



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

Repository ☐

2003 MAY 12 PM 12:33

Reference No.
10017190

OWNER INFORMATION (Type or Print)

Name
Address
City VALENCIA State CA Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of your signature, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 4/29/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield driver's side 2MEHM75V530628662		Make MERCURY	Model MARAUDER	Model Year 2003
Date Purchased 9-02	Dealer's Name and Telephone Number MAYBERLY LINC-MERCURY		Engine: 4.6L No. of Cylinders 8	Fuel Type: premium
Original Owner ☐	Dealer's City	State	Zip Code	
Transmission Type AUTO	☒ Anti-lock Brakes ☒ Cruise Control	Powertrain		Vehicle Component Code 071100 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY
Multiple Failure:				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 12-JUN-2000	Failure Mileage 5000	Failure Speed	
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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: DOTN19ABC036)	☐ 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	Number of Deaths	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).

CONSUMER FELT THE FUEL TANK WAS DESIGNED POORLY AND THAT THE SHARP EDGES THAT GO AROUND FUEL TANK ARE VERY DANGEROUS.

*NLM

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 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.

2003
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I HAVE HAD TO PURCHASE, AT MY OWN EXPENSE, A KIT COMPOSED OF 19 PLASTIC PARTS TO COVER THE SHARP EDGES OF THE GAS TANK AND OTHER SHARP EDGES SURROUNDING THE TANK & REAR AXLE. FORD HAS AGREED TO REPAIRS FREE OF CHARGE TO POLICE & FIRE DEPARTMENTS ONLY. HOWEVER, MY FAMILY LIVES ARE APPARENTLY DEEMED LESS IMPORTANT! I WOULD LIKE TO SEE A RECALL FOR THIS PROBLEM USING A REPLACEMENT FUEL CELL. (SEE LETTER ATTACHED.)

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/defects

3/20/03

Darryl Hazel
President
Lincoln-Mercury Division
Ford Motor Company
PO Box 932
Ann Arbor, MI 48106-0932

Mr Hazel:

This letter is in regards to the FUEL TANK RETROFIT KIT I just purchased from Magic Lincoln-Mercury in Valencia, CA, to guard against rear-end collision fire problems on my new 2003 Mercury Marauder. Since many police departments and attorneys across the country think this should be FORD RECALL, I wholeheartedly agree. But I would settle for a reimbursement of my \$193.56 (copy of bill included) spent to safeguard myself and my family! After all, if your company is offering FREE retrofits for the Crown Vic/Grand Marquis/Marauder cars to police/fire departments ONLY, are you saying the THOUSANDS of us who have purchased the most popular car line that Mercury division sells are not worthy of the same? Does the PINTO and EXPLORER ring a bell?

Regards,

[REDACTED]
[REDACTED]
Valencia, CA [REDACTED]
[REDACTED]

p.s. I have YET to hear a response from your office regarding TWO letters sent by myself last year regarding the substandard-sounding AM RADIO band in this car. Why no response?