



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 1220

Date Received

13-JAN-2004

Repository

Reference No.
10059988

OWNER INFORMATION (Type or Print)

Name

Address

City

PITTSBURGH

State

PA

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

Signature of Owner _____ Date 1/24/04

VEHICLE INFORMATION

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

4M2ZUB6K34U

Make

MERCURY

Model

MOUNTAINEER

Model Year

2004

Date Purchased

OCT. 21, 2003

Dealer's Name and Telephone Number

Key Lincoln/Mercury

734

3877601

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

New Kensington PA

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

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; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING ENGINE CHECK LIGHT ILLUMINATED ON THE DASHBOARD. CONSUMER TOOK VEHICLE TO THE DEALERSHIP (4) TIMES, BUT THE PROBLEM STILL EXISTS. *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 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.

2004 571 02 12 06

Add #
10053969

Jan. 24, 2004

To whom it may concern

✓ These items need to be included in your brief questionnaire.

- 1) I was an exclusive Ford / Mercury customer for 40 years -
- 2) my dad had a Studebaker / Ford / Mercury dealership many years ago.
- 3) I spent a great deal of time comparing Ford - Mercury cars / SUVs.
- 4) My former car (Mercury / Mountaineer) was flawless for 6 yrs.
- 5) I will endure 33 payments of \$555.55. I have made 3.
- 6) I have wasted time, gas, & added mileage to myself & my vehicle.
- 7) First visit to the dealer was Nov 10th - car was purchased Oct 21, 2003 - to turn of light.
- 8) I use the vehicle to commute to school & for travel
- 9) The uncertainty & inconvenience will result in my complete dissatisfaction

M/M
2/24/04

with mercury

10) As I write this letter
the SERVICE ENGINE
SOON light is on for the
fifth time.

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**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).**