



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received

Repository ☐

Reference No.
10003732

OFFICE
INVESTIGATION

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

DEFECTS

Name

Address

City

HOLLISTON

State MA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

VEHICLE INFORMATION

Make MERCURY		Model MARQUIS		Model Year 1997
Date Purchased 4/28/99	Dealer's Name and Telephone Number HADDON LINCOLN MERCURY INC. 781-856-9899		Engine: No. Cylinders 8	Fuel Type: GAS
Original Owner ☒ FORD	Dealer's City HANOVER MA	State MA	Zip Code 02339	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain		
Vehicle Component Code 063200 ENGINE AND ENGINE COOLING/EXHAUST SYSTEM/MANIFOLD		Multiple Failure:		

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 49-DEC-2002 17	Failure Mileage 43000	Failure Speed IDLE	DRIVE-UP WINDOW AT BANK (OPEN) BUT ROOF OVERHEAD
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: D0THAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured NA	Number of Deaths NA	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

VEHICLE WAS AT AN IDLE. CONSUMER HEARD A LOUD BOOM NOISE, THEN SMOKE OR STEAM STARTED COMING FROM UNDER THE HOOD. THE MECHANIC INDICATED THAT THE CAUSE WAS AS A RESULT OF THE INTAKE MANIFOLD BLOWING UP. THE MECHANIC REPLACE THE PLASTIC MANIFOLD WITH A METAL ONE. PLEASE PROVIDE MORE DETAILS. TS
THAT TIME A YOUNG MAN CALLED A GARAGE FOR ME. OWNER CAME TO AREA, LOOKED AT CAR AND SAID I COULD DRIVE IT TO HIS PLACE (ABOUT 1/4 MILE). HE GAVE ME A RIDE HOME CALLED NEXT DAY TO TELL ME PROBLEM. SUGGESTED I CALL MERCURY I WAS ABLE TO DRIVE CAR TO MY MECHANIC WHERE IT WAS REPAIRED. HOLLISTON TIRE AND AUTO # 4P3.37, JIM AUTO SERVICE (ASHLAND MA) 840. - TOTAL \$523.37
I HAVE THE OLD PART I C

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**