



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 758

Date Received  
2003 SEP 15 PM 2:16  
12-AUG-2003

Repository   
Reference No.  
10033682

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City CLEVELAND State OH Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_  
Evening Telephone Number \_\_\_\_\_  
E-mail Address \_\_\_\_\_

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**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1ME1M65L3S9623156

Make MERCURY Model MYSTIQUE Model Year 1995

Date Purchased 9/94 Dealer's Name and Telephone Number NICK MAYA LINCOLN MERCURY 440-855-3200 Engine: V6 No. Cylinders 2.5L Fuel Type: REGULAR

Original Owner  Dealer's City WESTLAKE, OH State OH Zip Code 44145

Transmission Type Automatic  Antilock Brakes  Cruise Control Powertrain front-wheel drive with traction control Vehicle Component Code 114000 ELECTRICAL SYSTEM: WIRING Multiple Failures: 1

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

Incident Date(s) 08-AUG-2003 Failure Mileage 116,000 Failure Speed 35

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make BRIDGESTONE Tire Model (Name or Number) \_\_\_\_\_ Tire Size (Example P215/65R15) \_\_\_\_\_  
DOT No. (Example: DOTM15AB036)  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), cause(s), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured \_\_\_\_\_ Number of Deaths \_\_\_\_\_ Reported to Police N

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 STALLED AT 35 MPH, WOULD NOT RESTART. WAS TOWED TO DEALERSHIP. MECHANIC DETERMINED INSULATION ON THE WIRING HARNESS HAD DETERIORATED AND CAUSED A SHORT. \*AK  
MULTIPLE SHORTS WERE OCCURRED AS INSULATION THROUGHOUT WIRING HARNESS HAD BADLY DETERIORATED, LITERALLY FALLING OFF. MECHANIC INFORMED ME THAT SHORTING COULD RESULT IN FIRES. AFTER TEMPORARY REPAIR, I DROVE HOME, ONLY TO HAVE THE ENGINE STALL 2 BLOCKS FROM HOME. HAD CAR TOWED TO JOHN LANCE FORD IN WESTLAKE, OH WHERE IT WAS DETERMINED THAT ENTIRE WIRING HARNESS NEEDED TO BE REPLACED - FINAL COST OF REPAIRS - \$3,300.00. MY CAR WAS IN THE OWNER'S CARE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.  
The Privacy Act of 1974 (Public Law 93-502) 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.

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

SERVICE DEPT. AT JOHN LANCE FORD FOR 5 WEEKS!! THOUGH FORD ISSUED A RECALL SOMETIME IN 1999, I WAS NOT MADE AWARE OF IT. I LEARNED RECENTLY THAT FORD EXTENDED THE WARRANTY ON THE WINING BARNES TO 100,000 MILES. AT THE TIME OF THE BARNES FAILURE, MY CAR HAD 116,000 MILES. FURTHER, I LEARNED RECENTLY THAT NICK-MAYER IN MENDOTA, IL HAD INSPECTED MY CAR'S WINING BARNES IN DEC 2000 AND FOUND IT TO BE OK THEN (I HAD TAKEN MY CAR IN FOR OTHER SERVICE & DID NOT REALIZE THE BARNES WAS INSPECTED). I SUBSEQUENTLY LEARNED THAT NICK-MAYER HAS NO RECORD OF FOLLOW-UP INSPECTIONS. I NOW SEEK RE-IMBURSEMENT FROM FORD FOR THE COST, STRESS, AND INCONVENIENCE REGARDING THIS MATTER.

9/2/03

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20580

Official Business Penalty for Private Use \$300



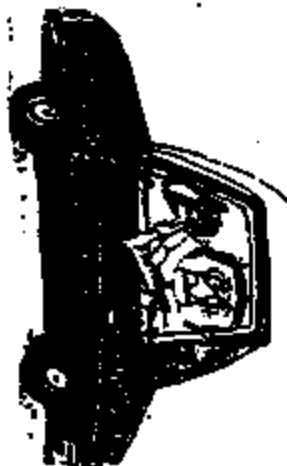
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL 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 20580



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
<http://www.safercar.gov>



VEHICLE OWNER'S QUESTIONNAIRE  
DOT AUTO SAFETY HOTLINE  
TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline (DASH) 2 DOT