minutes I restarted the car, it sounded good so I put it in reverse and when I put it in drive, it lurched out on its own at a high speed. I braked but it did not help. At the same time we had jumped a curb run through shrubs and narrowly avoided trees. All this time I had my hands full steering so as not to hit anything. Finally we jumped another curb and landed on a cul-de-sac road where the car came to an abrupt halt. I cannot honestly tell you what caused it to come to a stop but thank God it did. My wife and I were terrified. I had the car towed to Don McCue. This was a Saturday and they gave me a loaner. Since the service dept was closed, I spoke to the service manager on Monday. He said they would check the car. On Tuesday I went to see the service manger and he told me they could find nothing wrong. I told him that does not help me because I am afraid to drive this car without knowing what the cause was. I even told him I would have been happier had they found the cause and rectified it. He kept the car to continue testing it. When I spoke to him on Wednesday he said they had not been able to diagnose any problem. He said that they had driven it 250 miles and had no problems. I told him that I had driven it 16,500 miles and had had no problem. In fact I was elated with the car. However would he tell me that this car was safe and this would not recur again? I told him that my real fear is that this could be one of those intermittent problems and was too serious a problem to chance driving. My ultimate question to each person I dealt with was "Would you allow your wife and children to drive or ride in this car?" Not a one said yes. In fact one said that was an unfair question.

I cannot believe the chain of events that followed. First, The service manger said it now out of his hand and he has faxed the information to Customer Service. It was theirs to handle. I asked what does that mean. His response was that they would record it and file it. Perhaps they may get in touch with me. I was unhappy about this and asked for the customer service phone number. I called and spoke to Sam. He was very cordial but of no help whatsoever. A response that it will be taken under advisement but since the dealer could not locate a problem there is nothing that could be done. I indicated how terrified I was of even starting this car and of my wife's fears. My concerns fell on deaf ears. I also indicated that the dealer wanted to get its loaner back. Sam told me that Mercury has no loaner program and that I would have to deal with the dealer. This is a very mystifying situation and very dangerous. I do not believe that I should be driving a car that acted so dangerously and the problem not diagnosed. I believe that both Mercury and the dealer should be concerned with our safety and making a loaner available until the situation is resolved properly

Mr. Trotman, my letter to you is in the hope of having someone understand that at this point I am too scared to drive the car as is. I am sorry for this long letter but it has been written out of frustration. No one really cared. In fact when I indicated I was not happy and wanted your name and address, I was told that this would be a waste of time because the letter would just be forwarded back to them. I would not accept this premise.



**Memo sheet regarding Grand Marquis:**

**June 13th.** Problem arose. When I started the car, it made a roaring sound. I turned the ignition off. I checked the gas pedal to make sure it was not stuck. I then restarted the car, it sounded fine, so I put it in reverse and backed out of a parking place. When I put the car in drive, it lurched forward at a high speed, jumped the curb, went through shrubs and narrowly missed a tree. We were headed for a townhouse when I was able to swing the car at a sharp angle. It came to a sudden stop.

**Sequence of events that followed:**

**June 13th** I had the car towed to Don McCue in Barrington. Sales manager waited for me (late Saturday afternoon) and gave me a loaner.

**June 15th.** Called service department and told service manager what had occurred. He said he would check it out.

**June 16th** Drove out to see service manager. He indicated they could find no problem, but they would probe further. Since the loaner had flashed a "Service engine soon" message, I asked for different loaner. I was told not to worry about the message and if I wanted another loaner that was the prerogative of the sales manger.

**June 18th** Service manager called to say they drove the car 250 miles and cannot find anything wrong. I indicated this was not consoling to me because it could be an intermittent problem and unless it was diagnosed, I would be in a state of apprehension every time I went to start the car. Again I requested a different loaner and again was told I had to see the sales manager. He also said all he could do at the present time was send a report to Customer service division. I asked what would happen. He said they would record it, file it and take action if it was warranted. I was not happy with this response and asked him for the customer service number.

**June 19th.** Called customer service and spoke to Sam. His reply was that if the dealer found nothing wrong, there was nothing that could be done. I indicated I would like to speak to one of his supervisors. He said this was not possible. I then asked for the name of the president of Ford. His response was that a letter to the president would only be kicked back to him. I asked him if I could get a safer loaner and was told Mercury makes no provisions for loaners.

**June 19th.** Called sales manger and spoke to him about the loaner. His response was that it was service department's responsibility for disabled cars. He said he would talk to the service manger.

**June 19th** I sent a letter to Mr. Trotman, President of Ford.

**June 21st.** Received routine call from McCue customer service to see if I was satisfied with the service performed on my car. I proceeded to tell I did not have it in for routine service and how distraught I was. I told her what happened.

- June 22.** Service manger called to indicate that no problem was as yet located and asked if the service message was still flashing. I said yes. He did not offer another car.
- June 22nd.** Customer service called. (She spoke to my wife. I was not home) She related what had occurred. No name or phone number was left for me to call. I think it was McCues customer service..
- June 25th.** As of this date, I have no idea of what is to be the final outcome. No one has asked me to come in and discuss it. The loaner has not been resolved. Today, I called customer service to speak to the service manger. He was busy. I left my phone number He did not return the call.
- June 30th.** Received a letter from Mr. Hickson, Consumer Affairs, stating based on his review no further action would be proposed. I called Consumer affairs and spoke to Jennifer. I indicated I received a letter from Mr. Hickson and felt his decision was based on inaccurate information. Her reply was that the case was closed. I asked to whom I could appeal. Her response was that since customer relations and the legal department had made a decision, the case was closed. There was no further appeal process. I could not get a name or department to whom I could further pursue the problem.
- June 30th** I wrote a letter to Mr. Hickson, telling him why I could not agree with his decision and asked him to review the facts and please respond.
- July 1st** I went to Don McCue's and asked the service manage why he reported the problem as a high idle problem. He said that was not what he reported. He then gave me copies of the invoice and the fax which he sent to Consumer Affairs review. The invoice specifically states what actually occurred. Something occurred mechanically to make this car run amok at high speed. I did not report a high idle problem.
- July 17th.** As of this date, I have never heard from:  
**Mr. Trottman (President of Ford)**  
**Mr. Dan Nigri (Owner of Don McCues)**  
**Mr. Hickson in response to the letter I wrote him on June 30th.**
- July 17th.** I personally learned about DSB application from Customer Assistance Guide U.S. issued by Ford. I learned about this about a week ago. I waited a week hoping to hear from someone. Since I did not, I applied for a DSB application today.
- July 24th** Received DSB application today.
- July 25th** Submitted DSB form asking to be heard.
- July 29th** Ford called in response to DSB application. I was not home. Person spoke to my wife. She wanted to know where the 1997 Grand Marquis was. My wife says she told her that since we both were terrified to drive car, we traded it in at Don McCues. My wife said that was her only question.
- July 28th** Received a letter from DSB stating since I do not possess the car it is out of their jurisdiction.

- August 2nd** I wrote to DSB asking for reconsideration because at no time was I made aware of the DSB by any of the Ford staff at all levels.
- August 17th** I sent a second letter to Mr. Trotman giving him a brief overview of what had and had not occurred. I enclosed copies of letters I had written. Requested that the case be reopened and referred to DSB.
- August 22nd** Wrote to Mark Hutchins, VP Lincoln Mercury Div.. His name was given to me by a friend. I enclosed copies of all letters I had written. In addition I informed him I never received a response from the others.
- Sept. 2nd** Heidi, customer assistance, called and said in response to my August 17th letter, I should write to the DSB again and request a hearing. She indicated that since I do not presently own the car what to state.
- Sept. 3rd.** As per customer assistance directions, I wrote to the DSB requesting a hearing. I did call customer assistance to speak to Heidi, but was told Graham ( LD 254300) this was not possible.
- by Sept 3rd.** As per Heidi's instructions, I wrote to the Dispute Settlement Board and indicated what her instructions were.  
A letter was sent to the DSB with a copy of a letter I had written to Mr. Trotman on August 17th. This letter initiated Heidi's call to me and her instructions to re-submit a request for a hearing.
- Sept. 18th.** Received an envelope from the DSB. It contained the DSB pamphlet and application. It also returned my letter with its enclosures that I had submitted Sept. 3rd. There was not one word of communication from the DSB. No acknowledgement nor instructions. I assume they want me to submit my request for a hearing.
- October 1st** Received a letter from DSB asking me to sign application I had sent in. They also wanted an update on the mileage of the car. I signed the application and referred them to document 4 which explained why I would not have an updated mileage for the car.
- October 14th** Received a reply from DSB Administration stating that the concern does not fall within their jurisdiction because it implies a legal or liability issue. This is not what they said in the letter of July 28, 1998. At that time, it was denied on a technicality. When I wrote them for reconsideration, I never received a response. Their suggestions as to further steps I could take would lead one to believe they never read the documents I had submitted. These documents indicated I did attempt communicating with the parties they suggested and never received a reply.

14139

15323



\*INVOICE\*

DUPLICATE 1  
PAGE 1

660 West Northwest Highway  
Barrington, Illinois 60010  
(847) 382-5600 FAX (847) 382-3181

SERVICE ADVISOR: 103 FRANK OSWALD

| COLOR     | YEAR       | MAKE/MODEL           | VIN               | LICENSE | MILEAGE IN/OUT | TAG     |           |
|-----------|------------|----------------------|-------------------|---------|----------------|---------|-----------|
| GREEN     | 97         | MERCURY GRAND MARQUI | 2MELM75WXVX566278 |         | 16577/16790    | 2523    |           |
| DEL. DATE | PROD. DATE | WARR. EXP.           | PROMISED          | PG. NO. | RATE           | PAYMENT | INV. DATE |
| 26APR97   | 05MAR97    | 26APR00              | 16:30 15JUN98     |         | 0.00           |         | 19JUN98   |

|               |               |                                      |
|---------------|---------------|--------------------------------------|
| R.O. OPENED   | READY         | OPTIONS: STK:8307 DLR:42C550 ENG:4.6 |
| 08:52 15JUN98 | 10:12 19JUN98 |                                      |

| LINE | GPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A WHEN CAR PUT INTO GEAR HIGH IDLE CAR TOOK OFF UNABLE TO STOP CAR  
 CAUSE: ROADTEST, UNABLE TO VERIFY CONCERN, CHECK E.E.C. SYST EM FOR FAULT  
 CODES, NONE PRESENT. FOUND SPEED LIMITE R REACHED CODE  
 PRESENT. RETEST OVER THE

NPF N.P.F. 11 W 1.00 (N/C)

FC: P09 N1 PART#: NPF COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 0691

|             |             |             |                    |
|-------------|-------------|-------------|--------------------|
| PARTS: 0.00 | LABOR: 0.00 | OTHER: 0.00 | TOTAL LINE A: 0.00 |
|-------------|-------------|-------------|--------------------|

ROADTEST, UNABLE TO VERIFY CONCERN, CHECK E.E.C. SYSTEM FOR FAULT  
 CODES, NONE PRESENT. FOUND SPEED LIMITER REACHED CODE PRESENT. RETEST OVER  
 THE COURSE OF SEVERAL DAYS FOR A TOTAL OF 213 MILES. NO PROBLEM FOUND.

\*\*\*\*\*

B\*\* THIS VEHICLE DROPPED OFF AFTER HOURS CUSTOMER WRITES ON  
 ENVELOPE; WHEN I PUT THE CAR IN GEAR - IT TOOK OFF CURB I HAD NO  
 CONTROL I WENT OVER THE CURB AND THROUGH SHRUBS

NC NO CHARGE 999 C 0.00 0.00 0.00

|             |             |             |                    |
|-------------|-------------|-------------|--------------------|
| PARTS: 0.00 | LABOR: 0.00 | OTHER: 0.00 | TOTAL LINE B: 0.00 |
|-------------|-------------|-------------|--------------------|

\*\*\*\*\*

*Handwritten signature and date: 11/15/97*

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

*Thank You!*

*We did not have your authority to proceed with these repairs at this time, but for your safety and convenience and long range economy, we do recommend the following repairs at your earliest convenience.*

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

\*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly DISCLAIMS All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.\*



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW  
 \*\*\*\*\* FOR DEALER USE ONLY \*\*\*\*\*

Requesting Dealer: DON M'CUJE LINCOLN M'CUJE & A. -10531 Region: Chgo

Contact Person: FRANK OLCIKAS Phone Number: 847 3825600

New or Used: N Date of Purchase: 4-26-97 Yr/Model: 97 GMG Mileage: 16577

VIN: ZMELM75WXX666278

Customer:

Address:

City:

Home:

Incident Involves: Accident: \_\_\_\_\_ Fire: \_\_\_\_\_ Other: X

Date of Incident: JUNE 13, 1998

If customer is alleging product defect, what type: SELF ACCELERATION

Personal Injury? NO Was medical attention sought? NO

Was a police report filed (where)? NO

Has the insurance company been contacted? UNK

What did the insurance company advise? UNK

Name and phone of owner's insurance company (agent's name): N-A

If the vehicle is a conversion unit, name of the body builder: NA

Accident details (date, where, how, etc.): CUSTOMER STATES ENGINE IDLE RAVED UP WHEN SHIFTED INTO DRIVE - HE WAS UNABLE TO STOP VEHICLE

What is the customer requesting? REPAIR / REPLACEMENT OF VEHICLE

IF NEEDED, PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER.

Fax to: (313) 446-9471 or (313) 446-9347

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED.

F.O.I. BOA 1424  
Waukesha, WI 53187-1424  
1-800-688-2429



July 28, 1996



Subject: 1997 Grand Marquis LS

This is to acknowledge receipt of your application to have your concern resolved by the Dispute Settlement Board. We regret to advise you that the concern stated in your application does not fall within the jurisdiction of the Board and will not be reviewed because you no longer have ownership of the vehicle.

Although the Board cannot review your concern, we suggest that you discuss it with the dealer principal or general manager of your dealership, if you haven't already done so. If the problem still remains, you may contact the Ford Customer Assistance Center at 1-800-392-3673 (FORD) for further assistance.

DSB Administration

Right back to step one.  
It seems as though they were  
passing the buck.

August 17, 1998

Alex Trotman  
President  
16800 Executive Plaza Dr.  
P.O. Box 6248  
Dearborn, Mi. 48121

R; letter written to you on June 19, 1998. See  
enclosed copy

I am sorry to say that as of this date that nothing was ever resolved. I was stonewalled at every step. On June 30th when I was told that I had no recourse, in desperation I bought a new Marquis. My wife and I were too scared to ride in the one that mal-functioned.

When I read the booklet that accompanied the new car, I personally learned about the availability of a dispute settlement board. As you and I know I did have a recourse, but no one at any level would make me aware of it. In fact, no one has ever personally discussed with me what did occur with the 1997 Grand Marquis.

Prior to buying the new car, I followed the suggested procedures at the local level, the customer relations department, and a letter to you. Every letter I have written questioning the decision because it was based on wrong information has gone unanswered.

I did write to you and received no answer.

I dealt with the service manager. His response was that all he could do is file a report to customer relations.

A letter to Dan Nigri, owner of Don McCue Lincoln Mercury, asking for an appointment has gone unanswered.

When I called customer relations I was told I had no recourse.

When I received a letter from Mr. Hickson, Customer Affairs, I wrote him a letter asking for a review because the decision was based on faulty information. He never replied.

I again called consumer affairs and was told that since customer relations and the legal department had made a decision, the case was closed.

I did write to the DSB and of course I was in catch 22 situation. Their response was that since I do not own the car now, they cannot have a hearing. Mind you, had I been made aware of DSB by any of the Ford staff at any level, I could have filed while the car was still in my name. I wrote them a letter appealing for a review of the circumstances. Yes, you are right: they too have never answered my letter.

My letter to you is that my wife and I are terribly disappointed by the shabby treatment we have received and cannot believe how we have been tuned out as though nothing had occurred. Why have our letters at all levels been ignored? We cannot believe that this is a "modus operandi" for such an established corporation like Ford.

This is a request that our case be re-reopened and that we deal with the problem as I reported it. If anything, we would appreciate a hearing with the **Dispute Solving Board**.

Sincerely,



**Encl: copies of letters .**

Don McCue Lincoln Mercury  
Mr. Alex Trotman President of Ford  
Mr. Hickson, Customer Affairs  
Dispute Solving Board

August 22, 1998

Mark Hutchinn  
Vice President General Mgr  
Lincoln Mercury Division Ford Mtr Co.  
16800 Executive Dr.  
P.O. Box 6248  
Dearborn , Mi. 48121

Dear Mr. Hutchinn,

Problem Uncontrollable vehicle when put in drive.  
It took off at a high speed.

On June 13, 1997, my wife and i experienced a very traumatic experience when our 1997 Grand Marquis LS malfunctioned. Rather than go into detail, I have enclosed copies of letters that I have written and to my chagrin have not received a one response.

I suggest you read the letter to Mr. Trotman dated June 19, 1998. This will give you a history of the events that occurred. The enclosed letters written by me fell on deaf ears. Please read them.

I do hope that I have finally reached an individual who has concern for Ford Customers and will respond in kind to their concerns and provide an atmosphere for better resolving the situation.

Sincerely,



9/3/98

Dispute Settlement Board  
P.O. Box 5120  
Southfield, Mi. 48086-5120

On September 2, 1998 I received a telephone message from Customer Assistance, (Heidi) stating that as a result of my letter of August 17th to Mr. Trotman, President of Ford, she was calling to tell me what I should do. (See enclosed copy of letter)

I was to write to you again and request a hearing for an unresolved dispute. Heidi also said that since I do not now own the vehicle, I should give you the name of the car, the year and my home zip code.

**Mercury Grand Marquis LS**  
**1997 Year make**  
**60090 Zip Code**

For more detailed information, I refer you to the letter and enclosures I had sent to you on August 2, 1998.

I am looking forward to meeting with the Settlement Board and to the mutual satisfaction of both parties come to an agreeable solution.

Sincerely,



Enc. Copy of letter to Mr. Trotman (August 17th)

September 21, 1998

Dispute Settlement Board  
P.O. Box 5120  
Southfield, Mi. 48086-5210

On September 20th, 1998 I received from your office a dispute board application along with a letter I had written you on September 3rd. No instructions or any kind of communication was enclosed.

For this reason, I am assuming the intention was for me to once again submit a dispute settlement application.

Enclosed you will find supporting documents. The most informative documents would be the first letter I had written to Mr. Trotman and the running diary.

Most important, is the fact that I followed every suggested procedure recommended and ran into a "stonewall". At every level I asked to whom I could further appeal and no one made me aware of the Dispute Settlement Board. I specifically refer you to the date of June 30th in the diary.

**At NO time was I told that the car was safe to drive and that the malfunction would not re-occur.**

Since day one, all I have asked for is due process. No one has spoken to me about the problem I had with the car. I have had no responses from those to whom I have appealed and cannot believe such a serious concern would be treated as though it never occurred.

Sincerely,



Enc. See next page.

Dispute Settlement Board  
P.O. Box 5120  
Southfield, MI 48086-5120



September 28, 1998



This is to acknowledge receipt of your Dispute Settlement Board application.

We regret that we are unable to process your application at this time because the following information is required:

Vehicle mileage at the time of this update

- SIGN APPLICATION

When we have received the above information, we will evaluate your application for eligibility and send you a letter advising you of its status.

Thank you for your cooperation

DSB Headquarters

Enclosure

October 3, 1998

Dispute Settlement Board  
P.O. Box 5120  
Southfield, MI 480-5120

In response to your letter dated, September 28, 1998, I have signed the application. I refer you to document #4 which explains why I cannot give you the vehicle mileage at the time of this update. I never entered that car from the day that it mal-functioned.

Sincerely,

A large black rectangular redaction box covering the signature area.A small black rectangular redaction box covering the signature area.

March 24, 1999

Mr. Jacques Nasser  
President  
16800 Executive Drive  
P.O. Box 6248  
Dearborn, Michigan. 48121

Dear Mr. Nasser

On June 13, 1998, I went to pick up my wife in a residency area. When she entered the car, I turned on the ignition and the car roared. I immediately shut the ignition off. After waiting a few minutes, I restarted the car, it sounded good so I put it in reverse and then when I put it in drive, it lurched out on its own at a high speed. I braked but it did not help. The car jumped curbs, ran through shrubs and narrowly missed some trees. All this time I had my hands on the wheel so as not to hit anything. Finally, we jumped another curb and landed on a cul de sac road where the car came to an abrupt halt. I cannot tell you why it stopped, but thank God it did. My wife and I were terrified. I had the car towed to the dealer where I bought the car. From that day on I cannot believe how I was treated, how the "run away" problem I reported was completely ignored and that a cursory computer printout done at the service department of the dealer was all that was ever done. At no time was I told that the car was safe to drive. In fact, I started at the dealer level and pursued it to the President's level and was not given the courtesy of a reply.

I have included a chronological diary of events and letters I had written at all levels of the Ford and Mercury company and other pertinent information. I realize that this is an awful amount of reading material but it does document everything.

Since my wife and I were too terrified to enter the car and would not drive it off the dealer's lot, we traded it in for a 1998 Grand Marquis. We love the Grand Marquis and bought another one. We realized the other one mal-functioned and since we were never told it was safe to drive, we would not enter it. My request to Ford at that time was that it cost me \$9500.00 to trade the car, I wanted Ford to split the cost with me. At no time has anyone responded to this.

May I quote you at what you told the business group at the Town Hall Los Angeles. "We need to develop a connection and a relationship with consumer and their family. We want to deliver the total transportation needs for their living style" **The only way you can gain our trust and confidence in Ford personnel is the way we are treated. A car is just a car.**

I do hope that I have finally contacted someone who does care.

Sincerely,

A large black rectangular redaction box covering the signature area.

1.

July 8,2000

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Information Management Staff NSA-10.01  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

Enclosed is the Vehicle Owner's Questionnaire completed to the best of my knowledge. Enclosed is additional information which pertains to the problem I encountered and how it was treated a though nothing of any significant danger had occurred and that a cursory computer readout was all that was necessary.

I have attempted to put the papers in chronological order. However, the top letter to Mr. Alex Trottman gives the best overview of what had occurred and how it was treated from the dealer to the highest echelons in the Ford organization.

In addition, out of ten certified mailings to various departments, I received only two or three perfunctory responses. I received no response from :

Don Nigri-owner of the dealership  
Mr. Trottman President of Ford—two letters sent  
Mark Hutchins-General Manager of Mercury  
Jacques Nasscr- when he became president of Ford

May I emphasize, that my wife and I never set foot in that car after it mal-functioned. I indicated to the service manger that unless they could diagnose the problem and rectify it we were too terrified to drive it. This request was ignored.

Please do not hesitate to get in touch with me if additional information is necessary.

