



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 120

Date Received

2003 SEP 15 PM 2:20  
22-AUG-2003

Repeatery

Reference No.  
10034407

**OWNER INFORMATION (Type or Print)**

Name

Address

City RICH SQUARE

State NC

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 a signature or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 8/29/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1MELM6530V622390

Make  
MERCURY

Model  
MYSTIQUE

Model Year  
1997

Date Purchased

Dealer's Name and Telephone Number  
Central Ford

Engine:  
No. Cylinders  
4

Fuel Type:  
unleaded

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes  
 Cruise Control

Powertrain

Vehicle Component Code

121200 EXTERIOR LIGHTING:HEADLIGHTS:SWITCH

Multiple Failure: 1

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

Incident Date(s)  
22-AUG-2003

Failure Mileage

Failure Speed

**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: DOTM18ABC036)

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

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. List parts repaired or replaced (and if old part is available).

CONSUMER STATED THAT TAIL LIGHTS AND INTERIOR LIGHTS DID NOT WORK. SHE TOOK VEHICLE TO DEALER, AND WAS TOLD THAT THERE WAS RECALL 99V103000 CONCERNING HEADLIGHT SWITCH/WIRING HARNESS DEFECT. BUT BECAUSE OF THE MILEAGE ON THIS VEHICLE IT COULD NOT BE REPAIRED UNDER THE RECALL. SHE WANTED TO KNOW WHY, SHE DID NOT THINK THIS WAS FAIR. \*AK

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 Administration 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)

I took my car to Alan Vester in Roanoke Rapids which is a Ford dealer was told that the recall could not cover my car because of the mileage. The lady that I talked to about filing a complaint and 3 other mechanics said if a recall was on the headlight switch/wiring harness the mileage shouldn't have anything to do with it

Enclosed is a copy of the bill from Webb's Auto Clinic in Roanoke Rapids, N.C.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 72173 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

**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) 2 DOT



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

## **Vehicle: Recalls**

### **Recall 99V103000: Headlamp Switch Open Circuit**

The terminals at the headlight switch and wiring harness connector can experience heat damage as a result of overheating.

The damage could result in distortion of the terminal causing an open circuit in the instrument panel illumination, parking lamp, and tail lamp circuits.

Dealers will install a headlamp switch wiring connector containing bronze terminals and an inspection, and replacement if necessary, of the headlamp switch.

Owner notification began July 16, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

**99V103000: HEADLIGHT SWITCH & WIRING HARNESS**

Standard Auto Parts

Entire Article  
1997 Mercury Mystique

**ARTICLE BEGINNING****NTSA RECALL BULLETIN**

Model(s):	1996-98 Ford Contour 1996-98 Mercury Mystique
Campaign No:	99V103000
Number of Affected Vehicles:	89999
Beginning Date of Manufacture:	1995 APR
Ending Date of Manufacture:	1998 AUG

**VEHICLE DESCRIPTION:**

Passenger vehicles.

**DESCRIPTION OF DEFECT:**

The terminals at the headlight switch and wiring harness connector can experience heat damage as a result of overheating.

**CONSEQUENCE OF DEFECT:**

The damage could result in distortion of the terminal causing an open circuit in the instrument panel illumination, parking lamp, and tail lamp circuits.

**CORRECTIVE ACTION:**

Dealers will install a headlamp switch wiring connector containing brass terminals and an inspection, and replacement if necessary, of the headlamp switch.

**OWNER NOTIFICATION:**

Owner notification is requested to begin during the June 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-323-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-800-dash-2-dot (1-888-327-4236).

**ADDITIONAL INFORMATION:**

The National Highway Traffic Safety Administration operates Monday through Friday from 8:00 AM to 4:00 PM, Eastern Time. For more information call (800) 424-9393 or (202) 366-0123. For the hearing loop, call (202) 366-9123.

**END OF ARTICLE**

**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).**